

## O-8: Reject Interval

### Definition

Reject Interval is the average reject time from receipt of an LSR, a Service Request (Local Service Request (LSR) or Access Service Request (ASR)) to the distribution of a Reject. An LSR is Service requests are considered valid when it is they are submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

### Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified
- Designated Holidays are excluded from the interval calculation
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM  
From 7:00 PM Saturday until 7:00 AM Monday

Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM  
From 6:00 PM Friday until 8:00 AM Monday

The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute

- Scheduled OSS Maintenance

### Business Rules

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, LENS or TAG) until the LSR is rejected (date and time stamp or reject in EDI translator, TAG or LENS). 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 EDI translator, LENS or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LENS, EDI translator, or TAG.

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

**Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately. All interconnection trunks are counted in the non-mechanized category.

### Calculation

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c ÷ d)

- c = Sum of all Reject Intervals

- 1 = Number of Service Requests Rejected in Reporting Period

## Report Structure

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- Geographic Scope
  - State
  - Region
    - Mechanized:
      - 0 - ≤ 412 minutes
      - >4 - ≤ 8 minutes
      - >8 - ≤ 12 minutes
      - >12 - ≤ 60 minutes
      - 0 - ≤ 1 hour
      - >1 - ≤ 4 hours
      - >4 hours
      - >4 - ≤ 8 hours
      - >8 - ≤ 12 hours
      - >12 - ≤ 16 hours
      - >16 - ≤ 20 hours
      - >20 - ≤ 24 hours
      - >24 hours
    - Partially Mechanized:
      - 0 - ≤ 4 hours
      - >4 - ≤ 8 hours
      - >8 - ≤ 10 hours
      - >10 - ≤ 12 hours
      - >12 - ≤ 18 hours
      - >18 - ≤ 24 hours
      - >24 hours
    - Non-mechanized:
      - 0 - ≤ 4 hours
      - >4 - ≤ 8 hours
      - >8 - ≤ 12 hours
      - >12 - ≤ 16 hours
      - >16 - ≤ 20 hours
      - >20 - ≤ 24 hours
      - 0 - ≤ 1 day
      - >1 - ≤ 2 days
      - >2 - ≤ 5 days
      - >5 - 10 days
      - >10 - 28 days
      - 0 - ≤ 24 hours
      - > 24 hours
    - Trunks:
      - ≤ 3 days

- >4 ≤ 5 days
- >8 ≤ 12 days
- >11 ≤ 14 days
- >14 ≤ 20 days
- >21 days

**Data Retained**

Relating to CLEC Experience	Relating to BellSouth Performance
<ul style="list-style-type: none"> <li>Report Month</li> <li>Reject Interval</li> <li>Total Number of LSRs</li> <li>Total Number of Rejects</li> <li>State and Region</li> <li>Total Number of ASRs (Trunks)</li> </ul>	<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> <li>Resale Residence</li> <li>Resale Business</li> <li>Resale Design (Special)</li> <li>Resale PBX</li> <li>Resale Centrex</li> <li>Resale ISDN</li> <li>LNP Standalone</li> <li>INP Standalone</li> <li>2W Analog Loop Design</li> <li>2W Analog Loop Non-Design</li> <li>2W Analog Loop With INP Design</li> <li>2W Analog Loop With INP Non-Design</li> <li>2W Analog Loop With LNP Design</li> <li>2W Analog Loop With LNP Non-Design</li> <li>UNI Loop + Port Combinations</li> <li>Switch Ports</li> <li>UNI Combination Other</li> <li>UNI xDSL (ADSL, HDSL, UCL)</li> <li>Line Sharing</li> <li>UNI ISDN Loops</li> <li>UNI Other Non-Design</li> <li>Local Interoffice Transport</li> <li>UNI Other Design</li> </ul>	<ul style="list-style-type: none"> <li>Mechanized: <ul style="list-style-type: none"> <li>97% within 1 Hour</li> </ul> </li> <li>Partially Mechanized: <ul style="list-style-type: none"> <li>85% within 24 hours</li> <li>85% within 18 Hours (05/01/01)</li> <li>85% within 10 Hours (08/01/01)</li> <li>90% within 7 hours at effective date of Commission order</li> <li>90% within 5 hours (90 days after effective date)</li> </ul> </li> <li>Non-Mechanized: - 8590% within 2410 hours</li> </ul>
<ul style="list-style-type: none"> <li>Local Interconnection Trunks</li> </ul>	<ul style="list-style-type: none"> <li>Trunks: - 85% within 4 Days</li> </ul>

