P-8: Cooperative Acceptance Testing - % of xDSL Loops Successfully Passing Cooperative Testing~~ed~~

Definition

The loop will be considered successfully cooperatively tested when both the CLEC and BellSouth representatives agree that the loop meets the technical specifications set forth in TR73600 ~~the BellSouth technician places a call to the CLEC representative to initiate cooperative testing and jointly performs the tests with the CLEC.~~

Exclusions

- Testing failures due to CLEC (incorrect contact number, CLEC not ready, etc.)
- xDSL lines with no request for cooperative testing

Business Rules

When a BellSouth technician finishes delivering an order for an xDSL loop where the CLEC order calls for cooperative testing at the customer's premise, the BellSouth technician is to call a toll free number to the CLEC testing center. The BellSouth technician and the CLEC representative at the center then test the line. As an example of the type of testing performed, the testing center may ask the technician to put a short on the line so that the center can run a test to see if it can identify the short.

Calculation

Cooperative Acceptance Testing - % of xDSL Loops Tested = (a ÷ b) X 100

- a = Total number of successful xDSL cooperative tests for xDSL lines where cooperative testing was requested in the reporting period
- b = Total Number of xDSL line tests requested by the CLEC and scheduled in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop tested

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name (OCN) • CLEC Order Number (so_nbr) and PON (PON) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Acceptance Testing Completed (ACCEPT_TESTING) • Acceptance Testing Declined (ACCEPT_TESTING) • Total xDSL Orders **Note**: Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation:	SQM Analog/Benchmark:

• UNE xDSL - ADSL - HDSL - IDC - OTHER	• 95% of Lines Tested

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation:	SEEM Analog/Benchmark:
• UNE xDSL	• 95% of Lines Tested

P-9: % Provisioning Troubles within 30 days of Service Order Completion

Definition

Percent Provisioning Troubles within 30 days of Service Order Completion measures the quality and accuracy of Service order activities.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N, R, or T.
- D & F orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)

Business Rules

Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.

D & F orders are excluded as there is no subsequent activity following a disconnect.

Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

% Provisioning Troubles within 30 days of Service Order Activity = (a ÷ b) X 100

- a = Trouble reports on all completed orders 30 days following service order(s) completion
- b = All Service Orders completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of <10 line/circuits; ≥ 10 line/circuits (except trunks)
- Dispatch / No Dispatch (except trunks)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON • Order Submission Date (TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark

• Resale Residence	• Retail Residence
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop With LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop With INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business (POTS - Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop DS1	• Retail Digital Loop DS1
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• INP (Standalone)	• Retail Residence and Business (POTS)
• LNP (Standalone)	• Retail Residence and Business (POTS)
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• UNE Other Non-Design	• Retail Residence and Business
• UNE Other Design	• Retail Design
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

~~P-10: Total Service Order Cycle Time (TSOCT)~~

~~Definition~~

~~This report measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC Interface.~~

~~Exclusions~~

- ~~Canceled Service Orders~~
- ~~Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)~~
- ~~D (Disconnect – Except "D" orders associated with LNP Standalone.) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).~~
- ~~"L" Appointment coded orders (where the customer has requested a later than offered interval)~~
- ~~Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.~~

~~Business Rules~~

~~The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval. For UNE-XDSL Loop, this measurement combines Service Inquiry Interval (SI), FOC Timeliness, Average Completion Interval, and Average Completion Notice Interval.~~

~~This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI) and the BellSouth Legacy Systems. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on same day. They can be either flow through orders (no field work, non-dispatched) or field orders (dispatched).~~

~~Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.~~

~~Calculation~~

~~**Total Service Order Cycle Time** = (a – b)~~

- ~~a = Service Order Completion Notice Date~~
- ~~b = Service Request Receipt Date~~

~~**Average Total Service Order Cycle Time** = (c ÷ d)~~

- ~~c = Sum of all Total Service Order Cycle Times~~
- ~~d = Total Number Service Orders Completed in Reporting Period~~

~~**Total Service Order Cycle Time Interval Distribution** (for each interval) = (e ÷ f) X 100~~

- ~~e = Total Number of Service Requests Completed in "X" minutes/hours~~
- ~~f = Total Number of Service Requests Received in Reporting Period~~

~~Report Structure~~

- ~~CLEC Specific~~
- ~~CLEC Aggregate~~
- ~~BellSouth Aggregate~~
- ~~Fully Mechanized, Partially Mechanized, Non-Mechanized~~
- ~~Report in categories of <10 line/circuits, ≥ 10 line/circuits (except trunks)~~
- ~~Dispatch / No Dispatch categories applicable to all levels except trunks~~
- ~~Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, ≥ 30 Days. The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, ≥ 30 = 30 and greater.~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report Month Interval for FOC CLEC Company Name (OCN) Order Number (PON) Submission Date & Time (TICKET_ID) Completion Date (CMPLTN_DT) Completion Notice Date and Time Service Type (CLASS_SVC_DESC) Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file	Report Month BellSouth Order Number Order Submission Date & Time Order Completion Date & Time Service Type Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
Resale Residence Resale Business Resale Design Resale PBX Resale Centrex Resale ISDN LNP (Standalone) INP (Standalone) 2W Analog Loop Design 2W Analog Loop Non-Design 2W Analog Loop With LNP Design 2W Analog Loop With LNP Non-Design UNE Switch Ports UNE Loop – Port Combinations UNE Combo Other UNE ADSL (HDSL, ADSL and UCL) UNE ISDN UNE Line Sharing UNE Other Design UNE Other Non-Design UNE Digital Loops < DS1 UNE Digital Loops – DS1 Local Transport (Unbundled Interoffice Transport) Local Interconnection Trunks	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

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of a sample of BellSouth service orders that require manual handling by comparing what was ordered and what was completed.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules?(Discussion of Mechanized Process)

A statistically valid sample of manually handled service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request

Calculation

Percent Service Order Accuracy = (a ÷ b) X 100

- a = Manually Handled Orders Completed without Error
- b = Manually Handled Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
  ~~Reported in categories of <10 line/circuits, > = 10 line/circuits~~
- ~~Dispatch / No Dispatch~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark:
• Resale ~~Residence~~ • ~~Resale Business~~ • Resale ~~Design (Specials)~~ • UNE ~~Specials (Design)~~ • UNE-P ~~(Non-Design)~~ • ~~Local Interconnection Trunks~~	• 95% Accurate

SEEM Measure

SEEM Measure		
~~No~~Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• ~~Not Applicable~~Resale • UNE • UNE-P	• ~~Not Applicable~~95%

~~P-12: LNP-Percent Missed Installation Appointments~~

~~Definition~~

~~"Percent missed installation appointments" monitors the reliability of BellSouth commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for total misses and End User Misses.~~

~~Exclusions~~

- ~~Canceled Service Orders~~
- ~~Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable~~

~~Business Rules~~

~~Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates. Missed Appointments caused by end user reasons will be included and reported in a separate category. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours.~~

~~Calculation~~

~~**LNP Percent Missed Installation Appointments** = (a – b) X 100~~

- ~~a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date~~
- ~~b = Number of Orders Completed in Reporting Period~~

~~Report Structure~~

- ~~CLEC Specific~~
- ~~CLEC Aggregate~~
- ~~Geographic Scope~~
- ~~State/Region~~
- ~~Report in Categories of <10 lines/circuits ≥ 10 lines/circuits (except trunks)~~

~~**Report explanation:** Total Missed Appointments is the total percent of orders missed either by BellSouth or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of BellSouth caused misses.~~

~~Data Retained~~

~~Relating to CLEC Experience~~	~~Relating to BellSouth Performance~~
~~Report Month~~ ~~CLEC Order Number and PON (PON)~~ ~~Committed Due Date (DD)~~ ~~Completion Date (CMPLETN DD)~~ ~~Status Type~~ ~~Status Notice Date~~ ~~Standard Order Activity~~ ~~Geographic Scope~~ ~~**Note:** Code in parentheses is the corresponding header found in the raw data file.~~	~~Not Applicable~~

~~SQM Disaggregation - Analog/Benchmark~~

~~SQM LEVEL of Disaggregation~~	~~SQM Analog/Benchmark~~
~~LNP~~	~~Retail Residence and Business (POTS)~~

~~SEEM Measure~~

~~SEEM Measure~~		
~~Yes~~	~~Tier I~~	~~X~~
	~~Tier II~~	~~X~~
	~~Tier III~~	

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~	~~SEEM Analog/Benchmark~~
~~LNP~~	~~95% Due Dates Met~~[a]

[a] ~~*Due to data structure issues, BellSouth is using a benchmark comparison for SEEM rather than the Truncated Z as stated in the Order.*~~

~~P-13: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution~~

~~Definition~~

~~Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.~~

~~Exclusions~~

~~Canceled Service Orders~~
~~Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable~~

~~Business Rules~~

~~The Disconnect Timeliness interval is determined for each telephone number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each telephone number on the service order is disconnected in the Central Office switch. Elapsed time for each ported telephone number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.~~

~~Calculation~~

~~**Disconnect Timeliness Interval** = (a – b)~~

~~a = Completion Date and Time in Central Office switch for each number on disconnect order~~
~~b = Valid 'Number Ported' message received date & time~~

~~**Average Disconnect Timeliness Interval** = (c ÷ d)~~

~~c = Sum of all Disconnect Timeliness Intervals~~
~~d = Total Number of disconnected numbers completed in reporting period~~

~~**Disconnect Timeliness Interval Distribution** (for each interval) = (e ÷ f) X 100~~

~~e = Disconnected numbers completed in "X" days~~
~~f = Total disconnect numbers completed in reporting period~~

~~Report Structure~~

~~CLEC Specific~~
~~CLEC Aggregate~~
~~Geographic Scope~~
~~State, Region~~

~~Data Retained~~

~~Relating to CLEC Experience~~	~~Relating to BellSouth Performance~~
~~Order Number~~ ~~Telephone Number/Circuit Number~~ ~~Committed Due Date~~ ~~Receipt Date/Time (ESI Number Manager)~~ ~~Date/Time of Recent Change Notice~~	~~Not Applicable~~

~~SQM Disaggregation - Analog/Benchmark~~

~~SQM LEVEL of Disaggregation~~	~~SQM Analog/Benchmark~~
~~LNP~~	~~95% within 15 Minutes~~

~~SEEM Measure~~

~~SEEM Measure~~		
~~Yes~~	~~Tier I~~	~~X~~
	~~Tier II~~	~~X~~
	~~Tier III~~	

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~	~~SEEM Analog/Benchmark~~
~~LNP Standalone~~	~~95% within 15 Minutes~~

P-13B: Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition

Percentage of time BellSouth applies 10-digit trigger for LNP TNs prior to the due date.

Exclusions

- Excludes Remote Call Forwarding, DIDs, and ISDN Data TNs.
- Excludes CLEC or Customer caused misses or delays.

Business Rules

Obtain number of LNP TNs where the 10-digit trigger was applied prior to due date, and the total number of LNP TNs where the 10-digit trigger was applicable.

Calculation

Percentage of 10-Digit Trigger Applications = (a ÷ b) X 100

- a = Count of LNP TNs for which 10-digit trigger was applied prior to due date
  b = Total LNP TNs for which 10-digit triggers where applicable

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

Data Retained Relating to CLEC Experience	Relating to BellSouth Experience
Order Number Telephone Number / Circuit Number Customer Due Date Date/Time of Received Change Notice	• SOCS completion date and time stamp • CLEC Activate message

SQM Disaggregation: Analog/Benchmark

SQM LEVEL of Disaggregation:	SQM Retail Analog/Benchmark:
• LNP	• < 96.5 %

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation / Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• LNP	• 96.5%

P-13B: Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date

P-13C: Percent Out of Service < 60 Minutes

Definition

The Number of LNP related conversions where the time required to facilitate the activation of the port in BellSouth's network is less than 60 minutes, expressed as a percentage of total number of activations that took place.

Exclusions

- CLEC caused errors.
- NPAC caused errors unless caused by BellSouth.
- Stand Alone LNP Orders with more than 500 number activations

Business Rules

The Start time is the Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The End time is when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Count the number of activations that took place in less than 60 minutes.

Calculation

Percent Out of Service < 60 Minutes = (a ÷ b) X 100

- a = Number of activations provisioned in less than 60 minutes
- b = Total LNP activations

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Order Number • Telephone Number/ Circuit Number • Customer Due Date • Date/ Time of Recent Change Notice	• SOCS completion date and time stamp • CLEC Activate message

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation:	SQM Retail Analog/Benchmark:
• LNP	• ≤ 96.5 %

SEEM Measure

SEEM Measure		
YES	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• LNP	• 96.5%

P-13C: Percent Out of Service < 60 Minutes

P13D: LNP-Average Disconnects Timeliness Interval & Disconnect Timeliness Interval Distribution Modification (Non-Trigger)

Section

[illegible] Timeliness is defined as the interval between the time ESI Number Manager receives the valid Number Ported message from NPAC (signifying the CLEC 'Activate') [illegible] the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth [illegible] by isolating it from impacts that are caused by CLEC related activities.

Exclusions

- [illegible] Service Orders
- [illegible] Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record [illegible] Listing Orders, Test Orders, etc.) where identifiable.
- [illegible] caused errors.
- NPAC caused errors, unless caused by BellSouth.
- [illegible] Ports where only a subset of activate messages have been received compared with the LSR and create [illegible]
- [illegible] which are candidates for 10 digit trigger

Business Rules

The Disconnect Timeliness Interval is determined for each telephone number ported associated with a disconnect service order processed in an LSR during the reporting period. The Disconnect Timeliness Interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI number Manager (signifying the CLEC 'Activate') for each telephone number on the service order is disconnected by the Central Office switch. The accumulated time for each reporting timeframe is then divided by the total number of selected telephone numbers disconnected in the reporting period.

Calculation

Disconnect Timeliness Interval = (a-b)

- a = Completion Date and Time in Central Office switch for each number on disconnect order
- b = Valid 'Number Ported' message received date & time

Average Disconnect Timeliness Interval = (c / d)

- c = Sum of all Disconnect Timeliness Intervals
- d = Total number of disconnected numbers completed in reporting period

Disconnect Timeliness Interval Distribution (for each interval) = (e / f)x100

- e = Disconnected numbers completed in 'X' days
- f = Total disconnect numbers completed in reporting period

Report Structure

- [illegible] Specific
- [illegible] Aggregate
- Geographic Scope
  - State, Region

Data Retained

• Order Number • Telephone Number / Circuit Number • Requested Due Date • Reason Code – Line ID/SL Number Manager • Date of Last Recorded Change Notice	• Not Applicable

SQM Disaggregation – Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark:
• NP	• 95% Within 12 Hours

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation – Analog/Benchmark

SEEM LEVEL of Disaggregation	SEEMM Retail Analog/Benchmark:
• LNP	• 95% Within 12 Hours

~~P-14: LNP-Total Service Order Cycle Time (TSOCT)~~

~~Definition~~

~~Total Service Order Cycle Time measures the interval from receipt of a valid service order request to the completion of the final service order associated with that service request.~~

~~Exclusions~~

~~Canceled Service Orders~~
~~Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable~~
~~"U" appointment coded orders (indicating the customer has requested a later than offered interval)~~
~~"S" missed appointment coded orders (indicating subscriber missed appointments), except for "SP" codes (indicating subscriber prior due date requested) This would include "S" codes assigned to subsequent due date changes.~~

~~Business Rules~~

~~The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval.~~

~~This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI). Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day.~~

~~Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.~~

~~Calculation~~

~~**Total Service Order Cycle Time** = (a – b)~~

~~a = Service Order Completion Notice Date~~
~~b = Service Request Receipt Date~~

~~**Average Total Service Order Cycle Time** = (c ÷ d)~~

~~c = Sum of all Total Service Order Cycle Times~~
~~d = Total Number Service Orders Completed in Reporting Period~~

~~**Total Service Order Cycle Time Interval Distribution** (for each interval) = (e ÷ f) X 100~~

~~e = Total Number of Service Orders Completed in "X" minutes/hours~~
~~f = Total Number of Service Orders Received in Reporting Period~~

~~Report Structure~~

~~CLEC Specific~~
~~CLEC Aggregate~~
~~Fully Mechanized; Partially Mechanized; Non-Mechanized~~

~~Report in categories of <10 lines/circuits, ≥ lines/circuits (except trunks)~~
~~Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, ≥ 30 Days. The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, ≥ 30 = 30 and greater.~~

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report Month Interval for FOC CLEC Company Name (OCN) Order Number (PON) Submission Date & Time (TICKET_ID) Completion Date (CMPLTN_DT) Completion Notice Date and Time Service Type (CLASS_SVC_DESC) Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file	Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
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

Section I:

~~Section 1: P-15: To be added ....~~

P-15: Premature Disconnects-Loop Port Combos

Definition

This report measures the percentage of premature disconnects of UNE-P conversions associated with the two order process. This is an interim measurement and an interim penalty; both the measurement and the penalty will be deleted after BellSouth has implemented the C- Order process.

Exclusions

- UNE-P conversions resulting from the C-Order process.
- Troubles or disconnects that are not related to the two order process.
- Troubles received prior to the application date.

Business Rules

This metric is designed to measure the percent of premature disconnects associated with the two order process.

Calculation

Percent of premature disconnects = (a ÷ b) X 100

- a = Total number of premature disconnects which occur between the due date and 3 days prior to the due date.
- b = Total Number of UNE-P conversions utilizing the two order process during the period.

Report Structure

- CLEC Specific

- CLEC Aggregate

Data Retained

- Report Month
- CLEC Order Number (so_nbr)
- PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope
- Total Scheduled UNE-P orders

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark:
• Loop Port Combos	• No more than 1% premature disconnects

SEEM Measure

	Penalty Measure
	Tier I
No	Tier II

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Loop Port Combos	• **No more than 1% premature disconnects**