

ORIGINAL

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EX PARTE OR LATE FILED

December 8, 2001

WRITTEN EX PARTE

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

RECEIVED  
DEC - 7 2001  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Re: CC Docket No. 01-277

Dear Ms. Salas:

Attached is a copy of the minutes of the Change Control Process Monthly Status/Process Improvement Meeting for the BellSouth region held on November 14, 2001. I have already sent this document electronically to Jessica Rosenworcel of the Commission's Common Carrier Bureau on December 6, 2001. This document was sent to Ms. Rosenworcel in response to a staff request for it. Also attached is a copy of a spreadsheet displaying BellSouth's monthly performance data for Louisiana for the months of May through October 2001. I have already sent a copy of this document electronically to Dr. Daniel Shiman and Dr. Pam Megna of the Commission's staff on December 7, 2001. This document too was sent the Drs. Shiman and Megna in response to staff requests for it.

Common Carrier Bureau staff has also asked BellSouth for an explanation of how to reconcile differences in volumes of rejected local service requests, or LSRs, report in BellSouth's PMAP "% Reject" Reports and the "Flow-Through" Reports. Because the PMAP "% Reject" Reports and the Flow-Through Report apply different business rules, they are not really comparable. We highlight below, the differences in the business rules for each report that account for their different volumes.

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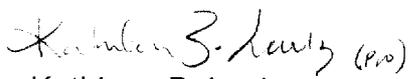
2/1

- The base of LSRs is calculated differently; PMAP excludes the following:
  - a. LSRs where product cannot be determined
  - b. LSRs where negative intervals are calculated
  - c. Directory Listings – Prior to September
  - d. LSRs where state cannot be identified
  - e. PMAP counts all LSRs that were rejected in the reporting month regardless of when they were received, whereas Flow-Through only counts those LSRs received in the reporting month.
  
- If an LSR receives an Auto-Clarification but is later claimed and corrected by a Service Representative, PMAP counts a partially mechanized reject; Flow-Through counts an Auto-Clarification.
  
- If an LSR falls out for manual handling because of a CLEC error, and is corrected but not claimed by a Service Representative, PMAP counts a fully mechanized reject; Flow-Through counts a CLEC-Caused Error.
  
- If an LSR falls out for Planned Manual handling and a Service Representative finds and corrects a CLEC-caused error without claiming the LSR, PMAP counts a fully mechanized reject; Flow-Through counts as Planned Manual.
  
- If an LSR falls out for Planned Manual handling and a Service Representative finds a CLEC-cause error, claims the LSR, and corrects the error, PMAP counts a partially mechanized reject; Flow-Through counts as Planned Manual.
  
- If an LSR has not completed processing before a supplement to cancel is received, the original LSR is placed in “Z Status”, which is a separate category in Flow-Through. If a Service Representative claims the original LSR, it is classified as a partially mechanized reject in PMAP.

I am also sending a copy of this letter and the attached document to James Davis-Smith and Cynthia Lewis of the Department of Justice's Telecommunications Task Force.

In accordance with Section 1.1206, I am filing two copies of this notice and the accompanying attachments and request that you place them in the record of the proceeding identified above. Thank you.

Sincerely,

  
 Kathleen B. Levitz

Attachments

cc: Jessica Rosenworcel  
Susan Pie  
James Davis-Smith  
Cynthia Lewis



November 14, 2001

# CCP Monthly Status/Process Improvement Meeting

## MEETING MINUTES

<small>MEETING NAME</small>	<small>MINUTES PREPARED BY:</small>	<small>DATE PREPARED</small>
<b>Monthly Status Meeting / Process Improvement Meeting</b>	Cheryl Storey – Change Management Team	11/15/01

### Participants

<small>PARTICIPANT</small>	<small>COMPANY</small>
Valerie Cottingham	BST - CCP
Cheryl Storey	BST - CCP
Brenda Files	BST - CCP
Steve Hancock	BST - CCP
Marva Goff	BST
K.C. Timmons	AT&T
Peggy Rehm	NightFire
Mary Conquest	ITC Deltacom
Nina Heath	BTI
Dale Donaldson	epb
Paul Pennick	Birch Telecom
Mel Wagner	Birch Telecom
Jack Sheehan	KPMG Consulting
Tami Swensen	Launch-Now-Accenture
John Duffey	FL-PSC
Gloria Melvin	NuVox
Bob Buerosse	Allegiance Telecom
Gary Jones	BST
Cheryl Haynes	NuVox
Ranae Clark	Espire
Gloria Burr	BST

<small>PARTICIPANT</small>	<small>COMPANY</small>
Rick Whisamore	WorldCom
Sandy Evans	Sprint
Kim Gillette-Hoskins	Quintessent
Doyle Mote	BST
Tom Hyde	Cbeyond
Butch Stahlberger	XO
Bill Grant	Telcordia for Sprint
Kyle Kopytchak	Network Telephone
Bob Scorbato	BTI
Torry Sanford	BST
Meena Masih	BST
Sharon Eleazer	Talk America
Tyra Hush	Worldcom
Niki Gray	Alltel
Bernadette Seigler	AT&T
Charles Sclafani	Stratos Telecom
Sheryl Acosta	Stratos Telecom
Sheriann Lively	NuVox
Graham Watkins	KPMG Consulting
Rodney Strawter	BST

### Meeting Information History

<small>DATE</small>	<small>START TIME</small>	<small>END TIME</small>
11/14/01	10:00 AM ET	4:00 PM ET

<small>MEETING PURPOSE / AGENDA</small> <b>Monthly Status / CCP Process Improvement Meeting</b>
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November 14, 2001

**CCP Monthly Status/Process Improvement Meeting  
MEETING MINUTES**

Agenda Items	Discussion
1. WELCOME/INTRODUCTIONS	Steve Hancock (BST Change Management Team) opened the meeting and reviewed the agenda items that we planned to cover.
2. REGULATORY ISSUES	Steve asked the CLEC community if there were any questions regarding the summary of Type 2 Regulatory Mandates that was provided prior to the meeting. There were no questions.
3. NEW CHANGE REQUESTS (TYPES 2-5)	<p>The following requests are in "New" status.</p> <p>NOTE: Only those requests that have changed status since our 10/24/01 meeting were reviewed.</p>
	<p><b>CR0424 - UDC Ordering Process - Email Option</b></p> <p>Kyle Kopytchak (Network Telephone) stated that the scope of this request has changed. It is for all services ordered manually. Kyle indicated that this issue has been discussed with CLECs in several conference calls. Kyle stated that he was not happy with the manner in which this request has been handled. Brenda Files (BST CMT) advised that the change request is for UDC Ordering only.</p> <p>Rodney Strawter (BST) provided additional information as to the status of this request. Rodney had requested examples from Network Telephone of when faxed information from BST is illegible since faxed LSRs are required to be typewritten.</p> <p>If LSRs are submitted via email, the following must be considered:</p> <ul style="list-style-type: none"> <li>• Email would need to be consistent with FAX server cut offs each day</li> <li>• SOMAN charges would need to be applied for emails</li> <li>• Email server capacities with receiving the manual volume</li> <li>• Verification on process to load Date/Time sent (timestamp) from to measure center duration and SQM measurements</li> </ul> <p>Kyle questioned what would change regarding retrieving LSRs from email versus FAX. Rodney replied that BST would have to print from email and apply the receipt/time stamp.</p> <p>Rodney indicated that BST is considering not only UDC, but also all manual products.</p> <p>Kyle indicated that the email capability would provide a cost savings for the CLECs and reduce escalation time to the LCSC.</p> <p>Rodney stated that BST is not denying this request. BST is looking at the work effort, email or other venues to address the CLEC concerns. Another option is web-based forms. We have preliminary details and are in the process of talking with the electronic group. This may be available in LENS. Rodney indicated that we should have additional information to present to the CLECs in the next 2-3 weeks. Valerie indicated that there is an existing change request (CR0085) on the web-based forms.</p>