**SEEM Measure**

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
<ul style="list-style-type: none"> <li>Fully Mechanized</li> <li>Partially Mechanized</li> </ul>	<ul style="list-style-type: none"> <li>97% ≤ 1 Hour</li> <li>85% Within 24 Hours</li> <li>85% Within 18 Hours (05/01/01)</li> <li>85% Within 10 Hours (08/01/01)</li> <li>90% within 7 hours at effective date of Commission order</li> <li>90% within 5 hours (90 days after effective date)</li> </ul>
<ul style="list-style-type: none"> <li>Non-Mechanized</li> </ul>	<ul style="list-style-type: none"> <li>8590% within 2410 hours</li> </ul>

## O-9: Firm Order Confirmation Timeliness

### Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR or ASR to the distribution of a Firm Order Confirmation.

### Exclusions

- Rejected LSRs
- Designated Holidays are excluded from the interval calculation
- LSRs which are identified and classified as "Projects"
- The following hours for Partially Mechanized and Non-mechanized LSRs are excluded from the interval calculation:

Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM

From 7:00 PM Saturday until 7:00 AM Monday.

Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM

From 6:00 PM Friday until 8:00 AM Monday.

The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance

### Business Rules

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, LENS, or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator, LENS, or TAG.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, LENS, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI, LENS, or TAG.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.
- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately.

### Calculation

**Firm Order Confirmation Interval** = (a - b)

- a = Date & Time of Firm Order Confirmation
- b = Date & Time of Service Request Receipt)

**Average FOC Interval** = (c ÷ d)

- c = Sum of all FOC Intervals
- d = Total Number of Service Requests Confirmed in Reporting Period

**FOC Interval Distribution** (for each interval) = (e ÷ f) X 100

- $\frac{1}{2}$  - Service Requests Confirmed in interval
- $\frac{1}{2}$  - Total Service Requests Confirmed in the Reporting Period

## Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- LEC Specific
- LEC Aggregate
- Geographic Scope
  - State
  - Region

- Fully Mechanized:

0 ≤ 15 minutes | hour

>15- ≤ 30 minutes

>30- ≤ 45 minutes

>45- ≤ 60 minutes

>60- ≤ 90 minutes

>90- ≤ 120 minutes

>120- ≤ 180 minutes

> 180 ≤ 3 hours

0 ≤ 3 hours

>3- ≤ 6 hours

>6- ≤ 12 hours

>12- ≤ 24 hours

>24- ≤ 48 hours

>48 hours

- Partially Mechanized:

0 ≤ 4 hours

>4- ≤ 8 hours

>8- ≤ 10 hours

0 ≤ 10 hours

>10- ≤ 18 hours

0 ≤ 18 hours

>18- ≤ 24 hours

0 ≤ 24 hours

>24- ≤ 48 hours

>48 hours

0 ≤ 1 day

>1- ≤ 10 days

>10- ≤ 17 hours

>17- ≤ 15 hours

>15 hours

- Non-Mechanized:

0 ≤ 4 hours

>4- ≤ 8-12 hours

>8- ≤ 12 hours

>12- ≤ 16-24 hours

>16- ≤ 20 hours

>20- ≤ 24 hours

>24- ≤ 36 hours

0 ≤ 36 hours

>36- ≤ 48 hours

>48 hours

0 ≤ 1 month

- 0 - 10 days
- > 10 - 24 hours
- 0 - 24 hours
- 0 - 1 day

• Trunks:

