

**BellSouth Corporation**  
Suite 900  
1133-21st Street, N.W.  
Washington, DC 20036-3351

kathleen.levitz@bellsouth.com

**Kathleen B. Levitz**  
Vice President-Federal Regulatory

202 463 4113  
Fax 202 463 4198

December 6, 2002

## ELECTRONIC FILING

Ms Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Re: WC Docket No. 02-307 Ex Parte # 6

The staff of the Wireline Competition Division working on the pending BellSouth application for authorization to provide interLATA services in Florida and Tennessee has asked BellSouth to report in writing on the performance of its CLEC Service Order Tracking System, or CSOTS, for the week immediately following the installation of new server. The attached report responds to that request.

In accordance with Section 1.1206, I am filing this notice and the attached response electronically and request that you please place them in the record of the proceeding identified above. Thank you.

Sincerely,



Kathleen B. Levitz

Attachment

cc: Christine Newcomb  
Janice Myles  
Luin Fitch  
Beth Keating

Laurel Bergold  
James Davis-Smith  
Sara Kyle

## **CSOTS status update**

CSOTS service levels have improved significantly since the new server was installed on November 24, 2002.

Highlights include:

- Nightly batch load times have not exceeded 3 1/2 hours (even with a very heavy load - over 52,000 records), with one exception (see below)
- Queries by telephone number have averaged a response time of 0.4 seconds as compared to 17 seconds on the old server
- Queries by date range (pulls up all service orders within that range) have averaged 16 seconds versus 19
- Queries for a single service order from the Service Order List averaged 1.37seconds versus 6.68
- Downloads of a set of service orders into an Excel File averaged 18.3 seconds versus 28.9

There was one outage on December 4, 2002, which lasted for approximately 45 minutes. This outage was created by a piece of software installed on the new server that needed to be upgraded to a newer version. This upgrade was completed and processing resumed normally. The batch update for 12/4 completed at 2:28p.m., after this software patch was installed. The server is now currently on the most up-to-date version of this software, and we do not expect any additional related problems.