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**CCP Monthly Status/Process Improvement Meeting**  
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Agenda Items	Discussion
	<p>Niki Gray (Alltel) commented that anything that is submitted after 3:00 is sent back to them as illegible. She indicated that a DSR was rejected 11 times for being illegible. Niki indicated that Alltel faxed this DSR to other locations outside of BST and it was perfectly legible everywhere but BST. Niki indicated that they were extremely concerned.</p> <p>Kyle commented that Network Telephone was first told by BST to consider replacing their fax servers, which they did. Tom Hyde (Cbeyond) and Dale Donaldson (epb) indicated that they are experiencing the same problem.</p> <p>Tyra Hush (WorldCom) questioned if there is an interim solution. She also questioned if the LCSC could train service representatives to handle an order from beginning to end versus being transferred to other service representatives who don't know the history of the order. Sherrian Lively (NuVox) asked what the CLECs could do in an effort to resolve the issue. Rodney indicated that the CLECs need to prioritize this request high to indicate the importance to the CLEC community. Bill Grant (Telcordia) stated not all CLECs are LENS users. Doyle Mote (BST) replied that we would need to look at expanding to EDI and TAG.</p> <p>Kyle commented that we need to look at this as a win/win solution; the costs would be reduced for everyone.</p> <p>The main concerns expressed are that faxing is not working, service representatives are clarifying orders and the BBR-LO is not consistent, and the order needs to stay with one representative. Rodney commented that the Customer Service Manager (CSM) and Account Team are set up to handle chronic issues for CLECs.</p> <p>Rodney also stated that on the retail side BST has the same process setup with several representatives touching a LSR. Different service representatives handle subsequent calls. The impact of having a one-to-one correlation to a service representative is unknown.</p> <p>Rodney and Valerie stated that BST is seriously looking at these issues and should have feedback within the next few weeks.</p>
	<p><b>CR0505 - Establish Electronic Ordering of ISDN-PRI</b></p> <p>Doyle Mote (BST) provided an overview of this request. This issue is currently being addressed by OBF. BST anticipates that this issue will be in the final phase at OBF at its next quarterly meeting in February. Once it is final, BST will follow OBF's lead. BellSouth will develop its business rules pending the issue's outcome at OBF.</p>
	<p><b>CR0506 - Establish Electronic Ordering of Frame Relay</b></p> <p>Doyle Mote (BST) provided an overview of this request. Electronic ordering of Frame Relay pertains to Switch As Is and Switch with Change to add DLCI (data link connection indicator) to an existing circuit.</p>

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Agenda Items	Discussion
	<p><b>CR0529 - Add Business Rules for UDF</b></p> <p>Velma Stephens (BST) provided an overview of this request. Add BellSouth Business Rules for UDF, Update Remarks and CFA requirements on the Loop Service form in the Data Element Dictionary.</p>
	<p><b>CR0534 - Add BAN1 to RCO table for Line Splitting</b></p> <p>Rita Worrell (BST) provided an overview of this request. BST is requesting that the BAN be populated for REQTYP A, ACTs of V, P and Q for Line Splitting. The change request will be updated to reflect the ACTs of V, P and Q only.</p>
	<p><b>CR0543 - Incorporation of LENS as an additional interface in CAVE</b></p> <p>Torry Sanford (BST) provided an overview of this request. With Release 10.3, LENS will be deployed into the CLEC Test Bed as an additional interface. The same operating parameters will apply. The existing process of contacting your account team should be utilized for scheduling time in the test bed. LENS will be available the entire test window.</p> <p>Bernadette Seigler (AT&amp;T) questioned if the BST OCN code would be required. Torry responded 'yes'. The BST OCN is a test code that BST requires when in CAVE.</p> <p>The question was raised if CLECs can input their own codes. Torry indicated that this issue is being discussed internally and that he would address at an upcoming CAVE meeting.</p> <p>Mel Wagner (Birch) questioned the foundation for adding LENS to CAVE. Torry indicated that the CLEC community had requested LENS be added to CAVE when we first began discussing the implementation of the test bed. At that time, BST had indicated that LENS was not included in the test bed because it was a human to machine interface. Adding LENS to CAVE will be a win/win solution for everyone. Mel questioned if the issues that resulted from the 7/28/01 release was a reason. CMT responded that BST had heard the CLEC concerns.</p> <p>Tyra questioned if there were "Get Started Guidelines". Torry responded that the Interconnection Web site contained detailed testing documents for CLECs entering into CAVE and overall testing. Tyra indicated that detailed steps were needed that reflect the guidelines a CLEC would follow to get started in CAVE. Torry indicated that the parameters are outlined in the user requirements that were reviewed with the CLEC community in the January 2001 timeframe.</p> <p>CLECs questioned if the user requirements were posted on the web. BST CMT replied that this is being investigated.</p>
	<p><b>NEW ACTION ITEM:</b> Re-distribute the CLEC Test Bed user requirements to the CLEC community.</p>

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## CCP Monthly Status/Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
	<p>Gloria Melvin (NuVox) questioned the status of CR0454 - Ability to View Pending Disconnect Orders in CSOTS. CMT stated that BST is actively working on this issue and plan to provide an updated response on Thursday.</p> <p>Sandy Evans (Sprint) questioned the status of CR0487 - CLEC owned splitters for Line Sharing. CMT stated that at this time there was no updated status but that we are actively working on this issue and would provide a status as soon as possible.</p> <p>Tom Hyde (Cbeyond) questioned the status of CR0078 - EELS Mechanization. CMT indicated there is no update at this time.</p> <p>Peggy Rehm (Nightfire) questioned the status of CR0101 - EDI Pre-Ordering and CR0186 - Interactive Agent since they were dependant upon LSOG5/ELMS5 implementation, which has been delayed.</p>
	<p><i>NEW ACTION ITEM:</i> CMT to investigate the status of CR0101-EDI Pre-Ordering and CR0186 - Interactive Agent since they were dependant upon LSOG5/ELMS5 implementation.</p>
<b>4. PENDING CHANGE REQUESTS</b>	<p>Brenda Files (BST CMT) reported that the following request has been placed in pending status:</p>
	<p><b>CR0518 - Electronic Ordering for ISDN BRI Resale</b></p> <p>Robin Gray (BST) provided an overview of this request. BST is requesting that electronic business rules be developed for ISDN BRI Resale for REQ TYP E, ACTs of C, D, V, W, P, Q and LNA of N, C, D, X, V, W, P. This feature would provide complete flow through.</p> <p>Bill Grant (Telcordia) questioned if this change request should be handled by the Flow Through Task Force. CMT responded that the CLEC community would determine this later once we addressed whether manual to electronic requests should be handled as Type 2's or Type 4's and 5's.</p>
<b>5. SCHEDULED &amp; IMPLEMENTED CHANGE REQUESTS</b>	<p>Cheryl Storey (BST CMT) asked if there were any questions regarding the Change Requests listed in the Scheduled and Implemented sections of the Change Request Log. Cheryl indicated that the system related change requests would also be reflected on the monthly release management report. There were no questions.</p> <p>The following Type 6 Defect change requests were implemented: CR0452, 479, 481, 482, 483, 503, 504, 508, 509, 510, 511, 512, 516, 517, 519, 522, 523, 525, &amp; 526.</p>
<b>6. DEFECT CHANGE REQUESTS</b>	<p>The following defect change requests have been received since 10/24/01:</p>
	<p><b>CR0531 - Telephone Number Reservation TAG Defect /ITC Deltacom</b></p> <p>This request was determined to not be a RSAG defect, however the CLLI code has a "-", which is causing TAG to not process. BellSouth will verify if TAG can change its validation of CLLI to allow the "-".</p>