- 0 - 5 days
- > 5 - 10 days
- 0 - 10 days
- > 10 - 15 days
- > 15 - 20 days
- > 20 days

**Data Retained**

Relating to CLEC Experience	Relating to BellSouth Performance
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Interval for FOC</li> <li>• Total Number of LSRs</li> <li>• State and Region</li> <li>• Total Number of ASRs (Trunks)</li> </ul>	<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>

**SQM Disaggregation - Analog/Benchmark**

SQM Level of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> <li>• Resale Residence</li> <li>• Resale Business</li> <li>• Resale Design (Special)</li> <li>• Resale PBX</li> <li>• Resale Centrex</li> <li>• Resale ISDN</li> <li>• LNP Standalone</li> <li>• INP Standalone</li> <li>• 2W Analog Loop Design</li> <li>• 2W Analog Loop Non-Design</li> <li>• 2W Analog Loop With INP Design</li> <li>• 2W Analog Loop With INP Non-Design</li> <li>• 2W Analog Loop With LNP Design</li> <li>• 2W Analog Loop With LNP Non-Design</li> <li>• UNI Loop + Port Combinations</li> <li>• Switch Ports</li> <li>• UNI Combination Other</li> <li>• UNI xDSL (ADSL, HDSL, UCL)</li> <li>• Line Sharing</li> <li>• UNI ISDN Loops</li> <li>• UNI Other Design</li> <li>• UNI Other Non-Design</li> <li>• Local Interoffice Transport</li> <li>• Local Interconnection Trunks</li> </ul>	<ul style="list-style-type: none"> <li>• Mechanized: - 95% Within 3 Hours</li> <li>• Partially Mechanized:               <ul style="list-style-type: none"> <li>- 85% Within 24 Hours</li> <li>- 85% Within 18 Hours (05/01/01)</li> <li>- 85% Within 10 Hours (08/01/01)</li> <li>- 90% within 7 hours at effective date of Commission order</li> </ul> </li> <li>• 90% within 5 hours (90 days after effective date)</li> <li>• Non-mechanized: - 85/90% Within 36/10 Hours</li> </ul>
	<ul style="list-style-type: none"> <li>• Trunks: - 95% within 10 days</li> </ul>

**SEEM Measure**

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	• 95% Within 3 Hours
• Partially Mechanized	<ul style="list-style-type: none"> <li>• 85% Within 24 Hours</li> <li>• 85% Within 18 Hours (05/01/01)</li> <li>• 85% Within 10 Hours (08/01/01)</li> <li>• 90% within 7 hours at effective date of Commission order</li> <li>• 90% within 5 hours (90 days after effective date)</li> </ul>
• Non Mechanized	• 85% Within 3610 Hours
• IC Trunks	• 95% Within 10 Days

## O-10 : Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual<sup>1</sup>

### Definition

This report measures the interval and the percent within the interval from the submission of a Service Inquiry (SI) with Firm Order LSR to the distribution of a Firm Order Confirmation (FOC).

### Exclusions

- Designated Holidays are excluded from the interval calculation
- Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation of the Service Inquiry
- Canceled Requests
- Electronically Submitted Requests
- Scheduled OSS Maintenance

### Business Rules

This measurement combines four intervals:

1. From receipt of valid Service Inquiry with LSR to hand off to the Service Advocacy Center (SAC) for Loop 'Look-up'.
2. From SAC start date to SAC complete date.
3. From SAC complete date to the Complex Resale Support Group (CRSG) complete date with hand off to LCSC.
4. From receipt of SI/LSR in the LCSC to Firm Order Confirmation.

