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October 23, 2009

The Honorable Charles Terreni
Chief Clerk of the Commission
Public Service Commission of South Carolina
Post Office Drawer 11649
Columbia, South Carolina 29211

Re: Application of BellSouth Telecommunications, Inc. to Provide In-Region InterLATA Services Pursuant to Section 271 of the Telecommunications Act of 1996
Docket No. 2001-209-C

Dear Mr. Terreni:

In July 2009, AT&T implemented certain system changes in the Southeast region. Specifically, AT&T introduced a new Extensible Markup Language (XML) Gateway machine-to-machine interface for electronic pre-ordering and ordering functions. Interested parties, including competitive local exchange carriers ("CLECs"), have been advised of this change through standard CLEC communications, including monthly Change Control Process ("CCP") meetings and the following Accessible Letters ("ALs"): CLECSES09-006 (dated January 9, 2009) CLECSES09-009 (dated January 23, 2009); CLECSES09-011 (dated February 6, 2009); CLECSES09-002 (dated March 20, 2009) and CLECSES09-041(dated June 9, 2009).

In addition, AT&T previously reported that eRepair would be replacing ECTA which resulted in the footnote in the OSS Table 2 in Appendix C of the Service Quality Measurement (SQM) Plan. That footnote is being stricken as AT&T abandoned the implementation of eRepair and is now in the process of implementing a 22-state Electronic Bonding Trouble Administration (EBTA) OSS to replace the functionality of ECTA. Interested parties and CLECs have been advised of this change with the following Accessible Letters: CLECSES09-054 (dated August 27, 2009) and CLECALLS09-055 (dated August 28, 2009). The ALs are available for review at the following web site: https://clec.att.com/clec/accletters/home.cfm?curMonth=yes

Although these OSS changes do not substantively change the Service Quality Measurement Plan and SEEM Administrative Plan (collectively, "SQM/SEEM Plan"), the SQM/SEEM Plan documentation must be updated to accurately reflect the addition of the new XML Gateway interface. Accordingly, AT&T has made minor, administrative updates to the SQM/SEEM Plan documentation. For the Commission's convenience, a red-lined version of the pages of the SQM/SEEM Plan which have been updated are included in this filing. The updated SQM/SEEM Plan is available for review at the following website: http://pmap.wholesale.att.com/content/documentation.aspx .

It is important to note that from a performance measurement perspective, the addition of the XML Gateway interface will have ***no impact*** on the calculation of the OSS measures currently contained in the SQM/SEEM Plan. That is, AT&T will continue to report system response times provided to CLECs via the SQM measure known as OSS-1 [ARI]: OSS Response Interval, and will continue to report the availability of access to the systems as part of the SQM measure known as OSS-2 [IA]: OSS Interface Availability. The method of calculation for the OSS-1 and OSS-2 metrics will not change and the results will continue to be reported on a monthly basis.

Sincerely,

Patrick W. Turner

PWT/nml
cc: All parties of record

745385

BELLSOUTH®

BellSouth Service Quality Measurement Plan (SQM)

South Carolina Performance Metrics

Measurement Descriptions
Version 2.~~02~~03

Effective Date: ~~April 19, 2008~~July 18, 2009

Note: This version (2.~~02~~03) of the South Carolina SQM complies with the order issued by the South Carolina Public Service Commission (SCPSC) in Docket No. No. 2004-316-C on March 10, 2006. The reason for this version is to reflect the OSS architecture changes implemented on ~~April 19, 2008~~July 18, 2009.

Introduction

BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1]. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. This specific SQM is based on Order No. 2006-136 in SCPSC Docket No. 2004-316-C dated March 10, 2006 and modifications resulting from the implementation of OSS architecture changes on April 19, 2008 and July 18, 2009.