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Agenda Items	Discussion
	<p><b>CR0533 - BBR-LO does not correctly reflect hunting for UNE-P/ITC Deltacom</b></p> <p>This request was determined to not be a documentation defect, however the customer has appealed BellSouth's response. Currently being re-investigated.</p> <p><b>CR0538 - Electronic xDSL and Line Sharing Reservations Expiring before 4 business days/BellSouth</b></p> <p>This request was determined to be a defect and will be corrected in a future release TBD.</p>
<p><b>7. CANCELED CHANGE REQUESTS</b></p>	<p>Steve Hancock (BST CMT) asked the CLEC community if there were any questions regarding the Change Requests listed in the Canceled Section of the Log. There were no questions.</p> <p>The following Type 6 Defect Change Requests were canceled since 10/24/01: CR0489, 497, 521 &amp; 524.</p>
<p><b>8. REPORT OF SYSTEM OUTAGES</b></p> <p>NOTE: Details of each outage are posted on the Change Control website at <a href="http://www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html">www.interconnection.bellsouth.com/markets/lec/ccp_live/ccp.html</a></p>	<p>The following Type 1 System outages/degradation have occurred since the last Status Meeting:</p> <p>LENS - 3            EDI - 2            TAG - 0            CSOTS - 4            EC-TA - 0            TAFI - 0</p> <p>Bernadette Seigler (AT&amp;T) commented that CSOTS experienced more outages than normal and questioned the reason. CMT indicated that we weren't aware of any common problem. Paul Pennick (Birch) questioned how the CLECs could be assured that the CSOTS problems are fixed. The problems have been occurring the last four weeks. There have also been occurrences when CSOTS is not being updated at night. No explanation has been provided of the problem.</p>
<p align="center"><b>NEW ACTION ITEM: BellSouth to investigate the recent CSOTS outages and determine the causes and action taken to assure outages are eliminated.</b></p>	

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### MEETING MINUTES

Agenda Items	Discussion
<p>9. FLOW-THROUGH - MECHANIZATION</p>	<p>Gary Jones (BST) led the discussion regarding Flow Through Task Force (FTTF) issues.</p> <ul style="list-style-type: none"> <li>• Special Pricing Plans</li> </ul> <p>Gary indicated that he was not satisfied with the text on the web. A document will be prepared with an explanation of the information regarding special pricing plans provided on the 10/17/01 conference call. This document will be distributed to the CLEC community within the next few weeks along with details regarding the location of the information on the Interconnection Web site.</p> <ul style="list-style-type: none"> <li>• Flow Through Task Force - Planned Manual Fallout</li> </ul> <p>When the Flow Through Task Force was formed, the initial agreement was that Change Requests being managed by CCP prior to 2/28/01 would remain in CCP. A request was made by several CLECs to pull these CRs and classify them as Type 2's. At the 10/17/01 meeting, BST indicated that it would take this request to Regulatory for a response. Regulatory indicated that for "Planned Manual Fallout" any CRs being managed by CCP should be moved to the Flow Through Task Force and changed to Type 2's.</p> <ul style="list-style-type: none"> <li>• Flow Through Task Force - Manual to Electronic Process</li> </ul> <p>Gary stated that some CLECs have indicated that not all Flow Through CRs should be Type 2's. Type 2 CRs are not prioritized by CCP. Type 2 CRs are considered for implementation before Type 3's, 4's and 5's. Gary asked the CLECs the following question: Should requests to provide electronic ordering for products, which currently can only be ordered manually (i.e., UCL-ND), be processed by the FTTF, and thus, be treated as a Type 2 Regulatory Change or should the requests be processed as a Type 4 or Type 5.</p> <p>Tyra Hush (WorldCom) questioned if it wouldn't be to the discretion of the CLEC submitting the CR. BST responded that it needs to be consistent with the handling of the CRs. Tyra commented that in other areas, Type 2's, 4's and 5's are being implemented simultaneously and is concerned that BST is stating that Types 4 and 5 requests may not be implemented. BST stated that Type 2's are considered before the other types, not necessarily implemented before them.</p> <p>Gary stated that Order 7892 required that targeted release dates should be provided for flow through items. The order did not state that the CRs had to be Type 2's. If not Type 2's, all CRs would fall in the same bucket. However, a CLEC complained and wanted the flow through items classified as Type 2's. Several CLECs expressed concern regarding the Type 2 classification. At our 4/25/01 Change Review Meeting, Gary asked the CLEC community if it wanted to change the process.</p> <p>Tyra stated that she does not agree with Type 2's being considered before other CRs. K.C. Timmons (AT&amp;T) stated that it appears to be a resource issue. Tom Hyde (Cbeyond) commented that BST needs to abide by the letter distributed by CCP regarding EELS and amend CLEC contracts to send orders via the ASR. Tom indicated that BST refused to amend its contract for DS1 loop.</p>
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## CCP Monthly Status/Process Improvement Meeting

### MEETING MINUTES

Agenda Items	Discussion
	<p>Discussion took place on the best method for voting on this issue. It was agreed that CLECs should submit their vote in writing. The issue to be voted on is whether the mechanization of manual processes to the electronic environment should be handled via the FTTF as Type 2's or through CCP as Type 4's or 5's.</p> <p>The next FTTF meeting will be held during the week of 12/18/01.</p>
	<p><b>NEW ACTION ITEM:</b> BellSouth to provide a voting form and follow up for purposes of determining whether those Flow Through Improvement items, currently in a Manual environment, should be classified as Type 2 or Types 3-5 change requests.</p>
<p><b>10. RELEASE MANAGEMENT &amp; IMPLEMENTATION STATUS</b></p>	<p>Cheryl Storey (BST CMT) provided the status on release management.</p> <ul style="list-style-type: none"> <li>• <u>Release 10.2 Features - 11/3/01</u> <ul style="list-style-type: none"> <li>• Correct Format of CCON on UNE-P Conversion Orders (CR0490)</li> <li>• Migration of UNE-P Notifications (CR0133)</li> <li>• TN vs RSAG Validation - Migrations - REQ TYP M only (CR0371)</li> </ul> </li> </ul> <p>A Carrier Notification Letter was posted on 11/2/01 regarding results of testing for Validating the End User Address by Telephone Number for UNE-P REQ TYP M. Testing determined that LSRs will process correctly when only one address is associated with the provided telephone number in RSAG. When there are two or more addresses reflected in RSAG, the LSR will be rejected or auto clarified back to the CLEC. Effective no later than 11/17/01 BST will also begin processing LSRs with multiple addresses.</p> <ul style="list-style-type: none"> <li>• <u>Release 10.2.1 Features - 11/17/01</u> <ul style="list-style-type: none"> <li>• Migration of UNE-P Notifications (CR0133)</li> <li>• TN vs RSAG Validation - Migrations - REQ TYP M only (CR0371)</li> </ul> </li> </ul> <p>On 11/12/01 an emergency meeting was held with the CLEC community to discuss alternatives for validating that the correct customer record is being processed. Migration by TN was implemented on 11-3-01. BST recommended that the End User Name not be used as part of the validation because there are so many variations of the customer name. Studies indicated a high volume of rejects when attempting to do a name match. BST recommended a TN and SANO (house number) validation process as reflected in CR0371. CLEC community provided consensus for BST to move forward with validating with TN and house number. A conference call is scheduled for Friday, November 16 to review the results of testing with WorldCom. Updated business rules to incorporate the validation of house number are to be provided on 11/14/01. These business rules will be incorporated into the 12-5-01 BBR-LO Version 9S update.</p>