### Calculation

**FOC Timeliness Interval** = (a - b)

- a = Date and Time Firm Order Confirmation (FOC) for SI with LSR returned to CLEC
- b = Date and Time SI with LSR received

**Average Interval** = (c ÷ d)

- c = Sum of all FOC Timeliness Intervals
- d = Total number of SIs with LSRs received in the reporting period

**Percent Within Interval** = (e ÷ f) X 100

- e = Total number of Service Inquiries with LSRs received by the CRSG to distribution of FOC by the Local Carrier Service Center (LCSC)
- f = Total number of Service Inquiries with LSRs received in the reporting period

### Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
  - Intervals
    - 0 ≤ 1 days
    - >1 ≤ 5 days
    - 0 ≤ 8 days
    - >8 ≤ 17 days

<sup>1</sup> See O-9 for FOC Timeliness

- >7 - ≤10 days
- >10 - ≤ 15 days
- >15 days
  - Average Interval measured in days

**Data Retained**

Relating to CLEC Experience	Relating to BellSouth Performance
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Number of Requests</li> <li>• SL Intervals</li> <li>• State and Region</li> </ul>	<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>

**SQM Disaggregation - Analog/Benchmark**

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> <li>• xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops)</li> <li>• Unbundled Interoffice Transport</li> </ul>	<ul style="list-style-type: none"> <li>• 95% Returned Within 5 4 Business Days</li> </ul>

**SEEM Measure**

SEEM Measure	
No	Tier I
	Tier II
	Tier III

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>

## O-11 Firm Order Confirmation and Reject Response Completeness

### Definition

A response is expected from BellSouth for every Local Service Request transaction (version). ~~More than one response or differing responses per transaction is not expected.~~ Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

### Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified Non-Mechanized LSRs
- Scheduled OSS Maintenance

### Business Rules

**Mechanized** – The number of FOCs or Auto Clarifications sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG).

**Partially Mechanized** – The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel.

**Total Mechanized** – The number of the combination of Fully Mechanized and Partially Mechanized LSRs

**Non-Mechanized** – The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).

**Note:** Manual (Non-Mechanized) LSRs have no version control by the very nature of the manual process, therefore, non-mechanized LSRs are not captured by this report.

#### For CLEC Results:

~~Firm Order Confirmation and Reject Response Completeness is determined in two dimensions:~~

~~Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.~~

~~Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Confirmation, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.~~

### Calculation

#### Single FOC/Reject Response Expected

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

- 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

#### Multiple or Differing FOC / Reject Responses Not Expected

**Response Completeness =  $(a + b) \div c \times 100$**

- a = Total Number of Firm Order Confirmations Per LSR Version
- b = Total Number of Reject Responses Per LSR Version
- c = Total Number of Service Requests (All Versions) Received in the Reporting Period

### Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- State and Region
- CLEC Specific
- CLEC Aggregate
- BellSouth Specific

**Data Retained**

Relating to CLEC Experience	Relating to BellSouth Performance
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Reject Interval</li> <li>• Total Number of LSRs</li> <li>• Total Number of Rejects</li> <li>• Total Number of LOCs</li> </ul>	<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>

**SQM Disaggregation - Analog/Benchmark**

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
<ul style="list-style-type: none"> <li>• Resale Residence</li> <li>• Resale Business</li> <li>• Resale Design</li> <li>• Resale PBX</li> <li>• Resale Centrex</li> <li>• Resale ISDN</li> <li>• LNP Standalone</li> <li>• INP Standalone</li> <li>• 2W Analog Loop Design</li> <li>• 2W Analog Loop Non - Design</li> <li>• 2W Analog Loop With INP Design</li> <li>• 2W Analog Loop With INP Non - Design</li> <li>• 2W Analog Loop With LNP Design</li> <li>• 2W Analog Loop With LNP Non - Design</li> <li>• UNI Loop and Port Combinations</li> <li>• Switch Ports</li> <li>• UNI Combination Other</li> <li>• UNI xDSL (ADSL, HDSL, UCL)</li> <li>• Line Sharing</li> <li>• UNI ISDN Loops</li> <li>• UNI Other Design</li> <li>• UNI Other Non - Design</li> <li>• Local Interoffice Transport</li> <li>• Local Interconnection Trunks</li> </ul>	<ul style="list-style-type: none"> <li>• <del>95%</del> <del>97%</del> Returned</li> </ul>