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets develop and the processes stabilize. The measurements will be changed to reflect the dynamic changes described above and to correct errors, respond to 3rd Party audits, Orders of the SCPSC, FCC and the appropriate Courts of Law.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by BellSouth Performance Measurements and the reports that flow from them.

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's PMAP website (http://pmap.bellsouth.com) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month.

For details on SEEM, please refer to the SEEM Administrative Plan.

BellSouth shall retain the performance measurement Supporting Data Files (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. The State/Federal Commissions have been given access to the website.

[1] *Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.*

Appendix A: Glossary of Acronyms and Terms

Symbols used in calculations

-
A mathematical operator representing subtraction.

+
A mathematical operator representing addition.

/
A mathematical operator representing division.

<
A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=
A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>
A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=
A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

( )
Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

A

ACD
Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

Aggregate
Sum total of all items in a like category, e.g. CLEC aggregate equals the sum total of all CLEC data for a given reporting level.

ALEC
Alternative Local Exchange Company – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

ADSL
Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

ASR
Access Service Request - A request for access service terminating delivery of carrier traffic into a local exchange carrier's network.

ATLAS
Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

Auto Clarification
A LSR that was electronically rejected from LESOG and electronically returned to the CLEC for correction.

B

BILLING
The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

BOCRIS
Business Office Customer Record Information System (Front-end to the CRIS database) – System used to maintain customer account information which includes, but is not limited to bills, payment history, and memo notations made during customer contact.

BRI
Basic Rate ISDN – This product offering is a two-way line side digital port on a two-wire digital loop. The two-wire digital loop is a dedicated digital transmission facility.

BRC
Business Repair Center – The BellSouth Business Systems trouble receipt center which serves business and CLEC customers.

C

CABS
Carrier Access Billing System – The BellSouth proprietary corporate database and billing system for access and certain UNE customers and/or services.

CCC
Coordinated Customer Conversions – A simultaneous coordination between the disconnection of existing service and the reconnection of the new service.

CCP OSS (Change Management)
Change Control Process OSS – The Change Control Process (CCP) methods and procedures, a collaborative documented process, used by BellSouth and the CLECs to initiate OSS changes to BellSouth pre-ordering, ordering, and provisioning interfaces. The process includes change requests, CLEC prioritization, release management, defect management, etc.

CCP SQM
Change Control Process SQM – The methods and procedures used by BellSouth to implement changes to performance metrics that have been ordered by a state regulatory commission. This process is documented in the PMQAP.

Centrex
A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CISC
Carrier Interconnection Switching Center – Formerly known as the LISC, the BellSouth Center dedicated to handling CLEC access service requests for interconnection trunks.

CKTID
Circuit Identifier - A unique identifier for elements combined in a service configuration.

CLEC
Competitive Local Exchange Carrier – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

CLP
Competitive Local Provider – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

CMDS
Centralized Message Distribution System - National system used to transfer specially formatted messages among companies.

CM OSS
Change Management OSS - See CCP OSS for definition.

CM SQM
Change Management SQM - See CCP SQM for definition.

COFFI
Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI indicates all services available to a customer.

COG
Corporate Gateway – System designed for the electronic submission of xDSL Local Service Requests.

CRIS
Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and/or services.

CRSG
Complex Resale Support Group - The group within BellSouth which serves as the interface between the LCSC and the outside plant engineering group. The responsibility of this organization is to provide the parameters for the type of facilities available to provision the service the CLEC has selected.

C-SOTS
CLEC Service Order Tracking System – Provides CLECs the ability to query the service order database to monitor the progess of CLEC service order activity from service order issuance to order completion.

CSR
Customer Service Record – A record of the customer/end-user information including detail about the services and physical address of the end-user.

CTTG
Common Transport Trunk Group - Trunk groups between BellSouth, Independent end offices, and the BellSouth access tandems.

CWINS Center
Customer Wholesale Interconnection Network Services Center (formerly the UNE Center) – This center provides CLECs with provisioning and maintenance for designed and non-designed local service.

D

Design
Design Service is defined as any special or plain old telephone service order which requires BellSouth design engineering activities.

Disposition & Cause
Types of trouble conditions, (e.g., No Trouble Found (NTF), Central Office Equipment (CO), Customer Premises Equipment (CPE), etc.) – These codes identify the location, equipment and/or disposition of a particular trouble. Trouble reports will be closed to the most service affecting code which describes the trouble condition repaired.

DS0
The worldwide standard speed for one digital voice signal (64,000 bps).

DS1
24 DS0s (1.544Mb/sec.)

DOE
Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth service representatives to input service orders in BellSouth format.

DOM
Delivery Order Manager – Determines the needed processing steps for the service request. It then forwards the request on to each required system, in sequence, checking for errors and accuracy.

DSAP
DOE (Direct Order Entry) Support Application - A BellSouth system which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSL
Digital Subscriber Line – Allows customers to provide simltaneous two-way transmission of digital signals at speeds of 256 kbps via a two-wire local channel.

DUI
Database Update Information – A functional area measuring the timeliness and accuracy of database updates.

E

EDI
Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

Enhanced Verigate
An online Web-based system which provides CLECs electronic access to pre-order information.

ESSX
BellSouth Centrex Service – A central office housed communications system that provides the customer with direct inward and outward dialing, interconnection to all stations, and custom calling features.

F

Fatal Reject
LSRs electronically rejected from LEO because the required fields are not correctly populated.

Flow-Through
In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

FOC
Firm Order Confirmation - A notification returned to the CLEC confirming the LSR has been received and accepted, including the specified commitment date.

FX
Foreign Exchange – A network-provided service in which a telephone in a given local exchange area is connected, via a private line, to a central office in another exchange.

G H

HDSL
High Bit Digital Subscriber Line – A dedicated digital transmission facility from BellSouth's Main Distribution Frame (MDF) to an end user's premises.

I J K

ILEC
Incumbent Local Exchange Carrier – Regional Bell Operating Company (RBOC)

INP
Interim Number Portability – When the customer is originally provided service by an ILEC and decides to change service to a CLEC, the customer may retain their ILEC telephone number. Calls to the ILEC number are rerouted to the CLEC using either the Remote Call Forwarding feature or over a dedicated trunk group from the ILEC switch to the CLEC

ISDN
Integrated Services Digital Network – An integrated digital network in which the same time-division switches and digital transmission paths are used to establish connections for different services. ISDN services include telephone, data, electronic mail, and facsmile.

L

LAN
Local Area Network – A data communications system that lies within a limited spatial area, has a specific user group, has a specific topology, and is not a public switched telecommunications network, but may be connected to one.

LASR
Local Access Service Request-Negotiation system for entry and processing of Local Service Requests.Stores all LSRs received mechanically from the CLECs. Tracks status of request and associated service orders.

LAUTO
The automatic processor in LNP Gateway that validates LSRs and issues service orders.

LCSC
Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs and preordering transactions, along with associated expedite requests and escalations.

Legacy System
Term used to refer to BellSouth Operations Support Systems.

LENS
Local Exchange Navigation System - The BellSouth application developed to provide both preordering and ordering electronic interface functions for CLECs.

LERG
Local Exchange Routing Guide – The official document which lists all North American Class 5 office (COs or end offices) and which describes their relationship to Class 4 office (tandem offices). Carriers use the LERG in the network design process.

LESOG
Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the service order into the Service Order Control System using terminal emulation technology.

LFACS
Loop Facilities Assignment and Control System - Database of facilities inventory and assignment information.

LIDB
Line Information Database – Contains information about the user's calling card and other billing data.

LMOS
Loop Maintenance Operations System - A BellSouth operations system that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

LMOS HOST
Loop Maintenance Operations System Host Computer

LMU
Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

LMUSI
Loop Make-up Service Inquiry – The form submitted by the CLEC to obtain the loop make-up information.

LNP
Local Number Portability - In the context of this document, the capability for a subscriber to retain their current telephone number as they transfer to a different local service provider.

LNP Gateway
Local Number Portability (gateway) - A system that provides both internal and external communications with various interfaces and processes including:

(1) Linking BellSouth to the Number Portability Administration Center (NPAC).

(2) Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.

(3) Providing interface between NPAC and AIN SMS for LNP routing processes.

Loops
Transmission paths from the central office to the customer premises.

LRN
Location Routing Number – A 10-digit number which routes calls to the appropiate end-user's ported telephone number.

LSR
Local Service Request – A request from a CLEC for local resale service or unbundled network elements.

M

Maintenance & Repair
The process and function by which trouble reports are sent to BellSouth and the related service problems are resolved.

MARCH
BellSouth Operations System which accepts service orders and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches.

N

NBR
New Business Request - Process required by BellSouth for CLECs to initiate a service, which is not included within its interconnection agreement.

NC
No Circuits - All circuits busy announcement.

NMLI
Native Mode LAN Interconnection – An intraLATA, shared fiber-based, LAN inter-networking service.

NPA
Numbering Plan Area – Area Code portion of a telephone number.

NXX
The exchange portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

O

OBF
Ordering and Billing Forum Adapter-Provides gateway between EDI/COBRA/Verigate and the various BIS systems to retreive pre-order data from legacy systems.

Ordering
The process and functions where resale services or unbundled network elements are ordered from BellSouth, as well as the process by which an LSR or ASR is placed with BellSouth

Ordering Interface Gateways
Gateways for CLECs to submit LSRs electronically

Order Types
The following order types are used in this document:

(1) T - The "to" portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A "T" Order Type is always pared with an "F" Order Type which will have the same telephone number following the "F" Order Type Code unless the orders are within different central offices.

(2) N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another, such as when changing from PBX to Centrex.

(3) C - Order Type used for the following conditions: changes or partial disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer's request.

(4) R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no field work is involved.

OSPCM
Outside Plant Contract Management System – Provides scheduling and completion information on outside plant construction activities.

OSS
Operations Support System – Multiple support systems and databases which are used to mechanize the flow and performance of work. The term is used to refer to the overall system consisting of complex hardware, computer operating system(s), and applications which are used to provide the support functions.

Out Of Service
Customer has no dial tone and cannot call out

P

PMAP
Performance Measurement Analysis Platform – Provides delivery of performance reports via the web and facilitates analysis of the summary level data.

PMQAP
Performance Measurement Quality Assurance Plan – BellSouth Operational Guide which documents the systematic procedures used by BellSouth Telecommunications (BST) to produce accurate and reliable service quality measurement reports.

PON
Purchase Order Number – Identifier assigned by the customer originating the service request

POTS
Plain Old Telephone Service – A term often used to distinguish basic voice telephone from data and other services.

PREDICTOR
BellSouth system used to administer proactive maintenance and rehabilitation activities on outside plant facilities.

Preordering
The process and functions by which information is obtained, verified, or validated prior to placing a service request.

PRI
Primary Rate ISDN – An integrated services digital network interface standard designated as having 23B+D channels

Provisioning
The process and functions where necessary work is performed to activate a service requested via a LSR/ASR

Q R

RRC
Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers

RSAG
Regional Street Address Guide - The BellSouth database which contains street addresses that have been validated for accuracy with state and local government records

RSAGADDR
Regional Street Address Guide Address - RSAG software contract for address search

RSAGTN
Regional Street Address Guide Telephone Number - RSAG software contract for telephone number search

S

SAC
Service Advocacy Center– Resolves issues in the provisioning process

SDUM
Supporting Data User Manual

SEEM
Self Effectuating Enforcement Mechanism – A tiered remedy structure in which payments are made either to the CLEC and/or state regulatory agency, depending on the type and level of parity/benchmark miss that occurs

SGG
ServiceGate Gateway – A common gateway to receive and send interconnection requests

SOCS
Service Order Control System – BellSouth system which routes service order images among BellSouth provisioning systems.

SOG
Service Order Generator - Designed to generate a service order for xDSL

SONGS
Service Order Negotiation and Generation System – This system supports the Consumer, Small Business and Public COUs by providing data entry screens and prompts to aid negotiation and entry of all order types.

Syntactically Incorrect Query
A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, a CLEC would like to query the legacy system for the following address: 1234 Main St. Entering "1234 Main St." will be considered syntactically correct because valid characters were used in the address field. However, entering "AB34 Main St." will be considered syntactically incorrect because invalid characters (example: alpha characters were entered in numeric slots) were used in the address field.

T

TAFI
Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG
Telecommunications Access Gateway – TAG was designed to provide an electronic interface or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

Test Transactions/Records
Transactions created by BellSouth, or in tests originated by CLECs, where the CLEC has coordinated the test with BellSouth to enable identification of the transactions as part of a test used to test system functionality.

TN
Telephone Number

Total Manual Fallout
LSRs electronically submitted to BellSouth, which fallout, requiring manual input into a service order generator.

U V

UCL
Unbundled Copper Loop - A dedicated metallic transmission facility from BellSouth's Main Distribution Frame (MDF) to a customer's premises

UNE
Unbundled Network Element – Those parts of BellSouth's network required to be unbundled by the Telecommunications Act of 1996 and the implementing regulatory body

USOC
Universal Service Order Code – A set of alpha or numeric characters identifying a particular service or equipment

W

WFA
Work Force Administration – Electronic document tracking system for trouble reports

WFM
Work Force Manager – Mechanizes work performed by LSCs. Manages the workload of all paper/email requests for local service.

WMC
Work Management Center – Serves as a single point of contact (SPOC) for all requests for dispatch to the Field Work Group (Central Office or outside technicians)

WTN
Working Telephone Number

X Y Z

XML
eXtensible Markup Language – An international standards-based data formatting option designed for information exchange on network systems

XML Gateway
eXtensible Markup Language Gateway – A machine-to-machine electronic interface designed to provide bi-directional flow of information between AT&T's OSS and CLEC's OSS for pre-ordering and ordering functionality.

Appendix C: OSS InterfaceTables

OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

Table 1: Legacy System Access Times For RNS

System	Contract	Data	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x
RSAG	RSAG-ADDR	Address	x	x
ATLAS	ATLAS-TN	TN	x	x
DSAP	DSAP-DDI	Schedule	x	x
CRIS	CRSACCTS	CSR	x	x
OASIS	OASISBIG	Feature/Service	x	x

Table 2: Legacy System Access Times For R0S

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x
RSAG	RSAG-ADDR	Address	x	x
ATLAS	ATLAS-TN	TN	x	x
DSAP	DSAP-DDI	Schedule	x	x
CRIS	CRSOCSR	CSR	x	x
OASIS	OASISBIG	Feature/Service	x	x

Table 3: Legacy System Access Times For LENS/Enhanced Verigate (Pre-Order only)

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x
RSAG	RSAG-ADDR	Address	x	x
ATLAS	ATLAS-TN	TN	x	x
DSAP	DSAP-DDI	Schedule	x	x
CRIS	CRSECSRL	CSR	x	x
COFFI	COFFI/USOC	Feature/Service	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x

Table 4: Legacy System Access Times For TAG/XML/XML Gateway

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x
RSAG	RSAG-ADDR	Address	x	x
ATLAS	ATLAS-TN	TN	x	x
ATLAS	ATLAS-MLH	TN	x	x
ATLAS	ATLAS-DID	TN	x	x
DSAP	DSAP-DDI	Schedule	x	x
CRIS	CRSECSRL	CSR	x	x
P/SIMS	PSIM/ORB	Feature/Service	x	x

Table 5: Legacy System Access Times for M&R (TAFI)

System	BellSouth & CLEC	Count <= 10
CRIS	x	x
DLETH	x	x
DLR	x	x
LMOS	x	x
LMOSupd	x	x
LNP Gateway	x	x
MARCH	x	x
OSPCM	x	x
Predictor	x	x
SOCS	x	x
NIW	x	x

OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

OSS Table 1: SQM Interface Availability for Pre-Ordering/Ordering

OSS Interface Availability Application	Applicable to	% Availability
EDI	CLEC	x
LENS	CLEC	x
LASR	CLEC	x
WFM	CLEC	x
OBF	CLEC	x
Enhanced Verigate	CLEC	x
LESOG	CLEC	x
TAG/XML	CLEC	x
XML Gateway	CLEC	x
LNP Gateway	CLEC	x
COG	CLEC	x
SGG	CLEC	x
DOE	CLEC/BellSouth	x
SONGS	CLEC/BellSouth	x
ATLAS/COFFI	CLEC/BellSouth	x
BOCRIS/CRIS	CLEC/BellSouth	x
DSAP	CLEC/BellSouth	x
RSAG	CLEC/BellSouth	x
SOCS	CLEC/BellSouth	x
LFACS	CLEC/BellSouth	x
RNS	BellSouth	x
ROS	BellSouth	x

OSS Table 2: SQM Interface Availability for Maintenance & Repair

OSS Interface	% Availability
BellSouth TAFI	x
CLEC TAFI	x
CLEC ECTA~~*~~	x
WHLS eRepair	x
BellSouth & CLEC	
CRIS	x
LMOS HOST	x
LNP Gateway	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

~~*Note:eRepair will be replacing ECTA.CLECs have until June 1,2008 to transition to eRepair .From November of 2007 until May of 2008,at&t will report both interfaces. Beginning June 1,2008, only eRepair will be reported.~~

SOUTH CAROLINA SEEM ADMINISTRATIVE PLAN

South Carolina Plan
Version 2.~~03~~04

Effective Date: ~~December 15, 2008~~July 18, 2009

B.2 Tier 2 Submetrics

Item No.	SQM Ref	Tier 2 Submetric
1	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – LENS/Enhanced Verigate
2	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – TAG/XML/XML Gateway
3	ARI	OSS-1 OSS Response Interval (Maintenance & Repair)
4	IA	OSS-2 OSS Interface Availability – (Pre-Ordering/Ordering) – Regional per OSS Interface
5	IA	OSS-2 OSS Interface Availability – (Maintenance & Repair) – Regional per OSS Interface
6	LMT	PO-2 Loop Makeup – Response Time – Electronic – Loop
7	AKC	O-2 Acknowledgement Message Completeness – Acknowledgments
8	FT	O-3 Percent Flow-Through Service Requests – Business
9	FT	O-3 Percent Flow-Through Service Requests – LNP
10	FT	O-3 Percent Flow-Through Service Requests – Residence
11	FT	O-3 Percent Flow-Through Service Requests – UNE-L (includes UNE-L with LNP)
12	RI	O-8 Reject Interval – Fully Mechanized
13	RI	O-8 Reject Interval – Partially Mechanized
14	RI	O-8 Reject Interval – Non Mechanized
15	FOCT	O-9 Firm Order Confirmation Timeliness – Fully Mechanized
16	FOCT	O-9 Firm Order Confirmation Timeliness – Partially Mechanized
17	FOCT	O-9 Firm Order Confirmation Timeliness – Non Mechanized
18	FOCT	O-9 Firm Order Confirmation Timeliness – Local Interconnection Trunks
19	FOCC	O-11 FOC & Reject Response Completeness – Fully Mechanized
20	FOCC	O-11 FOC & Reject Response Completeness – Partially Mechanized
21	FOCC	O-11 FOC & Reject Response Completeness – Non Mechanized
22	OAAT	O-12 Average Answer Time – Ordering Centers – CLEC Local Carrier Service Center

Item No.	SQM Ref	Tier 2 Submetric
23	MIA	P-3 Percent Missed Installation Appointments – Resale POTS
24	MIA	P-3 Percent Missed Installation Appointments – Resale Design
25	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Design
26	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Non-Design
27	MIA	P-3 Percent Missed Installation Appointments – UNE xDSL
28	MIA	P-3 Percent Missed Installation Appointments – UNE Line Splitting
29	MIA	P-3 Percent Missed Installation Appointments – LNP Standalone
30	MIA	P-3 Percent Missed Installation Appointments – Local Interconnection Trunks
31	OCI	P-4 Order Completion Interval (OCI) – Resale POTS
32	OCI	P-4 Order Completion Interval (OCI) – Resale Design
33	OCI	P-4 Order Completion Interval (OCI) – UNE Loop Design
34	OCI	P-4 Order Completion Interval (OCI) – UNE Loop Non-Design
35	OCI	P-4 Order Completion Interval (OCI) – UNE xDSL – without Conditioning
36	OCI	P-4 Order Completion Interval (OCI) – UNE xDSL – with Conditioning
37	OCI	P-4 Order Completion Interval (OCI) – UNE Line Splitting Dispatch
38	OCI	P-4 Order Completion Interval (OCI) – UNE Line Splitting – Non-Dispatch
39	OCI	P-4 Order Completion Interval (OCI) – Local interconnection Trunks
40	OCI	P-4 Order Completion Interval (OCI) – UNE EELS
41	CCI	P-7 Coordinated Customer Conversions – Hot Cut Durations
42	CCT	P-7A Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
43	NCDD	P-7D Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date
44	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Resale POTS
45	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Resale Design
46	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loop and Port Combinations
47	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loops – Design

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48	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loops – Non-Design
49	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE xDSL
50	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting – Dispatch
51	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting – Non-Dispatch
52	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – Local Interconnection Trunks
53	SOA	P-11 Service Order Accuracy – Resale
54	SOA	P-11 Service Order Accuracy – UNE
	LOOS	P-13B LNP – Percent Out of Service < 60 Minutes - LNP
55	LAT	P-13C LNP Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date – LNP – (Standalone)
56	LDT	P-13D LNP – Disconnect Timeliness (Non-Trigger)
57	MRA	MR-1 Percent Missed Repair Appointment – Resale POTS
58	MRA	MR-1 Percent Missed Repair Appointment – Resale Design
59	MRA	MR-1 Percent Missed Repair Appointment – UNE Loops Design
60	MRA	MR-1 Percent Missed Repair Appointment – UNE Loops Non-Design
61	MRA	MR-1 Percent Missed Repair Appointment – UNE xDSL
62	MRA	MR-1 Percent Missed Repair Appointment – UNE Line Splitting
63	MRA	MR-1 Percent Missed Repair Appointment – Local Interconnection Trunks
64	CTRR	MR-2 Customer Trouble Report Rate – Resale POTS
65	CTRR	MR-2 Customer Trouble Report Rate – Resale Design
66	CTRR	MR-2 Customer Trouble Report Rate – UNE Loops Design
67	CTRR	MR-2 Customer Trouble Report Rate – UNE Loops Non-Design
68	CTRR	MR-2 Customer Trouble Report Rate – UNE xDSL
69	CTRR	MR-2 Customer Trouble Report Rate – UNE Line Splitting
70	CTRR	MR-2 Customer Trouble Report Rate – Local Interconnection Trunks
71	MAD	MR-3 Maintenance Average Duration – Resale POTS

Item No.	SQM Ref	Tier 2 Submetric
72	MAD	MR-3 Maintenance Average Duration – Resale Design
73	MAD	MR-3 Maintenance Average Duration – UNE Loops Design
74	MAD	MR-3 Maintenance Average Duration – UNE Loops Non-Design
75	MAD	MR-3 Maintenance Average Duration – UNE xDSL
76	MAD	MR-3 Maintenance Average Duration – UNE Line Splitting
77	MAD	MR-3 Maintenance Average Duration – Local Interconnection Trunks
78	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Resale POTS
79	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Resale Design
80	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Design
81	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Non-Design
82	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE xDSL
83	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Line Splitting
84	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Local Interconnection Trunks
85	OOS	MR-5 Out of Service (OOS) > 24 hours – Resale POTS
86	OOS	MR-5 Out of Service (OOS) > 24 hours – Resale Design
87	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loops Design
88	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loops Non-Design
89	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE xDSL
90	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Line Splitting
91	OOS	MR-5 Out of Service (OOS) > 24 hours – Local Interconnection Trunks
92	BIA	B-1 Invoice Accuracy
93	BIT	B-2 Mean Time to Deliver Invoices – CRIS
94	BIT	B-2 Mean Time to Deliver Invoices – CABS
95	BUDT	B-5 Usage Data Delivery Timeliness
96	BEC	B-10 Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days – State
97	TGP	TGP Trunk Group Performance

Item No.	SQM Ref	Tier 2 Submetric
98	MDD	C-3 Collocation Percent of Due Dates Missed
99	NT	CM-1 Timelines of Change Management Notices – Region
100	DT	CM-3 Timeliness of Documentation Associated with Change – Region
101	SEC	CM-6 Percentage of Software Errors Corrected in "X" Business Days – Region
102	CRA	CM-7 Percentage of Change Requests Accepted or Rejected Within 10 Days – Region
103	SCRI	CM-11 Percentage of Software Change Requests Implemented Within 60 Weeks of Prioritization – Region

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Show the subject

Applies to: Microsoft Office Outlook 2003

Show All

Applies to

Microsoft Office Outlook® 2003

Do you want to see the **Subject** column in your Inbox? Did you receive a message with a blank **Subject** line? Is the message header missing completely? See the following ways to display the subject of a message.

Show the Subject column in your Inbox

The Subject line of a message is empty

There is no Subject line at the top of your messages (You don't see a message header)

Show the Subject column in your Inbox

Whether or not you see the **Subject** line of messages received in your Inbox depends on the view that you are using and if you have your Inbox set up to show the **Subject** column.

Notes

- Columns are also referred to as fields.
- If you are using single-line layout, you can check to see if you have a **Subject** column by making your Inbox wider to determine whether that column might be hidden.

Add the Subject column to your Inbox

1. On the **View** menu, point to **Arrange by**, point to **Current View**, and then click **Customize Current View**.
2. Click **Fields**.
3. In the **Available fields** list, click **Subject**.
4. Click **Add**.

Tip You can move the column within your Inbox by dragging the column heading to the new location.

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The Subject line of a message is empty

The **Subject** line of a message must be typed by the sender. If the **Subject** line appears blank when you receive a message, this field was left blank, perhaps unintentionally. When you reply to or forward the message, you can type a **Subject** line if you want; otherwise the **Subject** line only shows RE: or FW:, respectively.

Note Outlook does not prompt you to provide a **Subject** line. If you think you saw a prompt to provide a **Subject** line, you were using the basic e-mail program Microsoft Outlook Express, which comes with Microsoft Internet Explorer.

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There is no Subject line at the top of my messages

Unless senders are using a customized message form for their e-mail messages, you should see a **Subject** line in their messages. If you don't see a complete message header at the top of the messages that you receive, you might have changed your default setting for headers.

Change the message header setting

- In a message that you have received, on the **View** menu, click **Message Header**. This turns on or off the setting.

See Also

Printer-Friendly Version

Note The **Message Header** command affects all messages in your Inbox.

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