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Agenda Items	Discussion
	<p>Peggy Rehm (Nightfire) commented that the CLEC community still does not have accurate business rules for this feature and that this was not acceptable. Peggy asked if the 12-5-01 update would include other issues in addition to Release 10.2.1 changes. BST replied, 'yes, other changes would be included'.</p> <p>Tyra Hush (WorldCom) expressed concern that WorldCom would be testing one day before the feature would be implemented. Tyra asked if we had received confirmation on the time for the read out conference call on Friday. Valerie indicated we were checking on the status. Tyra also asked if the Carrier Notification Letter for Release 10.2.1 downtime had been posted. Meena Masih (BST) indicated the letter would be posted by COB.</p> <ul style="list-style-type: none"> <li>• <u>Release 10.3 on 1/5/02</u></li> </ul> <p>CR0422 - Mechanized LMU Fix - LFACS/RSAG Address Mismatch Results in Neighborhood Report has been added to the release. This is associated with a regulatory mandate.</p>
	<p>CR0371 - TN vs Address Validation - REQTYPs A &amp; E had been scheduled for Release 10.3. This CR has been removed from Release 10.3 due to the issue surrounding the processing of multiple addresses for REQTYP M-UNE -P LSRs and the enhancement planned for Release 10.2.1. We hope to have the new release date for REQTYPs A &amp; E shortly.</p> <p>Cheryl indicated that several defects have also been added to the release and to refer to the Monthly Release Management Report provided prior to the meeting for additional details.</p> <p>Cheryl asked the CLECs if anyone had questions regarding the Parsed CSR data field specifications that were distributed on 10/12/01. CLECs indicated that they were waiting for the TAG API to be posted.</p> <p>Valerie asked the CLECs to send an email to Change Control by Friday if they were interested in testing Parsed CSR in CAVE. TAG 7.7 is a prerequisite.</p> <ul style="list-style-type: none"> <li>• <u>TAG API</u></li> </ul> <p>Gloria Burr (BST TAG Project Manager) stated that the draft TAG API and Reference Guide would be posted to the Web as follows:</p> <ul style="list-style-type: none"> <li>• Major Releases - 6 weeks prior to CAVE</li> <li>• Minor Releases - 4 weeks prior to CAVE</li> <li>• Final TAG API - One day prior to production</li> </ul> <p>The TAG API and reference guide will be termed as "draft" because BST will be testing along with the CLECs and if anomalies are found, the API will need to be updated.</p> <p>Tyra questioned when the draft would be baselined. Gloria stated that defects will be handled expeditiously. If a CLEC is testing in CAVE, they will be aware of the defects being corrected.</p> <p>Tyra questioned how CLECs would be notified of changes. Gloria indicated that the final API document includes a change history.</p>

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## CCP Monthly Status/Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
	<p><b>NEW ACTION ITEM:</b> BellSouth to provide the defect management process for CAVE.</p> <p>Bill Grant (Telcordia) commented that the previous release schedule did not indicate that the TAG API would be draft. BST indicated that this should have been termed as draft because we realized there may be anomalies that have to be corrected.</p> <p>Gloria stated that when the TAG API is posted it would be complete. When the release is loaded into CAVE, BST considers the code clean. It has completed system and IT testing before CAVE. Gloria suggested that we change the word "draft" to "1<sup>st</sup> version"; however there needs to be the understanding there may be an updated version posted the day before production. Gloria indicated that we could not guarantee zero (0) defects although BST's intent is zero defects. Defects are resolved as quickly as possible. Gloria shared that the partnering method means that CLECs and BST are both testing the same piece of code. We share defects and work through the resolution.</p> <p>Mary Conquest (ITC Deltacom) suggested that we use the following versioning process:</p> <ul style="list-style-type: none"> <li>• Version 0 (four weeks prior to CAVE)</li> <li>• Version 1 (final document)</li> <li>• Version 1.1 (to reflect patches after final document is deployed)</li> <li>• Version 2.0 (reflects extensive modifications)</li> </ul> <p>It was agreed that this versioning process would be used beginning with Release 10.3.</p> <p>Version 0 for Release 10.3 will be posted to the TAG secure web site on 11/15/01.</p> <p>Kim Gillette-Hoskins (Quintessent) questioned the status of having a TAG user group. Gloria replied that she agreed to look into the possibility of having a TAG User Group. Gloria plans to observe the EDI User Group meeting to obtain information on how the meeting is conducted, etc.</p> <ul style="list-style-type: none"> <li>• <u>2002 Revised Release Schedules</u></li> </ul> <p>Meena Masih (BST Release Manager) presented a snapshot of the 2002 releases and first quarter deliverables. For 2002, we will have four minor and one major release. Bill Grant suggested that the associated TAG API number be added to the schedule and that the excel spreadsheets with the milestones also be provided.</p>
	<p><b>NEW ACTION ITEM:</b> Provide the associated TAG API on the 2002 Release Schedule.</p>
	<p><b>NEW ACTION ITEM:</b> Provide the detailed project plans for the 2002 Release Schedule (excel spreadsheet with milestones)</p>

November 14, 2001

## CCP Monthly Status/Process Improvement Meeting

### MEETING MINUTES

Agenda Items	Discussion
	<p>The Release Package Meeting for Releases 10.4.0 and 10.5.0 will be held by no later than December 14, 2001, which is 15 weeks prior to CAVE.</p> <ul style="list-style-type: none"> <li>• <u>Release Capacity - CR0501 (part 2 of CR)</u></li> </ul> <p>Meena presented BellSouth's sizing modeling concept. BST is proposing that 40% of the annual release capacity will be for implementing CLEC Change Requests and CLEC-driven mandates. The remaining 60% of the annual release capacity will be for implementing NPA splits/overlays, defects, maintenance, BST features and change requests. BST will also track the capacity and provide a YTD percent capacity used for CLEC requests. This report would be provided at CCP on a quarterly basis beginning in 2002.</p> <p>CLECs requested that this information be documented. Valerie indicated that we would need to ballot this issue for inclusion to the CCP document once we have completed the discussion of this topic.</p> <p>Mel Wagner (Birch) questioned if we have information of the percentage it has been because this appears to be an improvement. Meena replied that this information was not available at this time.</p>
	<p><b>NEW ACTION ITEM:</b> Provide the current statistics for release capacity.</p>

November 14, 2001

## CCP Monthly Status/Process Improvement Meeting

### MEETING MINUTES

Agenda Items	Discussion
	<ul style="list-style-type: none"> <li>• <u>Sizing Metric - CR0501 (part 1 of CR)</u></li> </ul> <p>Meena presented BellSouth's recommendation for the sizing metric. BST is proposing a more defined definition for Large, Medium and Small. The term "Release Cycle Hours" is the total number of planning, analysis, design, code development, testing and implementation hours required for the implementation of a single Change Request.</p> <p>Bill Grant (Telcordia) commented that this proposal did not provide a way to compare a Large to a Small and that this recommendation was worse than what was presented in last month's meeting. Bill stated the CLECs need the capacity of the release upfront to assist with their prioritization efforts.</p> <p>Tyra Hush (WorldCom) commented that the only way for a request to be implemented is by going to the PSC. Tyra stated that CLECs need the percentage per release.</p> <p>CLECs questioned how the tracking would be performed. Meena indicated the tracking would be based on the Release Cycle Hours.</p> <p>Bernadette Seigler (AT&amp;T) expressed that she was extremely frustrated and questioned if BST was clear on what the CLECs were requesting. Valerie indicated BST is clear on what the CLECs are requesting. With the more defined definition for Large/Medium/Small paired with the quarterly tracking report, BST thought that the CLECs would be in a better position to prioritize their features.</p> <p>CLECs indicated that they were not totally disagreeing with the 40% of annual capacity being allocated for the implementation of CLEC features. They are requesting that additional information be provided on what the 40% is a total of.</p>
	<p>NEW ACTION ITEM: BellSouth to revisit the Sizing Metric and provide additional information regarding the 40% annual capacity for CLEC change requests (40% of what).</p>
<p><b>11. APPEAL PROCESS</b></p>	<p>Brenda Files (BST Change Management) presented CR0545 - Appeal Process. BST is recommending that when a CLEC appeals a response that BST will provide a response to the appeal within 7 business days. Sheriann Lively (Nuvox) suggested that if the BST response indicates a request cannot be supported, then alternatives should be provided. Also Sheriann suggested that CLECs have the ability to request a process review for requests that cannot be supported. BST CMT agreed to revisit this request regarding Sheriann's suggestions. The action item for the appeal process will remain open.</p>
<p><b>12. SECTION 7 - RETIREMENT OF VERSIONS CLARIFICATION</b></p>	<p>Valerie indicated we added an example of an expiration of a TAG release to Section 7 - Retirement of Versions as requested in our October meeting. There were no objections. This item will be balloted as meeting consensus.</p>