**SEEM Measure**

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
<ul style="list-style-type: none"> <li>• Fully Mechanized</li> </ul>	<ul style="list-style-type: none"> <li>• <del>95%</del> <del>97%</del> Returned</li> </ul>

## O-12: Speed of Answer in Ordering Center

### Definition

Measures the average time a customer is in queue.

### Exclusions

None.

### Business Rules

The clock starts when the appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BellSouth service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.

### Calculation

Speed of Answer in Ordering Center = (a ÷ b)

- a = Total seconds in queue
- b = Total number of calls answered in the Reporting Period

### Report Structure

Aggregate

- CLEC – Local Carrier Service Center
- BellSouth
  - Business Service Center
  - Residence Service Center

Note: Combination of Residence Service Center and Business Service Center data.

### Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
<ul style="list-style-type: none"> <li>• Mechanized tracking through LCSC Automatic Call Distributor</li> </ul>	<ul style="list-style-type: none"> <li>• Mechanized tracking through BellSouth Retail center support system.</li> </ul>

### SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
Aggregate <ul style="list-style-type: none"> <li>• CLEC – Local Carrier Service Center</li> <li>• BellSouth                             <ul style="list-style-type: none"> <li>• Business Service Center</li> <li>• Residence Service Center</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Parity with Retail</li> </ul>

**SEEM Measure**

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

## 0-13 LNP Percent Rejected Service Requests

### Definition

Percent Rejected Service Requests is the percent of total Local Service Requests (LSRs) which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLFC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete. Fatal rejects are never accepted and therefore are not included.

### Exclusions

Service Requests entered by the CLFC  
 - Excluded OSS Maintenance

### Business Rules

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (BDI, TAG, LNP Gateway, LATO) and is returned to the CLFC without manual intervention.

**Fully Mechanized:** There are two types of "Rejects" in the Fully Mechanized category:

**Partial Reject** occurs when a CLFC attempts to electronically submit an LSR (via EDI or TAG) but required fields are not populated correctly and the request is returned to the CLFC.

**Auto Clarification** is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LATO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual intervention.

**Partially Mechanized:** A valid LSR which is electronically submitted (via EDI or TAG), but cannot be processed electronically due to a CLFC error and falls out for manual handling. It is then put into "clarification" and sent back (rejected) to the CLFC.

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized rejects.

**Non-Mechanized:** A valid LSR which is faxed or mailed to the BellSouth LSCG.

### Calculation

$LNP\ Percent\ Rejected\ Service\ Requests = \frac{(a - b) \times 100}{a}$

a = Number of Service Requests Rejected in the Reporting Period  
 b = Number of Service Requests Received in the Reporting Period

### Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized  
 CLFC Specific  
 CLFC Aggregate

### Data Retained

Relating to CLFC Experience	Not Applicable
Relating to BellSouth Performance	Not Applicable

### SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	LNP
SQM Analog/Benchmark	LNP With LNP Diagnostic

**SEEM Measure**

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
Not Applicable	Not Applicable

## Q-14: LNP Reject Interval Distribution & Average Reject Interval

### Definition

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete.

### Exclusions

- Service Requests canceled by the CLEC
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects".
- The following hours for Partially-mechanized and Non-mechanized LSRs are excluded from the interval calculation:

Residence Resale Group—Monday through Saturday 7:00PM until 7:00AM  
-----From 7:00 PM Saturday until 7:00 AM Monday

Business Resale, Complex, UNE Groups—Monday through Friday 6:00PM until 8:00AM  
-----From 6:00 PM Friday until 8:00 AM Monday.

The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance

### Business Rules

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR until that LSR is rejected back to the CLEC. Elapsed time for each LSR is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

**Fully Mechanized:** There are two types of "Rejects" in the Fully Mechanized category:

A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC.

An **Auto Clarification** is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual intervention.

**Partially Mechanized:** A valid LSR which electronically submitted (via EDI or TAG), but cannot be processed electronically due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back to the CLEC.

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized rejects.

**Non-Mechanized:** A valid LSR which is faxed or mailed to the BellSouth LCSC.

### Calculation

Reject Interval = (a-b)

- a = Date & Time of Service Request Rejection
- b = Date & Time of Service Request Receipt

Average Reject Interval =  $(c \div d)$

c = Sum of all Reject Intervals

d = Total Number of Service Requests Rejected in Reporting Period

Reject Interval Distribution =  $(e \div f) \times 100$

e = Service Requests Rejected in reported interval

f = Total Number of Service Requests Rejected in Reporting Period

## Report Structure

Fully Mechanized; Partially Mechanized; Total Mechanized; Non-Mechanized

- CLEC Specific

- CLEC Aggregate

- State/Region

- Fully Mechanized:

- 0 - ≤ 4 minutes
- >4 - ≤ 8 minutes
- >8 - ≤ 12 minutes
- >12 - ≤ 60 minutes
- 0 - ≤ 1 hour
- >1 - ≤ 4 hours
- >4 - ≤ 8 hours
- >8 - ≤ 12 hours
- >12 - ≤ 16 hours
- >16 - ≤ 20 hours
- >20 - ≤ 24 hours
- >24 hours

- Partially Mechanized:

- 0 - ≤ 1 hour
- >1 - ≤ 4 hours
- >4 - ≤ 8 hours
- >8 - ≤ 10 hours
- 0 - ≤ 10 hours
- >10 - ≤ 18 hours
- 0 - ≤ 18 hours
- >18 - ≤ 24 hours
- >24 hours

- Non-Mechanized:

- 0 - ≤ 1 hour
- >1 - ≤ 4 hours
- >4 - ≤ 8 hours
- >8 - ≤ 12 hours
- >12 - ≤ 16 hours
- >16 - ≤ 20 hours
- >20 - ≤ 24 hours
- 0 - ≤ 24 hours
- >24 hours

-Average Interval in Days or Hours

## Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report Month	Not Applicable
Reject Interval	
Total Number of LSRs	
Total Number of Rejects	

State and Region	
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**SQM Disaggregation - Analog/Benchmark**

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
ENP	Mechanized: 97% Within 1 Hour
UNE (comp with ENP)	Partially Mechanized: 85% Within 24 Hours
	Partially Mechanized: 85% Within 18 Hours (05/01/01)
	Partially Mechanized: 85% Within 10 Hours (08/01/01)
	Non-mechanized: 85% Within 24 Hours

**SEEM Measure**

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
Not Applicable	Not Applicable

## 0-15: LNP-Firm Order Confirmation-Timeliness Interval Distribution & Firm Order Confirmation Average Interval

### Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of a valid LSR to distribution of a firm order confirmation.

### Exclusions

- Rejected LSRs
- Respected Holidays are excluded from the interval calculation
- LSRs which are identified and classified as "Projects"
- The following hours for Partially-Mechanized LSRs are excluded from the interval calculation:
  - Remedy e-Reside Group - Monday through Saturday 7:00PM until 7:00AM
  - From 7:00 PM Saturday until 7:00 AM Monday
  - Business Reside-Complex LNB Groups - Monday through Friday 6:00PM until 8:00AM
  - From 6:00 PM Friday until 8:00 AM Monday

The hours excluded will be altered to reflect changes in the Center operating hours. The LSC will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

In the case of a Partially-Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

-Scheduled OSS Maintenance

### Business Rules

- Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLFC via EDI, LENS or TAG.
- Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLFC via EDI, LENS or TAG.
- Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLFC.
- Non-Mechanized: The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLFC via LON.