November 14, 2001

**CCP Monthly Status/Process Improvement Meeting  
MEETING MINUTES**

Agenda Items	Discussion
<p>13. APPENDIX D CHANGES - BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES</p>	<p>Valerie stated that the last sentence of Appendix D had been updated to reflect that regulatory mandates would be implemented for the current map only. Bill Grant (Telcordia) commented that this is a big problem. Bill indicated that in a previous meeting Brenda Wallace had stated that mandates would apply to both frozen and current maps. Valerie stated that this issue had been investigated further and the decision was made for mandates to apply to the current map only. Tyra Hush (WorldCom) stated that the frozen map should accommodate mandates, defects and some expedited features. Tyra questioned if IT was involved in this decision. BST replied that several departments were involved in this decision, but was not sure if IT was one of the groups. Valerie indicated that BST would revisit this issue.</p>
<p>14. COMPANION CODING DOCUMENT</p>	<p>Bob Littin (BST) provided an update from the 10/31/01 Documentation meeting with the CLECs. A package of mock-ups was provided to the CLECs for review and feedback.</p> <ul style="list-style-type: none"> <li>• <u>Pre-order Mock-ups provided</u> <ul style="list-style-type: none"> <li>- Summary of changes under a revision history</li> <li>- A sample revision history</li> </ul> </li> </ul> <p>The revision history would include the CCP CR#, indicate if release affecting, section of document and description.</p> <ul style="list-style-type: none"> <li>- Pre-order archive</li> </ul> <p>Peggy Rehm (Nightfire) questioned the handling of documentation updates that impact the CLECs but are not release related. Bob indicated we couldn't always determine if changes will be CLEC impacting. Bill Grant (Telcordia) indicated any matrix change, business rule change, conditional notes would be CLEC impacting.</p> <ul style="list-style-type: none"> <li>• <u>Coding matrix mock-ups provided</u></li> </ul> <p>Two mock-ups were provided for the coding matrix. (1) Data Element Dictionary only and (2) Coding Matrix &amp; BBR-LO Data Element Dictionary. BST asked the CLECs which they would prefer, and the CLECs indicated they would prefer a merged document. Bob asked the CLECs for their suggestions of the location of the coding matrix, was it okay for the matrix to follow the conditional notes. CLECs were in agreement with this.</p> <p>Bill Grant questioned the REQTYP A Product Specific mock-up and requested that another mock-up be provided since REQTYP A has many flavors. CLECs would prefer one matrix listing all REQTYP A information.</p>
<p align="center"><b>NEW ACTION ITEM:</b> Provide a mock-up for REQTYP A - Product Specific.</p>	

November 14, 2001

**CCP Monthly Status/Process Improvement Meeting  
MEETING MINUTES**

Agenda Items	Discussion
	<p>Tyra Hush (WorldCom) questioned the process for the IT department to review business rules. Doyle Mote stated that the SMEs are part of Step 3 of the CCP process. IT comes into play after Step 3. IT is aware of a request once it is accepted. User requirements are begun at this time. IT develops system requirements after the business rules. The user requirements are based on the business rules. The SME has ownership of the request until the feature is implemented. The SME is involved in several checkpoints. Tyra questioned if IT could be on the conference call. Doyle indicated this has occurred at times. Tyra indicated she would request that a technical SME be present.</p> <p>Kim Gillette-Hoskins (Quintessent) questioned if the current BBR-LO would be going away. BST replied, 'no'.</p> <p>Bob Littin asked the CLECs for their input on extracting the R/C/O tables and housing them at a different location. This would make the BBR-LO smaller and easier to work with. Bill Grant indicated that if they have the coding table he would not need the R/C/O tables. Peggy Rehm agreed.</p>
<p>15. UPCOMING MEETINGS</p>	<ul style="list-style-type: none"> <li>• December 12, 2001 Monthly Status Meeting</li> </ul>
<p>16. OTHER DISCUSSION</p>	<ul style="list-style-type: none"> <li>• CR0544 - Remote Prioritization Voting Rules</li> </ul> <p>Cheryl Storey (BST CMT) presented CR0544 - add remote prioritization voting rules to the CCP process. In the past prioritization meetings have been face-to-face. CMT proposed that we have a documented process for CLECs to vote remotely should they wish not to travel. Meeting consensus was obtained to ballot this item.</p> <ul style="list-style-type: none"> <li>• December - Scheduled Prioritization Meeting</li> </ul> <p>Cheryl stated that December was a scheduled prioritization meeting and asked the CLEC community if it wanted to prioritize new pending requests. Cheryl indicated that currently there are 10 pending change requests that have never been prioritized. The CLECs advised they do not wish to prioritize until tools are available to them to assist in the prioritization efforts. CMT indicated that we committed to revisit the sizing/capacity issue but did not anticipate resolution by 12/4/01, which is the time the Change Review Package would need to be provided to the CLECs for the 12/12/01 meeting.</p> <ul style="list-style-type: none"> <li>• Ballot #7</li> </ul> <p>Cheryl stated that Ballot #7 will contain three issues: (1) Section 7 - Retirement of Versions Clarification, (2) CR0544 - Remote Prioritization Rules and (3) the Type 1 System Outage clarification agreed upon in a previous meeting. Sheriann Lively (NuVox) agreed to assist the CMT with Ballot #7. Ballot #7 will be provided to the CLECs in one week. CLECs have one week in which to cast their votes.</p> <ul style="list-style-type: none"> <li>• EDI Documentation</li> </ul> <p>Peggy Rehm (Nightfire) questioned why there was no notification for the 10/12/01 update to the EDI specifications (Issue 9G). CMT will investigate.</p>
	<p><i>NEW ACTION ITEM:</i> CMT to investigate Issue 9G 10/12/01 EDI Specifications update and why there was no notification.</p>

November 14, 2001

**CCP Monthly Status/Process Improvement Meeting  
MEETING MINUTES**

Agenda Items	Discussion
17. REVIEW OF OUTSTANDING ACTION ITEMS	Review of outstanding Action Items from our 10/24/01 meeting:
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth to provide a "real" example of the expiration of a TAG release with version numbers in the "Retirement of Versions" section of the CCP document. Text will be added to include that this expiration is not an "industry map".</p> <p><i>Status:</i> An example was added to Section 7 - Retirement of Versions and presented during this meeting. Meeting consensus was obtained to ballot this item.</p>
	<p><b>ACTION ITEM: (BellSouth) (OPEN)</b> BellSouth to investigate if it can include language in the Versioning policy re: evaluation of changes to a frozen map, such as correction of defects and regulatory changes.</p> <p><i>Status:</i> Discussed during the 11-14-01 meeting. BellSouth is revisiting this issue.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth will re-construct the 2002 schedule on the original release cycles and communicate back to the CLECs.</p> <p><i>Status:</i> 2002 Release dates provided to CLEC community on 11-9-01. 2002 Release Schedules and first quarter deliverables presented during the 11-14-01 Meeting.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth will investigate if it can offer another minor release replacing a major release in the 2002 Release Schedule.</p> <p><i>Status:</i> 2002 Release dates provided to CLEC community on 11-9-01. 2002 Release Schedules and first quarter deliverables presented during the 11-14-01 Meeting. BST presented that for 2002 there will be 4 Minor Releases and 1 Major Release.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> The CLECs request that a "revision history" be included in the BBR-LO companion matrix/grid document.</p> <p><i>Status:</i> Additional discussion took place on this issue during the 10/31/01 documentation meeting with the CLECs. A list of field usage tables that have changed will be included with the coding matrix.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth will schedule a meeting with the CLECs to discuss the BBR-LO companion matrix document on October 31, 2001 at 10:00 am EST.</p> <p><i>Status:</i> Meeting held 10/31/01.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth to investigate providing a revision history in the Pre-Order Business Rules document.</p> <p><i>Status:</i> Beginning in 2002, a revision history will be provided in the Pre-Order Business Rule documents.</p>

November 14, 2001

**CCP Monthly Status/Process Improvement Meeting  
MEETING MINUTES**

Agenda Items	Discussion
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> Dennis Davis to provide BellSouth's sizing modeling concept to the CLECs within 2 weeks.</p> <p><i>Status:</i> BST presented its sizing modeling concept to the CLECs during the 11-14-01 meeting.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth to provide a SME at the next monthly status meeting to support BellSouth's position on CR0424.</p> <p><i>Status:</i> A SME was present at the 11-14-01 meeting to discuss CR0424.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth to investigate how the Change Request reporting format can be changed to create reports to be used as tracking tools.</p> <p><i>Status:</i> BellSouth distributed an EXCEL spreadsheet to the CLECs for their feedback on 11/06. BellSouth informed that it would provide these spreadsheets quarterly.</p> <p>During the 11/14 meeting, the CLECs recommended that two EXCEL spreadsheets be provided: 1) Current Log and 2) Archived Log.</p> <p>Steve Hancock (BST) stated that AT&amp;T suggested we add the prioritization date of a CR, ranking and the specific release number. Steve indicated that the prioritization date could be added, this is currently on the CR Log as "Change Review Meeting" date. The specific release number can be found in the "Notes" section of the CR LOG. The ranking is located in another document that is posted on the CCP web site.</p> <p>CMT will provide the 4Q01 report to the CLECs the week of 11/19/01.</p>
	<p><i>NEW ACTION ITEM:</i> CLECs to provide by 12/12/01 CCP meeting their recommended date for the receipt of the quarterly BellSouth EXCEL tracking reports.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth to add an "actual implementation date" on the RF1870 Change Request Form.</p> <p><i>Status:</i> Actual Implementation date added on 10-25-01.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth to provide a separate release list containing any non system impacting documentation or process changes.</p> <p><i>Status:</i> A non-system release schedule for 2001 has been provided on the CCP website.</p>
	<p><b>ACTION ITEM: (BellSouth) (CLOSED)</b> BellSouth to change the way it displays Implemented CR's on its website to separate by System Impacting, Documentation and Process.</p> <p><i>Status:</i> The Implemented Change Requests on the CCP web site have been separated into two categories: Software/System Changes and Non-Software/Non-System Changes.</p>

November 14, 2001

## CCP Monthly Status/Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
	<p><b>ACTION ITEM: (BellSouth) (OPEN)</b> BellSouth will submit a CR to document an "Appeal" process to be added to the CCP Document.</p> <p><i>Status:</i> CR0545 was presented to the CLECs during the 11-14-01 Meeting. CLECs requested that additional language be added regarding the SME providing alternatives and that the CLEC can request a process review. BST to revisit this request.</p>
	<p><b>ACTION ITEM: (BellSouth) (OPEN)</b> BellSouth will investigate comparing the Business Rule field name definitions vs. what LENS field names are displaying.</p> <p><i>Status:</i> BellSouth is recommending that AT&amp;T submit a Change Request identifying where the Business Rule field name definitions are in conflict.</p>
	<p><b>ACTION ITEM: (BellSouth) (OPEN)</b> BellSouth to provide clarification on the support of Billing issues through Change Control.</p> <p><i>Status:</i> Valerie presented BellSouth's proposal for providing clarification on the support of Billing issues through CCP.</p>
	<p><i>NEW ACTION ITEM:</i> Investigate if the Tapestry Billing Product will have any impact to the LSR Ordering/Pre-Ordering process.</p>
	<p><b>ACTION ITEM (BellSouth) (OPEN)</b> BellSouth to investigate User Requirement documentation not giving enough details needed to code from.</p> <p><i>Status:</i> BellSouth is still considering the concerns of the CLEC community and looking at ways to support the requests.</p>
	<p><b>ACTION ITEM (BellSouth) (OPEN)</b> BellSouth to investigate if User Groups can be established for LENS and TAG.</p> <p><i>Status:</i> Currently being investigated.</p>
	<p><b>ACTION ITEM (BellSouth) (CLOSED)</b> BellSouth to change the CAVE testing start date on the Release Schedule for 10.3 from 12/08/01 to 12/10/01.</p> <p><i>Status:</i> This change did appear on the monthly release management report, CAVE Release 10.3 Carrier Notification Letter and on the 2002 Revised Release Schedule.</p>
<b>18. SUMMARY OF NEW ACTION ITEMS</b>	
	<p><b>ACTION ITEM: (BellSouth)</b> Re-distribute the CLEC Test Bed User Requirements to the CLEC community.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Investigate the recent CSOTS outages and determine the causes and action taken to assure outages are eliminated.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Investigate the status of CR0101-EDI Pre-ordering and CR0186-Interactive Agent since they were dependent upon LSOG5/ELMS5 implementation.</p>

November 14, 2001

## CCP Monthly Status/Process Improvement Meeting

### MEETING MINUTES

Agenda Items	Discussion
	<p><b>ACTION ITEM: (BellSouth)</b> Provide a voting form to the CLEC community for determining whether those Flow Through Improvement Items, currently in a Manual environment, should be classified as Type 2 or Types 3-5 Change Requests.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Provide the defect management process for CAVE.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Provide the associated TAG API on the 2002 Release Schedule.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Provide the detailed project plans for the 2002 Release Schedule (excel spreadsheet with milestones)</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Re-visit the Sizing Metric and provide additional information regarding the 40% annual capacity for CLEC change requests.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Provide the current statistics for release capacity.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Provide a mock-up for REQ TYP A - Product Specific.</p>
	<p><b>ACTION ITEM: (CLEC Community)</b> CLECs to provide by 12/12/01 their recommended date for the receipt of the quarterly BellSouth tracking reports.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Investigate the EDI Specifications 10/12/01 Issue 9G Update and why there was no notification.</p>
	<p><b>ACTION ITEM: (BellSouth)</b> Investigate if the Tapestry Billing Product will have any impact to the LSR Ordering/Pre-ordering process.</p>

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**BellSouth Monthly Performance Summary**  
**Louisiana, October 2001**

October 1

Benchmark /  
Analog

BST  
Measure

BST  
Volume

CLEC  
Measure

CLEC  
Volume

**Resale - Ordering**

**% Rejected Service Requests - Mechanized**

A.1.1.1	O-7	Residence/LA(%)
A.1.1.2	O-7	Business/LA(%)
A.1.1.3	O-7	Design (Specials)/LA(%)
A.1.1.4	O-7	PBX/LA(%)
A.1.1.5	O-7	Centrex/LA(%)
A.1.1.6	O-7	ISDN/LA(%)

Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic

	8.88%	28,009
	36.39%	926
	0.00%	2

**% Rejected Service Requests - Partially Mechanized**

A.1.2.1	O-7	Residence/LA(%)
A.1.2.2	O-7	Business/LA(%)
A.1.2.3	O-7	Design (Specials)/LA(%)
A.1.2.4	O-7	PBX/LA(%)
A.1.2.5	O-7	Centrex/LA(%)
A.1.2.6	O-7	ISDN/LA(%)

Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic

	26.74%	4,431
	51.02%	488
	50.00%	2

**% Rejected Service Requests - Non-Mechanized**

A.1.3.1	O-7	Residence/LA(%)
A.1.3.2	O-7	Business/LA(%)
A.1.3.3	O-7	Design (Specials)/LA(%)
A.1.3.4	O-7	PBX/LA(%)
A.1.3.5	O-7	Centrex/LA(%)
A.1.3.6	O-7	ISDN/LA(%)

Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic

	50.00%	174
	52.47%	385
	34.62%	26
	37.50%	8
	100.00%	1
	26.67%	30

**Reject Interval - Mechanized**

A.1.4.1	O-8	Residence/LA(%)
A.1.4.2	O-8	Business/LA(%)
A.1.4.3	O-8	Design (Specials)/LA(%)
A.1.4.4	O-8	PBX/LA(%)
A.1.4.5	O-8	Centrex/LA(%)
A.1.4.6	O-8	ISDN/LA(%)

>= 97% w in 1 hr  
>= 97% w in 1 hr

	96.74%	2,487
	99.41%	337

**Reject Interval - Partially Mechanized - 24 hours**

A.1.5.1	O-8	Residence/LA(%)
A.1.5.2	O-8	Business/LA(%)
A.1.5.3	O-8	Design (Specials)/LA(%)
A.1.5.4	O-8	PBX/LA(%)
A.1.5.5	O-8	Centrex/LA(%)
A.1.5.6	O-8	ISDN/LA(%)

>= 85% w in 24 hrs  
>= 85% w in 24 hrs

	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	

**Reject Interval - Partially Mechanized - 18 hours**

A.1.6.1	O-8	Residence/LA(%)
A.1.6.2	O-8	Business/LA(%)
A.1.6.3	O-8	Design (Specials)/LA(%)
A.1.6.4	O-8	PBX/LA(%)
A.1.6.5	O-8	Centrex/LA(%)
A.1.6.6	O-8	ISDN/LA(%)

>= 85% w in 18 hrs  
>= 85% w in 18 hrs

	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	
	<i>This data not applicable after</i>	

**Reject Interval - Partially Mechanized - 10 hours**

A.1.7.1	O-8	Residence/LA(%)
A.1.7.2	O-8	Business/LA(%)
A.1.7.3	O-8	Design (Specials)/LA(%)
A.1.7.4	O-8	PBX/LA(%)
A.1.7.5	O-8	Centrex/LA(%)
A.1.7.6	O-8	ISDN/LA(%)

>= 85% w in 10 hrs  
>= 85% w in 10 hrs

	94.71%	1,192
	97.20%	250
	100.00%	1

# BellSouth Monthly Performance Summary

## Louisiana, October 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume
<b>Reject Interval - Non-Mechanized</b>						
A.1.8.1	O-8	Residence/LA(%)	>= 85% w in 24 hrs		100.00%	88
A.1.8.2	O-8	Business/LA(%)	>= 85% w in 24 hrs		99.01%	203
A.1.8.3	O-8	Design (Specials)/LA(%)	>= 85% w in 24 hrs		100.00%	9
A.1.8.4	O-8	PBX/LA(%)	>= 85% w in 24 hrs		100.00%	3
A.1.8.5	O-8	Centrex/LA(%)	>= 85% w in 24 hrs		100.00%	1
A.1.8.6	O-8	ISDN/LA(%)	>= 85% w in 24 hrs		88.89%	9
<b>FOC Timeliness - Mechanized</b>						
A.1.9.1	O-9	Residence/LA(%)	>= 95% w in 3 hrs		99.88%	25,448
A.1.9.2	O-9	Business/LA(%)	>= 95% w in 3 hrs		98.96%	578
A.1.9.3	O-9	Design (Specials)/LA(%)	>= 95% w in 3 hrs		100.00%	1
A.1.9.4	O-9	PBX/LA(%)	>= 95% w in 3 hrs			
A.1.9.5	O-9	Centrex/LA(%)	>= 95% w in 3 hrs			
A.1.9.6	O-9	ISDN/LA(%)	>= 95% w in 3 hrs			
<b>FOC Timeliness - Partially Mechanized</b>						
A.1.10.1	O-9	Residence/LA(%)	>= 85% w in 36 hrs		<i>This data not applicable after</i>	
A.1.10.2	O-9	Business/LA(%)	>= 85% w in 36 hrs		<i>This data not applicable after</i>	
A.1.10.3	O-9	Design (Specials)/LA(%)	>= 85% w in 36 hrs		<i>This data not applicable after</i>	
A.1.10.4	O-9	PBX/LA(%)	>= 85% w in 36 hrs		<i>This data not applicable after</i>	
A.1.10.5	O-9	Centrex/LA(%)	>= 85% w in 36 hrs		<i>This data not applicable after</i>	
A.1.10.6	O-9	ISDN/LA(%)	>= 85% w in 36 hrs		<i>This data not applicable after</i>	
<b>FOC Timeliness - Partially Mechanized - 18 hours</b>						
A.1.11.1	O-9	Residence/LA(%)	>= 85% w in 18 hrs		<i>This data not applicable after</i>	
A.1.11.2	O-9	Business/LA(%)	>= 85% w in 18 hrs		<i>This data not applicable after</i>	
A.1.11.3	O-9	Design (Specials)/LA(%)	>= 85% w in 18 hrs		<i>This data not applicable after</i>	
A.1.11.4	O-9	PBX/LA(%)	>= 85% w in 18 hrs		<i>This data not applicable after</i>	
A.1.11.5	O-9	Centrex/LA(%)	>= 85% w in 18 hrs		<i>This data not applicable after</i>	
A.1.11.6	O-9	ISDN/LA(%)	>= 85% w in 18 hrs		<i>This data not applicable after</i>	
<b>FOC Timeliness - Partially Mechanized - 10 hours</b>						
A.1.12.1	O-9	Residence/LA(%)	>= 85% w in 10 hrs		92.60%	3,475
A.1.12.2	O-9	Business/LA(%)	>= 85% w in 10 hrs		84.81%	362
A.1.12.3	O-9	Design (Specials)/LA(%)	>= 85% w in 10 hrs			
A.1.12.4	O-9	PBX/LA(%)	>= 85% w in 10 hrs			
A.1.12.5	O-9	Centrex/LA(%)	>= 85% w in 10 hrs			
A.1.12.6	O-9	ISDN/LA(%)	>= 85% w in 10 hrs			
<b>FOC Timeliness - Non-Mechanized</b>						
A.1.13.1	O-9	Residence/LA(%)	>= 85% w in 36 hrs		97.75%	89
A.1.13.2	O-9	Business/LA(%)	>= 85% w in 36 hrs		100.00%	147
A.1.13.3	O-9	Design (Specials)/LA(%)	>= 85% w in 36 hrs		100.00%	15
A.1.13.4	O-9	PBX/LA(%)	>= 85% w in 36 hrs		100.00%	3
A.1.13.5	O-9	Centrex/LA(%)	>= 85% w in 36 hrs			
A.1.13.6	O-9	ISDN/LA(%)	>= 85% w in 36 hrs		100.00%	19
<b>FOC &amp; Reject Response Completeness - Mechanized</b>						
A.1.14.1	O-11	Residence/LA(%)	>= 95%		<i>This data not applicable after</i>	
A.1.14.1.1	O-11	Residence/EDI/LA(%)	>= 95%		100.00%	1,570
A.1.14.1.2	O-11	Residence/TAG/LA(%)	>= 95%		99.57%	26,439
A.1.14.2	O-11	Business/LA(%)	>= 95%		<i>This data not applicable after</i>	
A.1.14.2.1	O-11	Business/EDI/LA(%)	>= 95%		96.43%	28
A.1.14.2.2	O-11	Business/TAG/LA(%)	>= 95%		98.78%	898
A.1.14.3	O-11	Design (Specials)/LA(%)	>= 95%		<i>This data not applicable after</i>	
A.1.14.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%			
A.1.14.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%		50.00%	2
A.1.14.4	O-11	PBX/LA(%)	>= 95%		<i>This data not applicable after</i>	





# BellSouth Monthly Performance Summary

## Louisiana, October 2001

		October				
		BST	BST	CLEC	CLEC	
Benchmark / Analog	Measure	Volume	Measure	Volume		
A.2.2.1.1.2	P-1 Residence/<10 circuits/Equipment/LA(days)	Res	0.00	0	0.00	0
A.2.2.1.1.3	P-1 Residence/<10 circuits/Other/LA(days)	Res	0.00	0	0.00	0
A.2.2.1.2.1	P-1 Residence/>=10 circuits/Facility/LA(days)	Res	0.00	0	0.00	0
A.2.2.1.2.2	P-1 Residence/>=10 circuits/Equipment/LA(days)	Res	0.00	0	0.00	0
A.2.2.1.2.3	P-1 Residence/>=10 circuits/Other/LA(days)	Res	0.00	0	0.00	0
A.2.2.2.1.1	P-1 Business/<10 circuits/Facility/LA(days)	Bus	21.70	10	0.00	0
A.2.2.2.1.2	P-1 Business/<10 circuits/Equipment/LA(days)	Bus	8.00	1	0.00	0
A.2.2.2.1.3	P-1 Business/<10 circuits/Other/LA(days)	Bus	0.00	0	0.00	0
A.2.2.2.2.1	P-1 Business/>=10 circuits/Facility/LA(days)	Bus	0.00	0	0.00	0
A.2.2.2.2.2	P-1 Business/>=10 circuits/Equipment/LA(days)	Bus	0.00	0	0.00	0
A.2.2.2.2.3	P-1 Business/>=10 circuits/Other/LA(days)	Bus	0.00	0	0.00	0
A.2.2.3.1.1	P-1 Design (Specials)/<10 circuits/Facility/LA(days)	Design	1.00	1	0.00	0
A.2.2.3.1.2	P-1 Design (Specials)/<10 circuits/Equipment/LA(days)	Design	0.00	0	0.00	0
A.2.2.3.1.3	P-1 Design (Specials)/<10 circuits/Other/LA(days)	Design	17.50	4	0.00	0
A.2.2.3.2.1	P-1 Design (Specials)/>=10 circuits/Facility/LA(days)	Design	0.00	0		
A.2.2.3.2.2	P-1 Design (Specials)/>=10 circuits/Equipment/LA(days)	Design	0.00	0		
A.2.2.3.2.3	P-1 Design (Specials)/>=10 circuits/Other/LA(days)	Design	0.00	0		
A.2.2.4.1.1	P-1 PBX/<10 circuits/Facility/LA(days)	PBX	0.00	0	0.00	0
A.2.2.4.1.2	P-1 PBX/<10 circuits/Equipment/LA(days)	PBX	0.00	0	0.00	0
A.2.2.4.1.3	P-1 PBX/<10 circuits/Other/LA(days)	PBX	0.00	0	0.00	0
A.2.2.4.2.1	P-1 PBX/>=10 circuits/Facility/LA(days)	PBX	0.00	0		
A.2.2.4.2.2	P-1 PBX/>=10 circuits/Equipment/LA(days)	PBX	0.00	0		
A.2.2.4.2.3	P-1 PBX/>=10 circuits/Other/LA(days)	PBX	0.00	0		
A.2.2.5.1.1	P-1 Centrex/<10 circuits/Facility/LA(days)	Centrex	0.00	0		
A.2.2.5.1.2	P-1 Centrex/<10 circuits/Equipment/LA(days)	Centrex	0.00	0		
A.2.2.5.1.3	P-1 Centrex/<10 circuits/Other/LA(days)	Centrex	27.00	1		
A.2.2.5.2.1	P-1 Centrex/>=10 circuits/Facility/LA(days)	Centrex	0.00	0	0.00	0
A.2.2.5.2.2	P-1 Centrex/>=10 circuits/Equipment/LA(days)	Centrex	0.00	0	0.00	0
A.2.2.5.2.3	P-1 Centrex/>=10 circuits/Other/LA(days)	Centrex	0.00	0	0.00	0
A.2.2.6.1.1	P-1 ISDN/<10 circuits/Facility/LA(days)	ISDN	10.67	3	0.00	0
A.2.2.6.1.2	P-1 ISDN/<10 circuits/Equipment/LA(days)	ISDN	0.00	0	0.00	0
A.2.2.6.1.3	P-1 ISDN/<10 circuits/Other/LA(days)	ISDN	16.00	2	0.00	0
A.2.2.6.2.1	P-1 ISDN/>=10 circuits/Facility/LA(days)	ISDN	0.00	0	0.00	0
A.2.2.6.2.2	P-1 ISDN/>=10 circuits/Equipment/LA(days)	ISDN	0.00	0	0.00	0
A.2.2.6.2.3	P-1 ISDN/>=10 circuits/Other/LA(days)	ISDN	0.00	0	0.00	0
<b>% Jeopardies - Mechanized</b>						
A.2.4.1	P-2 Residence/LA(%)	Res	0.16%	275,067	0.16%	20,168
A.2.4.2	P-2 Business/LA(%)	Bus	0.81%	21,178	0.46%	435
A.2.4.3	P-2 Design (Specials)/LA(%)	Design	9.96%	1,084	0.00%	1
A.2.4.4	P-2 PBX/LA(%)	PBX	0.43%	233	0.00%	2
A.2.4.5	P-2 Centrex/LA(%)	Centrex	2.86%	2,095		
A.2.4.6	P-2 ISDN/LA(%)	ISDN	7.14%	560	0.00%	1
<b>% Jeopardies - Non-Mechanized</b>						
A.2.5.1	P-2 Residence/LA(%)	Diagnostic			0.00%	49
A.2.5.2	P-2 Business/LA(%)	Diagnostic			0.00%	59
A.2.5.3	P-2 Design (Specials)/LA(%)	Diagnostic			25.00%	4
A.2.5.4	P-2 PBX/LA(%)	Diagnostic			0.00%	2
A.2.5.5	P-2 Centrex/LA(%)	Diagnostic			0.00%	1
A.2.5.6	P-2 ISDN/LA(%)	Diagnostic			33.33%	6
<b>Average Jeopardy Notice Interval - Mechanized</b>						
A.2.7.1	P-2 Residence/LA(hours)	>= 48 hrs			108.75	32
A.2.7.2	P-2 Business/LA(hours)	>= 48 hrs			120.00	2
A.2.7.3	P-2 Design (Specials)/LA(hours)	>= 48 hrs				
A.2.7.4	P-2 PBX/LA(hours)	>= 48 hrs				