### Calculation

$$\text{Firm Order Confirmation Interval} = (a - b)$$

a = Date & Time of Firm Order Confirmation

b = Date & Time of Service Request Receipt

$$\text{Average FOC Interval} = (c - d)$$

c = Sum of All FOC Intervals

d = Total Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution (for each interval) =  $(e + f) \times 100$

- e = Service Requests Confirmed in interval
- f = Total Service Requests Confirmed in the Reporting Period

## Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- CLEC Specific
- CLEC Aggregate
- State and Region
- Fully Mechanized:

- 0 - <= 15 minutes
- >15 - <= 30 minutes
- >30 - <= 45 minutes
- >45 - <= 60 minutes
- >60 - <= 90 minutes
- >90 - <= 120 minutes
- >120 - <= 180 minutes

- 0 - <= 3 hours
- >3 - <= 6 hours
- >6 - <= 12 hours
- >12 - <= 24 hours
- >24 - <= 48 hours
- >48 hours

- Partially Mechanized:

- 0 - <= 4 hours
- >4 - <= 8 hours
- >8 - <= 10 hours
- 0 - <= 10 hours
- >10 - <= 18 hours
- 0 - <= 18 hours
- >18 - <= 24 hours
- 0 - <= 24 hours
- >24 - 48 hours
- >48 hours

- Non-Mechanized:

- 0 - <= 4 hours
- >4 - <= 8 hours
- >8 - <= 12 hours
- >12 - <= 16 hours
- >16 - 20 hours
- >20 - <= 24 hours
- >24 - <= 36 hours
- 0 - <= 36 hours
- >36 - <= 48 hours
- >48 hours

## Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report Month	Not Applicable
Total Number of LSRs	
Total Number of FOCs	
State and Region	

**SQM Disaggregation - Analog/Benchmark**

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
LNP	Mechanized: 95% Within 3 Hours
LNP Loop with LNP	Partially Mechanized: 85% Within 24 Hours
	Partially Mechanized: 85% Within 18 Hours (05/01/01)
	Partially Mechanized: 85% Within 10 Hours (08/01/01)
	Non-mechanized: 85% Within 36 Hours

**SEEM Measure**

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

**SEEM Disaggregation - Analog/Benchmark**

SEEM Disaggregation	SEEM Analog/Benchmark
Not Applicable	Not Applicable

## O-16 CLEC ORDERING TROUBLE RESPONSES IN 48 HOURS

### Definition

Measures whether CLECs receive timely responses to problems with getting orders through system through to help desk or account team by CLECs.

### Exclusions

- CLEC requests for information available in a clear and not contradicted manner on ILEC web site.
- CLEC requests for information that does not affect the placement of orders.
- CLEC Issues/Rujs

The start time for the measurement is when the CLEC contacts their account representative or the appropriate help desk for the problem with the order impeding problem. The clock stops when a response adequate to enable CLEC to place stated order is received. If the CLEC finds that the response did not resolve the problem, it must report back this failure within 12 business hours to keep the ticket open. An ordering problem may include an unexplained rejection of an order or rejections due to errors in ILEC databases (i.e. wrong address used for validation, missing critical loop make up information, line lost listee did not leave carrier, etc.). These are an example and not an exhaustive list of order-impeding problems. (System type problems would not be included if they are captured in as a Type 1 and 6 Change Request problem and measured against those benchmarks in the Software Problem Resolution Timeliness metric.)

### Calculation

Days =  $\frac{365}{100} \times 100$

- Number of Responses Provided within Benchmark.
- Number of Responses Due in Reporting Period.

### Report Structure

- CLEC Specific
- CLEC Aggregate

### Data Retained

- Reporting Period
- Request Date
- Response Date
- Resolutions Sent

### SQM Level of Disaggregation - Analog/Benchmark

<u>SQM Level of Disaggregation</u>	<u>SQM Analog/Benchmark</u>
• Null	• 95% responses in 48 business hours

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable