EXHIBIT A

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~~BellSouth~~

AT&T Service Quality Measurement Plan (SQM)

South Carolina Performance Metrics

Measurement Descriptions
Version ~~2.07~~3.00

Effective Date: ~~July 3, 2010~~TBD

~~**Note: This version (2.07) 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 July 3, 2010.**~~

Introduction

~~BellSouth~~ AT&T Service Quality Measurement ~~Plan~~ (SQM) Plan describes in detail the measurements produced to evaluate the quality of service delivered to ~~BellSouth's~~ AT&T'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~~ AT&T to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1]. The reports produced by the SQM provide regulators, CLECs and ~~BellSouth~~AT&T 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, July 18, 2009, November 14, 2009, April 15, 2010, May 29, 2010, and July 3, 2010.~~ TBD issued by the South Carolina Public Service Commission (SCPSC) on TBD in Docket No. TBD.

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 ~~SC~~FPSC, 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~~AT&T performance measurements and the reports that flow from them.

Report Publication Dates

Each month, preliminary SQM reports will be posted to ~~BellSouth's PMAP~~ AT&T's performance measurement website (http://pmap.~~bellsouth~~wholesale.att.com) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The reports will contain information collected in each performance category and will be available to CLEC via the AT&T website. AT&T will also provide electronic access to the raw data underlying the SQMs subject to the retention period . Final 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~~ AT&T 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~~ AT&T performance measurement website and is automatically provided with each SDF download.

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

Report Delivery Methods

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

Change of Law

Upon a particular Commission's issuance of an Order pertaining to the Service Quality Measurement (SQM) Plan in a proceeding expressly applicable to all CLECs, AT&T shall implement such plan covering its performance for the CLECs, as well as any changes to that plan ordered by the Commission, on the date specified by the Commission. If a change of law occurs which may change AT&T's obligations, parties may petition the Commission within 30 days to seek changes to the SQM Plan in accordance with such change of law. Performance measurements that have been ordered by the Commission can currently be accessed via the AT&T website. Should there be any difference between the SQM Plan on AT&T's website and the plan the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

Review of Measurements

A workshop and/or conference shall be organized and held periodically or at the request of either party for the purpose of evaluating the existing performance measures and determining whether any measures should be deleted, modified or any new measures added. Provided however, no new measures shall be added which measure activity already governed by existing measures. CLEC may actively participate in this periodical workshop with AT&T and other CLECs and state regulatory authority representative.

Administrative Changes

AT&T may make administrative changes that do not substantively change the SQM Plan. Such changes are excluded from the periodic review process noted above. AT&T will provide written notice to the Commission regarding all administrative changes. An administrative change is one that corrects typographical, spelling, grammatical, or computational errors, updates website addresses and incorporates modifications to architecture implemented in an OSS release following the approved Change Management process. Administrative changes will not change the intent or the plan language of the document.

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Section 1: Operations Support Systems (OSS)

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

Definition

The response interval is the average~~/percentage of~~ time to retrieve pre-order/order/maintenance and repair information from a given legacy system.

Exclusions

- Syntactically Incorrect queries
- Scheduled OSS Maintenance
- Test Transactions/Records
- AT&T may exclude transactions submitted by an individual CLEC that are an unanticipated significant increase in the monthly volume of transactions submitted by that individual CLEC. This exclusion will only be applied when the individual CLEC's transactions are directly attributable to a failure of the SQM measure. An unanticipated, significant increase in CLEC volume is indicated by either a 100% increase over the individual CLEC's forecasted volumes or over the average of the normalized volumes for the most recent prior six months. AT&T will notify the individual CLEC whose transactions caused this exclusion to be invoked, and will provide general notification to CLECs that such transactions were excluded.

Business Rules

OSS Response Interval is designed to monitor the time required for the CLEC and ~~BellSouth~~AT&T interface systems to obtain, from ~~BellSouth's~~AT&T's legacy systems, the information required to handle Pre-Ordering/Ordering/Maintenance and Repair functions. The clock starts on the date and time when the request is received on the ~~BellSouth~~ AT&T side of the interface and the clock stops when the appropriate response has been transmitted through the same point to the requester.

The average response interval for retrieving Pre-~~Order/Order~~Ordering/Ordering/Maintenance & Repair information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

~~The following systems are observed in the Pre-Ordering/Ordering OSS Response Interval measurement: RSAG-Address, RSAG-TN, ATLAS, COFFI, DSAP, and CRIS.~~

~~The percent response interval for retrieving Maintenance and Repair information from a given legacy system is determined by dividing the number of responses returned within 10 seconds by the total number of queries submitted in the reporting period and multiplying by 100.~~

~~The following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP Gateway, MARCH, OSPCM, Predictor, SOCS, and NIW.~~

Calculation

Pre-Ordering/Ordering/Maintenance & Repair OSS Response Interval = (a - b)

- a = Date and time of legacy response
- b = Date and time of legacy request

Pre-Ordering/Ordering/Maintenance & Repair Average Response Interval = (c / d)

- c = Sum of response intervals
- d = Number of legacy requests during the reporting period

~~**Maintenance & Repair OSS Response Interval** = (a - b)~~

- ~~a = Query Response date and time~~
- ~~b = Query Request date and time~~

~~**Maintenance & Repair Percent Response Interval (per category)** = (c / d) X 100~~

- ~~c = Number of responses returned within 10 seconds~~
- ~~d = Number of queries submitted in the reporting period~~

Report Structure

- Pre-Ordering/Ordering/Maintenance & Repair OSS Average Response Interval
- ~~Maintenance & Repair OSS Percent Response Interval~~
- Legacy System/Interface Specific
- Geographic Scope
  - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM/~~SEEM~~ Analog/Benchmark**

Legacy System/Interface

- Pre-Ordering/Ordering OSS Response Average Interval
  Regional Level……..Parity + 2 seconds
- Maintenance & Repair OSS Response ~~Percent within 10 Seconds~~ Average Interval
  Regional Level, Per OSS Interface……...Parity ~~with Retail~~+1 second

(See Appendix C: -OSS Interface Tables)

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~.....~~	~~.....X~~

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

Definition

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface and for all Legacy systems accessed by them are captured. ("Functional Availability" is the amount of time in hours during the reporting period that the legacy systems are available to users. The planned System Scheduled Availability is the time in hours per day that the legacy system is scheduled to be available.)

Scheduled availability is posted on the ~~Interconnection~~ AT&T website: ~~(~~http://~~www.interconnection.bellsouth~~wholesale.att.com/alerts_and_notifications/network/oss/~~oss_hour~~index.html~~).~~

Exclusions

- CLEC-impacting troubles caused by factors outside of ~~BellSouth's~~ AT&T's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than ~~BellSouth~~ AT&T, etc.
- Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.
- Scheduled OSS Maintenance

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full and Loss of Functionality outages are included in the calculation for this measure.

- Full outages are defined as occurrences of either of the following:
  - Application/Interface application is down or totally inoperative
  - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
- Loss of Functionality outages are defined as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Calculation

OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair) = (a / b) ~~X~~x 100

- a = Functional Availability in Minutes
- b = Scheduled Availability in Minutes

Report Structure

- Legacy System/Interface Specific
- Geographic Scope
  - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Regional Level, Per OSS Interface	>= 99.5%

(See Appendix C: OSS Interface Availability Tables for SQM)

~~SEEM Measure~~

~~SEEM Tier I Tier II~~

~~Yes..... .....X~~

PO-2 [LMT]: Loop Makeup - Response Time - Electronic

Definition

This report measures the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Manually Submitted Inquiries
- Canceled Requests
- Scheduled OSS Maintenance
- Test Transactions/Records
- AT&T may exclude transactions submitted by an individual CLEC that are an unanticipated significant increase in the monthly volume of transactions submitted by that individual CLEC. This exclusion will only be applied when the individual CLEC's transactions are directly attributable to a failure of the SQM measure. An unanticipated, significant increase in CLEC volume is indicated by either a 100% increase over the individual CLEC's forecasted volumes or the average of the normalized volumes for the most recent prior six months. AT&T will notify the individual CLEC whose transactions caused this exclusion to be invoked, and will provide general notification to CLECs that such transactions were excluded.

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the ordering interface gateways. It ends when ~~BellSouth's~~AT&T's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the ordering interface gateways.

Note: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order and qualifies the loop. If a CLEC concludes that the loop makeup will support the service, and wants to order it, an LSR must be submitted by the CLEC.

Calculation

Response Interval = (a - b)

- a = Date and time the LMUSI returned to CLEC
- b = Date and time the LMUSI is received

Percent within Interval = (c / d) ~~X~~x 100

- c = Total LMUSIs received within the interval
- d = Total number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
- ~~Interval for electronic LMUSIs:~~
  ~~0 - <= 1 minute~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Loops	Benchmark: 95% <= 1 Minute

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

~~PO-3 [BMA]: UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)~~

~~Definition~~

~~This measure captures the functional availability of the UNE Bulk Migration Batch Scheduler application as a percentage of scheduled availability for the same system. Scheduled availability is posted on the PMAP website (http://pmap.bellsouth.com/content/documentation.aspx).~~

~~Exclusions~~

- ~~CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.~~
- ~~Scheduled Downtime for Maintenance~~

~~Business Rules~~

~~The Interface Availability calculations are based upon availability of UNE Bulk Migration Batch Scheduler application utilized by CLECs for pre-ordering. "Functional Availability" is defined as the number of hours in the reporting period the UNE Bulk Migration Batch Scheduler is available to users. "Scheduled Availability" is defined as the number of hours in the reporting period the UNE Bulk Migration Batch Scheduler is scheduled to be available. Outages occur when: The application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application).~~

~~Calculation~~

~~**Interface Availability** = (a – b) / a X 100~~

- ~~a = Scheduled Availability Minutes~~
- ~~b = Full Outage Minutes~~

~~Report Structure~~

- ~~Geographic Scope~~
  - ~~Region~~

~~SQM Disaggregation - Analog/Benchmark~~

~~SQM Level of Disaggregation~~	~~SQM Analog/Benchmark~~
~~UNE Bulk Migration Batch Scheduler Availability~~	~~Diagnostic~~

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

~~PO-3 [BMA]: UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)~~

Section 2: Ordering

O-2 [AKC]: Acknowledgement Message Completeness

Definition

This measure provides the percent of transmissions/LSRs received via ordering interface gateways, which are acknowledged electronically.

Exclusions

- ~~Manually Submitted~~Email LSRs
- Test Transactions/Records

Business Rules

Ordering interface gateways send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. Users of XML Gateway may package many LSRs from multiple states in one transmission. If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, ~~BellSouth~~AT&T will not be able to determine which specific CLEC this message represented.

Calculation

Acknowledgement Completeness = (a / b) ~~X~~x 100

- a = Total number of Functional Acknowledgements returned in the reporting period for transmissions/LSRs electronically submitted by ordering interface gateways, respectively
- b = Total number of electronically submitted transmissions/LSRs received in the reporting period by ordering interface gateways, respectively

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Acknowledgments	Benchmark: 99.75%

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

O-3 [FT]: Percent Flow-Through Service Requests

Definition

The percentage of Local Service Requests (LSRs) and Local Number Portability LSRs submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- Planned Manual Fallout
- CLEC System Fallout
- Test Transactions/Records
- LSRs that received a Z Status

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) submitted through one of the mechanized ordering interface gateways, that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example: fax and courier) or are not designed to flow through (for example: Planned Manual Fallout).

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed initially. When an LSR is submitted by a CLEC, source systems will perform basic edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, source systems will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that are mechanically returned to the CLEC due to invalid data entry within the LSR. Edits contained within the source systems will perform data validity checks to ensure the data within the LSR is complete and accurate. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification.

Planned Manual Fallout*: Fallout that occurs by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the L~~C~~SC. When a CLEC submits an LSR, the source systems will determine if the LSR should be forwarded to L~~C~~SC for manual handling.

*See LSR Flow-Through Matrix on ~~BellSouth's PMAP~~AT&T's performance measurement website ~~(http://pmap.bellsouth.com)~~ in the Documentation/Exhibits folder for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through

Total System Fallout: Errors that require manual review by the L~~C~~SC to determine if the error is caused by the CLEC, or is due to ~~BellSouth~~AT&T system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is due to ~~BellSouth~~AT&T's system functionality, the L~~C~~SC representative will correct the error and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = a / [b - (c + d + e + f)] ~~X~~x 100

- a = The total number of LSRs that flow through the source systems and reach a status for a FOC to be issued
- b = The number of LSRs that passed the basic system edits and are accepted for further service order processing
- c = The number of LSRs that fallout for planned manual processing
- d = The number of LSRs that are returned to the CLEC for auto clarification
- e = The number of LSRs that are returned to the CLEC from the L~~C~~SC due to CLEC data entry error
- f = The number of LSRs that receive a Z status

Percent Achieved Flow Through = a / [b - (c + d + e)] ~~X~~x 100

- a = The number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = The number of LSRs passed from LASR/LNP Gateway to LESOG/LAUTO
- c = The number of LSRs that are returned to the CLEC for auto clarification
- d = The number of LSRs that are returned to the CLEC from the L~~C~~SC due to CLEC clarification
- e = The number of LSRs that receive Z status

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  -Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
Residence	Benchmark: 95%
Business	Benchmark: 90%
UNE-L (includes UNE-L with LNP)	Benchmark: 85%
LNP	Benchmark: 95%

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

Notes:

- The Flow-Through Error Analysis ~~will be posted with the Flow-Through~~ report~~.~~ is available on the AT&T performance measurement website. The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reach~~ed~~ a status for a FOC to be issued.
- The CLEC LSR ~~Information, (a.k.a. LSR Detail Report)~~information is available ~~by subscription. A~~for any CLEC ~~wishing to receive a copy of their report should submit a feedback form (see link located in~~ on the ~~"Resources" section on left side of PMAP~~AT&T performance measurement website~~). Enter the name of the report in the Comments section.~~.

O-3 [FT]: Percent Flow-Through Service Requests

O-8 [RI]: Reject Interval

Definition

The interval for the return of a reject is the response time from the receipt of a service request [Local Service Request (LSR) or Access Service Request (ASR)] to the distribution of a reject.

Exclusions

- Service requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- LSRs identified as "Projects"~~ with the exception of valid "Project IDs" for Bulk Migration~~
- Scheduled OSS Maintenance
- Test Transaction/Records

Business Rules

Service Requests are considered valid when submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.

For Partially Mechanized and Emailed LSRs or Non-Mechanized ~~LSR/~~ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the ~~Interconnection~~ AT&T website~~ (http://www.interconnection.bellsouth.com/centers).~~(https://clec.att.com/clec/).

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is rejected (date and time stamp of reject in ordering interface gateways). 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 ordering interface gateways) which falls out for manual handling until the L~~C~~SC Service Representative clarifies the LSR back to the CLEC via ordering interface gateways.

~~**Non-Mechanized**~~**Email:** The elapsed time from receipt of a valid LSR not submitted via electronic ordering systems (date and time stamp of ~~FAX or date and time paper LSRs are received in the LCSC~~Email) until notice of the reject (clarification) is returned to the CLEC via ~~FAX Server~~Email.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

~~**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.~~

Calculation

Reject Interval = (a - b)

- a = Date and time of service request rejection
- b = Date and time of service request receipt

Percent within Interval = (c / d) ~~X~~x 100

- c = Service requests rejected in reported interval
- d = Total service requests rejected in report period

Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
  ~~0 - <= 1 hour~~
- Partially Mechanized:
  ~~0 - <= 10 hours~~
- ~~Non-Mechanized:~~
  ~~0 - <= 24 hours~~
- Email
- Local Interconnection Trunks:
  ~~0 - <= 4 days~~
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
Fully Mechanized	97% <= 1 Business Hour
Partially Mechanized	95% <= 10 Business Hours
~~Non-Mechanized~~Email	95% <= ~~24~~14 Business Hours
Local Interconnection Trunks	90% <= 4 Business Days

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

O-8 [RI]: Reject Interval

O-9 [FOCT]: Firm Order Confirmation Timeliness

Definition

The interval for return of a Firm Order Confirmation (FOC) is the response time from the receipt of a valid Access Service Request (ASR)/Local Service Request (LSR) to distribution of a FOC. The interval will include an electronic facilities check.

Exclusions

- Service Requests canceled by CLEC prior to a FOC being returned
- Designated Holidays are excluded from the interval calculation for partially mechanized and ~~non-mechanized~~Emailed LSRs~~/~~ and Non-Mechanized ASRs only
- LSRs identified as "Projects"~~ with the exception of valid "Projects IDs" for Bulk Migrations~~
- Test Transactions/Records
- Scheduled OSS Maintenance

Business Rules

When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.

For Partially Mechanized and Emailed LSRs or Non-Mechanized ~~LSR/~~ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the ~~Interconnection~~ AT&T website~~ (http://www.interconnection.bellsouth.com/centers)~~.

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via ordering interface gateways.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by ~~a BellSouth~~an AT&T 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 ordering interface gateways.

~~**Non-Mechanized**~~**Email:** The elapsed time from receipt of a valid ~~paper~~ LSR not submitted via electronic systems (date and time stamp of ~~FAX or date and time paper LSRs received in LCSC~~Email) 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 ~~FAX Server~~Email.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

~~**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.~~

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and time of Firm Order Confirmation
- b = Date and time of service request receipt

Percent within Interval = (c / d) ~~X~~x 100

- c = Service requests confirmed in reported interval
- d = Total service requests confirmed in the report period

Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized~~:~~
  ~~0 - <= 3 hours~~
- Partially Mechanized~~:~~
  ~~0 - <= 10 hours~~
- ~~Non-Mechanized:~~
  ~~0 - <= 24 hours~~
- Email
- Local Interconnection Trunks~~:~~
- ~~0 - <= 5 business days~~
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Resale – Residence (Non-Design)	Fully Mechanized: 95% <= 3 ~~Hours~~business hours
• Resale – Business (Non-Design)	Partially Mechanized: 95% <= 10 ~~Hours~~business hours
• Resale – Design (Special)	~~Non-Mechanized~~ Email: 95% <= ~~24 Hours~~17 business hours
• LNP (Standalone)	
• UNE Analog Loop	
• UNE Analog Loop with LNP	
• UNE Digital Loop >= DS1	
• UNE ISDN/UDC/IDSL	
• UNE Other	
• UNE Line Splitting	
• UNE EELs	
• UNE xDSL (ADSL, HDSL, UCL)	
• Local Interconnection Trunks	95% <= 5 ~~Business Days~~business days

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

O-9 [FOCT]: Firm Order Confirmation Timeliness

O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

Definition

This measurement provides the percent of Local Service Requests (LSRs)/Access Service Requests (ASRs) received during the reporting period that are responded to with either a reject or firm order confirmation.

Exclusions

- Service requests canceled by the CLEC prior to FOC or Reject being sent
- Fatal Rejects
- LSRs identified as "Projects"~~ with the exception of valid "Projects IDs" for Bulk Migrations~~
- Test Transactions/Records

Business Rules

Fully Mechanized: The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways).

Partially Mechanized: The number of FOCs or Rejects sent to the CLEC from ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways), which fallout for manual handling by the L~~C~~SC personnel.

~~**Non-Mechanized**~~**Email:** The number of FOCs or Rejects sent to the CLECs via ~~FAX server~~Email in response to ~~manually submitted~~Emailed LSRs~~/ASRs~~ (date and time stamp in ~~FAX Server~~Email).

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Carrier Interconnection Switching Center (CISC).

~~**Bulk Migrations:** Requests for Bulk Migrations will come into BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.~~

Calculation

Firm Order Confirmation / Reject Response Completeness = (a / b) ~~X~~x 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

Report Structure

- One report with the following four Disaggregation Levels:
  - Fully Mechanized
  - Partially Mechanized
  - ~~Non-Mechanized~~
  - Email
  - Local Interconnection Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Fully Mechanized	~~95~~98% Returned
• Partially Mechanized	95% Returned
• ~~Non-Mechanized~~Email	95% Returned
• Local Interconnection Trunks	95% Returned

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

~~O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness~~

O-12 [OAAT]: Average Answer Time - Ordering Centers

Definition

This report measures the average time a customer is in queue when calling ~~a BellSouth~~an AT&T Ordering Center.

Exclusions

- Volume of abandoned calls

Business Rules

The duration starts when a CLEC representative or ~~BellSouth~~AT&T customer makes a choice on the ordering center's menu and is put in queue for the next service representative and stops when ~~a BellSouth~~an AT&T service representative answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. ~~Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Twenty percent of these calls stem from ordering related activity and are reported in this measurement.~~

Calculation

Answer Time for ~~BellSouth~~ AT&T Ordering Centers = (a - b)

- a = Time ~~BellSouth~~AT&T service representative answers call
- b = Time of entry into queue

Average Answer Time for ~~BellSouth~~AT&T Ordering Centers = (c / d)

- c = Sum of all answer times
- d ~~=~~ Total number of calls answered in the reporting period

Report Structure

- CLEC Aggregate
- ~~BellSouth Aggregate~~
  - ~~Business Service Center~~
- Geographic Scope
  - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• CLEC Local ~~Carrier~~ Service Center	~~Parity with Retail (Business Service Center)~~Average Answer Time <=30 seconds

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~		~~X~~

Section 3: Provisioning

P-1 [HOI]: Held Order Interval

Definition

This report measures delays in completing CLEC orders due to ~~BellSouth~~AT&T reasons. This report is based on orders still pending, held and past their committed due date at the end of the reporting period.

Exclusions

- Order Activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect Orders
- Orders with Appointment Code of 'A', i.e., orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location.
- Listing Orders

Business Rules

This metric is computed at the close of each reporting period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each held order, the interval is determined from the number of calendar days between the earliest committed due date on which ~~BellSouth~~AT&T had a company missed appointment and the close of the reporting period. The total number of held order days are accumulated and then divided by the number of held orders to produce the mean held order interval. The interval is expressed in calendar days with no exclusions for Holidays or Sundays.

Calculation

Mean Held Order Interval = a / b

- a = Sum of held-over-days for all held orders
- b = Total number of held orders

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• UNE Analog Loop (Design)	Retail Residence, Business, and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design)	Retail Residence and Business ~~–~~ POTS (Excluding Switch Based Orders)
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1

- UNE EELs .....Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, UCL, and ~~UCL~~Line Splitting) .....ADSL Provided to Retail
- UNE ISDN/UDC/IDSL.....Retail ISDN – BRI
- ~~UNE Line Splitting .....ADSL Provided to Retail~~
- UNE Other Design .....Diagnostic
- UNE Other Non-Design .....Diagnostic
- Local Interconnection Trunks .....~~Parity with Retail Trunks~~<= 2% held for 5 days or more due to lack of facilities

~~SEEM Measure~~

~~SEEM Tier I Tier II~~

~~No ....~~

P-1 [HOI]: Held Order Interval

P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours

Definition

This report measures the percentage of jeopardy notices that ~~BellSouth~~AT&T provides in advance to the CLECs indicating a committed due date is in jeopardy due to a facility delay.

Exclusions

- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect Orders
- Orders jeopardized on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.
- Orders issued with a due date of less than 48 hours
- Listing Orders

Business Rules

When ~~BellSouth~~AT&T can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. Orders that have a due date in the reporting period are included in the calculation. The interval is calculated using the date/time the notice is released to the CLEC/~~BellSouth~~AT&T systems/FAX Server until 5 PM on the due date of the order. This report measures dispatched orders only.

Calculation

Percentage of Orders Given Jeopardy Notice >= 48 Hours = (a / b) ~~X~~x 100

- a = Number of orders given jeopardy notice >= 48 consecutive hours in the reporting period
- b = Number of orders given jeopardy notices in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence (Non-Design)	95% > = 48 hours
Resale Business (Non-Design)	95% > = 48 hours
Resale Design	95% > = 48 hours
UNE Analog Loop (Design)	95% > = 48 hours
UNE Analog Loop (Non-Design)	95% > = 48 hours
UNE Digital Loop >= DS1	95% > = 48 hours
UNE EELs	95% > = 48 hours
UNE xDSL (HDSL, ADSL, UCL, and ~~UCL~~Line Splitting)	95% > = 48 hours
UNE ISDN/UDC/IDSL	95% >= 48 hours
~~UNE Line Splitting~~	~~95% >= 48 hours~~
UNE Other Design	95% > = 48 hours
UNE Other Non-Design	95% > = 48 hours
Local Interconnection Trunks	95% > = 48 hours

~~**SEEM Measure**~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~	~~.....~~	~~.....~~

~~**P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours**~~

P-2B [PJ]: Percentage of Orders Given Jeopardy Notices

Definition

This report measures the percentage of orders given jeopardy notices, due to facility delay, out of the total orders due in the reporting period.

Exclusions

- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect Orders
- Listing Orders
- Orders jeopardized on the due date
- ~~Orders issued with a due date of less than or equal to 48 hours~~

Business Rules

Orders that have a due date in the reporting period are included in the calculation.

Calculation

Percent of Orders Given Jeopardy Notice = (a / b) ~~X~~x 100

- a = Number of orders given jeopardy notices in the reporting period
- b = Number of orders ~~confirmed (~~with a due~~)~~ date in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence (Non-Design)	Retail Residence (Non-Design)
Resale Business (Non-Design)	Retail Business (Non-Design)
Resale Design	Retail Design
UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
UNE Analog Loop (Non-Design)	Retail Residence and Business - POTS (Excluding Switch Based Orders)
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
UNE EELs	Retail DS1/DS3
UNE xDSL (HDSL, ADSL, UCL, and ~~UCL~~Line Splitting)	ADSL Provided to Retail
UNE ISDN/UDC/IDSL	Retail ISDN - BRI
~~UNE Line Splitting~~	~~ADSL Provided to Retail~~
UNE Other Design	Diagnostic
UNE Other Non-Design	Diagnostic
Local Interconnection Trunks	Parity with Retail Trunks

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~	~~.....~~	~~.....~~

~~P-2B [PJ]: Percentage of Orders Given Jeopardy Notices~~

P-3 [MIA]: Percent Missed Installation Appointments

Definition

This report measures the percentage of total orders for which ~~BellSouth~~AT&T is unable to complete the service orders on the committed due date.

Exclusions

- Orders canceled on or prior to the due date ~~including orders that are to be provisioned on the same day they are placed. ("Zero Due Date Orders")~~
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- Listing Orders

Business Rules

All Service orders are considered as met, unless the first missed appointment code is due to ~~BellSouth~~AT&T company reasons. If an attempt is made to provision service prior to the commitment time, but there is no access, a miss will not be counted unless ~~BellSouth~~AT&T fails to meet the original commitment time. If no access occurs after the commitment time, the report is flagged a missed appointment.

Calculation

Percent Missed Installation Appointments = (a / b) ~~X~~x 100

- a = Number of orders where the installation appointment is not met
- b = Total number of orders completed during the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• LNP (Standalone)	Retail Residence and Business (POTS)
• UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design)	Retail Residence and Business – POTS (Excluding Switch Based Orders)
• UNE Analog Loop with LNP-Design	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE-Analog Loop with LNP-Non-Design	Retail Residence and Business – POTS (Excluding Switch

Based Orders)

- UNE Digital Loop >= DS1 .....Retail Digital Loop >= DS1
- UNE EELs .....Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, UCL and ~~UCL~~Line Splitting) .....ADSL Provided to Retail
- UNE ISDN/UDC/IDSL.....Retail ISDN ~~–~~ BRI
- ~~UNE Line Splitting.....ADSL Provided to Retail~~
- UNE Other Design.....Diagnostic
- UNE Other Non-Design.....Diagnostic
- Local Interconnection Trunks.....~~Parity with Retail Trunks~~<= 5%

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

P-4 [OCI]: Order Completion Interval (OCI)

Definition

This report measures the interval of time it takes ~~BellSouth~~AT&T to provide service for the CLEC or its own customers.

Exclusions

- Canceled Service Orders
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- CLEC/End user-caused misses
- Listing Orders

Business Rules

The completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when ~~BellSouth~~AT&T issues a FOC/SOCS date time-stamp indicating receipt of an order (application date) from the CLEC to ~~BellSouth's~~AT&T's order completion date. Orders worked on zero due dates are calculated with a .33-day interval (8 hours). Orders can be either dispatch or non-dispatch.

Only valid business days will be included in the calculation of this interval. Valid business days may be found at the ~~following website: (http://www.interconnection.bellsouth.com/#localorderinghandbook/intervalguide).~~ AT&T website: (http://wholesale.att.com/contact/centers/).

Calculation

Order Completion Interval = (a - b)

- a = Completion Date
- b = FOC or SOCS date time-stamp (application date)

Average Order Completion Interval = (c / d)

- c = Sum of all completion intervals
- d = Count of orders completed in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- All Levels are reported < 6 lines/circuits; >= 6 lines/circuits (except trunks)
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM/~~SEEM~~ Analog/Benchmark**

- Resale Residence (Non-Design) .....Retail Residence (Non-Design)

~~P-4 [OCI]: Order Completion Interval (OCI)~~ P-4 [OCI]: Order Completion Interval (OCI)

- Resale Business (Non-Design).....Retail Business (Non-Design)
- Resale Design .....Retail Design
- LNP (Standalone).....Retail Residence and Business (POTS)
- UNE Analog Loop (Design) .....Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design) .....Retail Residence and Business (Dispatch)
- UNE Analog Loop with LNP-Design .....Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP-Non-Design .....Retail Residence and Business (Dispatch)
- UNE Digital Loop >= DS1 .....Retail Digital Loop >= DS1(Dispatch)
- UNE EELs .....Retail DS1/DS3(Dispatch)
- UNE xDSL (HDSL, ADSL, UCL and ~~UCL)~~Line Splitting)
  without conditioning .....<= ~~5~~ Business Days
  with conditioning .....<= ~~12~~11 Business Days
- UNE ISDN/UDC/IDSL .....Retail ISDN - BRI
- ~~UNE Line Splitting without Conditioning .....ADSL Provided to Retail with Conditioning.....<= 12 Days~~
- UNE Other Design.....Diagnostic
- UNE Other Non-Design.....Diagnostic
- Local Interconnection Trunks .....Parity with Retail Trunks

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

P-5 [CNI]: Average Completion Notice Interval

Definition

This report measures the elapsed time between the ~~BellSouth~~AT&T reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions

- Canceled Service Orders
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Disconnect Orders
- Listing Orders

Business Rules

The interval begins with the completion date and time and the interval ends with release of the notice of completion status to the CLEC. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems to the Work Management Center (WMC), either completing or rejecting the order. If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The end time for mechanized orders is the time stamp when the notice was delivered to the CLEC interface. ~~For non-mechanized orders~~For Emailed LSRs or Non-Mechanized ASRs , the end time will be date and timestamp of order update from the C-SOTS system. For the retail analog, the start time begins when the technician completes the order and ends when the order status is changed to complete in SOCS.

Calculation

Completion Notice Interval = (a - b)

- a = Date and time of notice of completion
- b = Date and time of work completion

Average Completion Notice Interval = c / d

- c = Sum of all completion notice intervals
- d = Number of orders with notice of completion in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Mechanized Orders
- ~~Non-Mechanized~~Email Orders
- Reporting intervals in hours
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark

- Resale Residence (Non-Design).....Retail Residence (Non-Design)
- Resale Business (Non-Design).....Retail Business (Non-Design)
- Resale Design .....Retail Design
- LNP (Standalone).....Retail Residence and Business (POTS)
- UNE Analog Loop (Design) .....Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design) .....Retail Residence and Business – POTS (Excluding Switch Based Orders)
- UNE Analog Loop with LNP - Design .....Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP- Non-Design .....Retail Residence and Business – POTS (Excluding Switch Based Orders)
- UNE Digital Loop >= DS1 .....Retail Digital Loop >= DS1
- UNE EELs .....Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, UCL and ~~UCL~~Line Splitting) .....ADSL Provided to Retail
- UNE ISDN/UDC/IDSL.....Retail ISDN - BRI
- ~~UNE Line Splitting.....ADSL Provided to Retail~~
- UNE Other Design.....Diagnostic
- UNE Other Non-Design.....Diagnostic
- Local Interconnection Trunks .....Parity with Retail Trunks

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

P-5 [CNI]: Average Completion Notice Interval

P-7 [CCI]: Coordinated Customer Conversions– Hot Cut Duration

Definition

This report measures the average time it takes ~~BellSouth~~AT&T to disconnect loops from the ~~BellSouth~~AT&T switch, connect the loops to the CLEC, and notify the CLEC after the conversion is complete. This measurement applies to service orders where the CLEC has requested ~~BellSouth~~AT&T to provide a coordinated conversion.

Exclusions

- Canceled Service Orders
- Delays caused by the CLEC
- Non-Coordinated Conversions
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

Coordinated conversions are scheduled between the CLEC and ~~BellSouth.~~AT&T. The start time will be captured when the physical conversion begins and the stop time will be when the CLEC is notified after the conversion is complete. The conversion interval for the entire service order is calculated and then divided by the number of loops converted to determine the average duration per loop.

When the cut interval for a conversion is greater than zero, yet less than one minute, that conversion will reflect a one minute cut interval.

Calculation

Coordinated Customer Conversions Interval = (a - b) / c

- a = Completion date and time of CLEC notification
- b = Start date and time of conversion
- c = Number of loops per order

Percent Coordinated Customer Conversions = (d / e) ~~X~~x 100

- d = Total number of Coordinated Customer Conversions (loops) within <= 15 minutes
- e = Total number of Coordinated Customer Conversions (loops) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Coordinated Customer Conversions (Loops)	95% <= 15 Minutes

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval

Definition

This report measures the percentage of orders where ~~BellSouth~~AT&T begins the conversion of a loop on a coordinated and/or a time specific order within a timely manner of the CLEC requested start time.

Exclusions

- Any order canceled by the CLEC
- Delays caused by the CLEC
- Loops where there is no existing subscriber loop and loops where coordination is not requested
- Subsequent loops on multiple loop orders after the first loop
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

The cut is considered "on time" if it starts <= 15 minutes before or after the requested start time. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the "on time" interval. If Integrated Digital Loop Carrier (IDLC) is involved, ~~BellSouth~~AT&T must notify the CLEC by 10:30 AM on the day before the due date and then the "on time" interval is <= 2 hours before or after the requested start time.

Calculation

Percent within Interval = (a / b) ~~X~~x 100

- a = Total number of coordinated unbundled loop orders converted "on time"
- b = Total number of coordinated unbundled loop orders for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM/~~SEEM~~ Analog/Benchmark**

- Product Reporting Level
  Non-IDLC.....95% within + or – 15 minutes of scheduled start time
  IDLC.....95% within + or – 2 hours of scheduled start time

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

~~P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time~~

~~Definition~~

~~This report measures outages associated with Coordinated Customer Conversions prior to service order completion, which can be isolated to BellSouth's side of the network.~~

~~Exclusions~~

- ~~Conversions where service outages are due to CLEC caused reasons~~
- ~~Conversions where service outages are due to end-user caused reasons~~

~~Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.,Business Rules~~

~~Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration. This measure also displays the overall percentage of orders which did not experience a trouble during a coordinated conversion.~~

~~Calculation~~

~~**Recovery Time** = (a – b)~~

- ~~a = Date and time the initial trouble is cleared and the CLEC is notified~~
- ~~b = Date and time the initial trouble is opened with BellSouth~~

~~**Average Recovery Time** = (c / d)~~

- ~~c = Sum of all the Recovery Times~~
- ~~d = Number of troubles referred to BellSouth~~

~~**Percentage of Items with No Troubles** = (e / f) X 100~~

- ~~e = Total items in the reporting period that did not have a trouble during a coordinated conversion~~
- ~~f = Total items for the reporting period~~

~~Report Structure~~

- ~~CLEC Specific~~
- ~~CLEC Aggregate~~
- ~~Geographic Scope~~
  ~~State~~

~~SQM Disaggregation - Analog/Benchmark~~

~~**SQM Level of Disaggregation** **SQM Analog/Benchmark**~~

- ~~Coordinated Customer Conversions (Loops).....<= 5 Hours~~

~~SEEM Measure~~

~~P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time~~

SEEM	Tier I	Tier II
No		

~~P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order~~

~~Definition~~

~~This report measures the percentage of provisioning troubles received within 5 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Conversion and ensures the quality and accuracy of Hot Cut Conversion activities.~~

~~Exclusions~~

- ~~CLEC Canceled Orders~~
- ~~Troubles caused by Customer Provided Equipment (CPE) or CLEC Equipment~~
- ~~Listing Orders~~
- ~~Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)~~
- ~~Troubles outside of BellSouth's control~~
  - ~~A cut or damaged cable, caused by other than BellSouth employees or contractors~~
  - ~~Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth~~

~~Business Rules~~

~~Th~~**~~e first trouble~~** ~~report received on a circuit ID within 5 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate.~~

~~Calculation~~

~~**Percentage of Provisioning Troubles within 5 Days of Service Order Completion** = (a / b) X 100~~

- ~~a = The sum of all Hot Cut Circuits with a trouble within 5 days following service order(s) completion~~
- ~~b = The total number of Hot Cut Circuits completed in the previous reporting period~~

~~Report Structure~~

- ~~CLEC Specific~~
- ~~CLEC Aggregate~~
- ~~Dispatch/Non-Dispatch~~

~~SQM Level of Disaggregation~~	~~SQM Analog/Benchmark~~
~~UNE Loops~~	~~<= 3%~~

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

~~P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order~~

P-7D [NCDD]: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

Definition

This report measures the percentage of non-coordinated conversions that ~~BellSouth~~AT&T completed and provided notification to the CLEC on the due date during the reporting period.

Exclusions

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)

Business Rules

The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

Calculation

Percent Completed and Notified on Due Date = (a / b) ~~X~~x 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Non-Coordinated Conversions	95% Completed on Due Date with CLEC Notification

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

P-9 [PPT]: ~~Percent~~ Provisioning ~~Troubles within "X" Days of Service Order Completion~~Trouble Rate

Definition

This report measures the quality and accuracy of the provisioning process by calculating the ~~percentage~~rate of troubles received within "X" days of service order completion.

Exclusions

- Canceled Service Orders
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Disconnect Orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of ~~BellSouth's~~AT&T's control
  - A cut or damaged cable, caused by other than ~~BellSouth~~AT&T employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than ~~BellSouth~~AT&T

Business Rules

The first trouble report received after the completion of a service order is counted in this measure. ~~When the completed service order is matched to a trouble report, it is uniquely counted one time in the~~ The numerator~~. Candidates are identified by searching the prior report period for all completed service orders and then searching for all~~ is the number of closed trouble reports received within 5 days (POTS and Non-Designed services) or 14 days (Designed services) of the service order completion date. The denominator is the total number of service orders completed within the reporting month.

Calculation

Percent Provisioning Troubles ~~within "X" Days of Service Order Completion~~report rate = (a / b) ~~X~~x 100

- a = Total completed orders receiving ~~-~~a trouble report within "X" days of the service order(s) completion
- b = All service orders completed in the ~~previous~~ reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Dispatch /Non-Dispatch (except trunks)
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
Resale Residence (Non-Design)	Retail Residence (Non-Design)
Resale Business (Non-Design)	Retail Business (Non-Design)
Resale Design	Retail Design
LNP (Standalone)	Retail Residence and Business (POTS)

- UNE Analog Loop (Design) .....Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design) .....Retail Residence and Business - POTS (Excluding Switch Based Orders)
- UNE Analog Loop with LNP Design .....Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop with LNP Non-Design .....Retail Residence and Business - POTS (Excluding Switch Based Orders)
- UNE Digital Loop >= DS1 .....Retail Digital Loop >= DS1
- UNE EELs .....Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, UCL and ~~UCL~~Line Splitting) .....ADSL Provided to Retail
- UNE ISDN/UDC/IDSL.....Retail ISDN-BRI
- ~~UNE Line Splitting .....ADSL Provided to Retail~~
- UNE Other Design.....Diagnostic
- UNE Other Non-Design.....Diagnostic
- Local Interconnection Trunks .....Parity with Retail Trunks

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

P-9 [PPT]: Provisioning Trouble Rate

~~P-9 [PPT]: Percent Provisioning Troubles within "X" Days of Service Order Completion~~

P-11 [SOA]: Service Order Accuracy

Definition

This report measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only electronically submitted LSRs that require manual handling (Partially Mechanized) by ~~a BellSouth~~an AT&T service representative in the L~~C~~SC are measured.

Exclusions

- Canceled Service Orders
- Order activities of ~~BellSouth~~ AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect Orders
- CLEC LSRs submitted electronically that are not manually handled by ~~BellSouth~~AT&T (Flow-Through)
- "Projects" with no LSR

Business Rules

The CLEC requested services on the LSR are mechanically compared to the completed service order using the CLEC affecting service attributes shown below.

Selected CLEC Affecting Service Attributes

The ~~BellSouth~~AT&T Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.

A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. If any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, and are service affecting, the order~~-~~will be scored as a miss.

~~BellSouth~~AT&T will maintain a list of L~~C~~SC-/System workarounds which will not be considered service affecting. This list will be identified in a document posted on the ~~Interconnection~~AT&T website~~.~~: (http://wholesale.att.com/notifications/soams/index.html). CLECs may discuss any of the posted L~~C~~SC/System workarounds during the regular ~~PMAP~~AT&T notification calls.

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC
- Directory Listing
  - Directory Delivery Address
  - Listing Activity
  - Alphanumeric Listing Identifier Code
  - Record Type
  - Listing Type
  - Listed Telephone Number
  - Listed Name, Last Name
  - Listed Name, First Name
  - Address Indicator
  - Listed Address House Number
  - Listed Address House Number Suffix
  - Listed Address Street Directional

Listed Address Street Name
Listed Address Thoroughfare
Listed Address Street Suffix
Listed Address Locality
Yellow Pages Heading

- Features
  Feature Activity
  Feature Codes
  Feature Detail*
- Hunting
  Hunt Group Activity
  Hunt Group Identifier
  Telephone Number Identifier
  Hunt Type Code
  Hunt Line Activity
  Hunting Sequence
  Number Type
  Hunting Telephone Number
- E911 Listing
  Service Address House Number
  Service Address House Number Suffix
  Service Address Street Directional
  Service Address Street Name
  Service Address Thoroughfare
  Service Address Street Suffix
  Service Address Descriptive Location
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the ~~Interconnection Website.~~AT&T website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this ~~W~~website.

Calculation

Percent Service Order Accuracy = (a / b) ~~X~~x 100

- a = Orders completed without error
- b = Orders completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - Region

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
~~Resale~~Service order accuracy	95% Accurate
~~UNE~~	~~95% Accurate~~

~~SEEM Measure~~

SEEM	Tier I	Tier II
Yes	X	X

P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes

Definition

This report measures the percentage of time that ~~BellSouth~~AT&T performs electronic system updates within 60 minutes of receiving LNP activations.

Exclusions

- CLEC Caused Errors
- NPAC errors unless caused by ~~BellSouth~~AT&T
- Standalone LNP orders with more than 500 number activations
- Order activities of ~~BellSouth~~ AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders
- Scheduled OSS Maintenance

Business Rules

The interval starts when the ~~ESI Number Manager~~ broadcast message is sent to ~~BellSouth's~~AT&T's gateway. The end time is the confirmation receipt time in the Local Service Management Systems (LSMS), which advises that ~~BellSouth's~~AT&T's electronic systems have successfully been updated. A disconnect time for all telephone numbers contained within an order will be calculated and averaged to present a disconnect time for the order as a whole.

Calculation

Percent Out of Service < 60 Minutes = (a / b) ~~X~~x 100

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• LNP	>= 96.5%

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

P-13C [LAT]: LNP-Percentage of Time ~~BellSouth~~AT&T Applies the 10-Digit Trigger Prior to the LNP Order Due Date

Definition

This report measures the percentage of time ~~BellSouth~~AT&T applies a 10-digit trigger for orders containing ported telephone numbers prior to the due date.

Exclusions

- Remote Call Forwarding, DIDs, and ISDN Data TNs
- CLEC or customer caused misses or delays
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Zero due dated expedited orders requested by the CLEC
- Listing Orders

Business Rules

The number of LNP orders where the 10-digit trigger was applied prior to the due date, divided by the total number of LNP orders where the 10-digit trigger was applicable.

Calculation

Percentage of 10-Digit Trigger Applications = (a / b) ~~X~~ x 100

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• LNP	>= 95%

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

P-13D [LDT]: LNP-Disconnect Timeliness (Non-Trigger)

Definition

This report measures the percentage of time translations are removed from ~~BellSouth's~~AT&T's switch within 4 hours of the receipt of a non-triggerable port activation message. When multiple numbers are ported on a single order, translations for each number must be removed within the interval

Exclusions

- Canceled Service Orders
- Order activities of ~~BellSouth~~AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Listing Orders
- CLEC Caused Errors
- NPAC Errors, unless caused by ~~BellSouth~~AT&T
- Incomplete ports where only a subset of the total requested lines on the LSR are submitted via Activate Messages
- LSRs where the CLEC did not contact ~~BellSouth~~AT&T within 30 minutes after Activate Message

Business Rules

Disconnect Timeliness is the elapsed time from when ~~BellSouth~~AT&T receives a valid 'Number Ported' message~~ in ESI Number Manager~~ (signifying the CLEC 'activate') for each telephone number ported until each number is disconnected in the ~~BellSouth~~AT&T switch. Non-business hours will be excluded from the duration calculation for unscheduled LNP ports.

Calculation

Disconnect Timeliness = (a / b) ~~X~~x 100

- a = Number of non-triggerable orders with translations removed in less than 4 hours
- b = Total number of non-triggerable orders during report period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation **SQM/~~SEEM~~ Analog/Benchmark**

- LNP (Normal Working Hours and Approved After Hours).....95% <= 4 Hours
- LNP (Unscheduled After Hours Ports) .....95% <= 4 Hours (excluding non-business hours)

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

P-13E [ILPP]: Incomplete Standalone LNP Provisioning Process

Definition

Measure the effectiveness of the end to end standalone LNP provisioning process for all standalone LNP order types that require a 10 digit trigger. This is an interim measurement which will be in place for four years from the date of implementation at which time it will be discontinued.

Exclusions

- Service Orders cancelled by CLEC
- Non-flow through eligible orders

Business Rules

This measure captures; 1) the number of standalone LNP flow through orders eligible for application of the 10 digit trigger by AT&T that receive the 10 digit trigger, 2) the number of Service Order Completion (SOC) notices sent on standalone LNP flow through orders, and 3) the number of Billing Completion Notices (BCNs) sent on standalone LNP orders requiring a SOC.

The SOC and BCN measurements will be reported one month in arrears in order to capture the associated SOC's and BCN's for the standalone LNP flow through orders. The application of the 10 digit trigger will be reported with the current month reporting period.

Calculation

LNP Disconnect Performance = (A / B) x 100; (C / D) x 100; (E / F) x 100

- A = Number of standalone LNP flow through orders eligible for application of the 10 digit trigger that have the trigger applied.
- B = Total number of standalone LNP flow though orders eligible for application of the 10 digit trigger during report period.
- C = Number of service order completion notices (SOC) issued on standalone LNP flow through orders.
- D = Total number of standalone flow through LNP service orders that required a service order completion notices (SOC) sent during the report period.
- E = Number of billing completion notices (BCN) issued on standalone LNP flow through orders requiring a SOC..
- F = Total number of standalone LNP flow through orders that required Billing Completion Notices (BCN) sent during the report period.

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
% standalone LNP orders with10 digit trigger applied where required	Diagnostic
% SOCs issued on standalone LNP flow through orders	Diagnostic
% BCNs issued on standalone LNP flow through order requiring a SOC	Diagnostic

P-13F [SIR]: Short Interval 10-Digit Trigger Readiness

Definition

This report measures the percentage of time 10 digit triggers are set prior to the due date for short interval simple ports where the Local Service Request (LSR) is received before 1:00 pm eastern time and after 1:00 pm eastern time.

Exclusions

- Non- Simple Ports
- Long Interval Simple Ports
- Order activities of AT&T or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Ports which include changes to directory listings[1]

Business Rules

Two disaggregations are provided: 1) simple port LSRs received prior to 1:00 PM eastern time and 2) simple port LSRs received after 1:00 pm eastern time. AT&T will have met the requirements for each scenario when the 10 digit trigger is established prior to 12:01 am on the port's due date.

Based on AT&T's implementation of the FCC Order, a short interval simple port is only considered Simple if all of the following conditions are true and has a requested due date of 1 or 2 business days[2] from the receipt of the LSR:

1. The port is for an account that has only a single telephone number.

2. The port does not involve unbundled network elements

3. The port does not include complex switch translations[3]

4. The port does not include a reseller

5. The port does not include changes to directory listings (see footnote 1)

A non-simple port is any port that does not meet the above definition for simple. A list of porting requests and services that do not qualify for treatment as a simple port is located in the Local Number Portability document on the CLEC Online website in the Products/Services section of the CLEC Handbook.

A business day is:

- Monday through Friday, excluding AT&T recognized Holidays
- 8:00 a.m. through 5:00 p.m.
- For AT&T's Southeast Region, all times are based upon the Eastern Time Zone
- Valid LSRs received after the 1:00 p.m. cutoff will be deemed to have been received at 8:00 a.m. the next business day.
- End user readiness to port is 12:01 a.m. of the due date.

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[1] Directory listing changes are not considered simple ports in AT&T's implementation of the FCC order. If at such time this changes AT&T will eliminate this exclusion.

[2] FCC Order 10-85; *Local Number Portability Porting Interval and Validation Requirements;Telephone Number Portability*, WC Docket No. 07-244, CC Docket No. 95-116, Report and Order, adopted May 20, 2010.

[3] The FCC provides the following list of examples for complex switch translations: Centrex, ISDN, AIN services, remote call forwarding, and multiple services on the loop.

Calculation

Percent Installation Appointments Made = (a / b) X 100

- a = Count of LNP short interval simple port requests for which a 10 digit trigger was established prior to 12:01 am on the due date.
- b = Total LNP short interval simple port requests for which a 10 digit trigger was applicable.

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM Analog/Benchmark**

- Port Requests received prior to 1:00 PM Eastern Time ……..…..Diagnostic
- Port Requests received after 1:00 PM eastern time……....Diagnostic

Section 4: Maintenance & Repair

M&R-1 [MRA]: Percent Missed Repair Appointments

Definition

This report measures the percentage of customer trouble reports closed in the current reporting period and not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request
- ~~BellSouth~~AT&T trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of ~~BellSouth's~~AT&T's control
  - A cut or damaged cable, caused by other than ~~BellSouth~~AT&T employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than ~~BellSouth~~AT&T

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time ~~BellSouth~~AT&T personnel clear the trouble and close the customer trouble report in their workstation. If this is after the commitment time, the report is flagged as a 'missed commitment' or a 'missed repair appointment'. If no access occurs after the commitment time, the report is flagged a missed appointment.

Calculation

Percentage of Missed Repair Appointments = (a / b) ~~X~~x 100

- a = Count of customer troubles not cleared by the quoted commitment date and time
- b = Total customer trouble reports closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design)	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)

- UNE Digital Loop >= DS1 .....Retail Digital Loop >= DS1
- UNE EELs .....Retail DS1/DS3
- Resale Residence (Non-Design).....Retail Residence (Non-Design)
- Resale Business (Non-Design).....Retail Business (Non-Design)
- Resale Design .....Retail Design
- UNE Analog Loop (Design) .....Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
- UNE Analog Loop (Non-Design) .....Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
- UNE Digital Loop >= DS1 .....Retail Digital Loop >= DS1
- UNE EELs .....Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, UCL, and ~~UCL~~Line Splitting) .....ADSL Provided to Retail
- UNE ISDN/UDC/IDSL.....Retail ISDN – BRI
- ~~UNE Line Splitting .....ADSL Provided to Retail~~
- UNE Other Design.....Diagnostic
- UNE Other Non-Design.....Diagnostic
- Local Interconnection Trunks .....Parity with Retail Trunks

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

M&R-1 [MRA]: Percent Missed Repair Appointments

M&R-2 [CTRR]: Customer Trouble Report Rate

Definition

This report measures the percentage of customer troubles closed within a calendar month.

Exclusions

- Trouble tickets canceled at the CLEC request
- ~~BellSouth~~AT&T trouble reports/lines associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of ~~BellSouth's~~AT&T's control
  - A cut or damaged cable, caused by other than ~~BellSouth~~AT&T employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than ~~BellSouth~~AT&T

Business Rules

Customer Trouble Report Rate contains all closed customer and/or CLEC direct reports, including repeat reports, divided by the total "number of service" lines.

Calculation

Customer Trouble Report Rate = (a / b) ~~X~~x 100

- a = Count of initial and repeated customer trouble reports closed in the current reporting period
- b = Number of lines in service at end of the reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
Resale Residence (Non-Design)	Retail Residence (Non-Design)
Resale Business (Non-Design)	Retail Business (Non-Design)
Resale Design	Retail Design
UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
UNE Analog Loop (Non-Design)	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
UNE EELs	Retail DS1/DS3
Resale Residence (Non-Design)	Retail Residence (Non-Design)
Resale Business (Non-Design)	Retail Business (Non-Design)
Resale Design	Retail Design
UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
UNE Analog Loop (Non-Design)	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1

- UNE EELs .....Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, UCL and ~~UCL~~Line Splitting) .....ADSL Provided to Retail
- UNE ISDN/UDC/IDSL.....Retail ISDN – BRI
- ~~UNE Line Splitting .....ADSL Provided to Retail~~
- UNE Other Design.....Diagnostic
- UNE Other Non-Design.....Diagnostic
- Local Interconnection Trunks .....Parity with Retail Trunks

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

M&R-2A [CTRR-NPRR]: Customer Trouble Report Rate Net of Provisioning Trouble and Repeat Reports

Definition

This report measures the percentage of customer troubles exclusive of provisioning and repeat trouble reports closed within a calendar month.

Exclusions

- Trouble tickets canceled at the CLEC request
- AT&T trouble reports/lines associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Provisioning trouble reports. A provisioning trouble report is defined as any report that comes in within "X" calendar days of service order completion, where "X" is 5 days (POTS Non-Designed services) or 14 days (Designed services).
- Repeat trouble reports. A repeat trouble is defined as a customer report on the same line/circuit, received within 30 days of an original customer trouble report
- Troubles outside of AT&T's control
  - -A cut or damaged cable, caused by other than AT&T employees or contractors
  - -Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than AT&T

Business Rules

Customer Trouble Report Rate contains all closed customer and/or CLEC direct reports, net of provisioning and repeat reports, divided by the total "number of service" lines.

Calculation

Customer Trouble Report Rate = (a / b) x 100

- a = Count of customer trouble reports (net of provisioning and repeat trouble reports) closed in the current reporting period
- b = Number of lines in service at end of the reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Resale Residence (Non-Design)	Retail Residence (Non-Design)
Resale Business (Non-Design)	Retail Business (Non-Design)
Resale Design	Retail Design
UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
UNE Analog Loop (Non-Design)	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
UNE EELs	Retail DS1/DS3
UNE xDSL (HDSL, ADSL, UCL and Line Splitting)	ADSL Provided to Retail
UNE ISDN/UDC/IDSL	Retail ISDN – BRI

- UNE Other Design.....Diagnostic
- UNE Other Non-Design.....Diagnostic
- Local Interconnection Trunks .....Parity with Retail Trunks

M&R-2A [CTRR - NPRR]: Customer Trouble Report Rate Net of Provisioning Trouble and Repeat Reports

M&R-3 [MAD]: Maintenance Average Duration

Definition

This report measures the average duration of customer troubles closed during the reporting period.

Exclusions

- Trouble tickets canceled at the CLEC request
- ~~BellSouth~~AT&T trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of ~~BellSouth's~~AT&T's control
  - A cut or damaged cable, caused by other than ~~BellSouth~~AT&T employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than ~~BellSouth~~AT&T.

Business Rules

The duration starts on the date and time of receipt of a repair request and stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work systems).

For tickets administered through WFA, (CLECs and ~~BellSouth~~AT&T), durations do not include No Access, Delayed Maintenance and Referred Time.

Calculation

Maintenance Duration = (a - b)

- a = Date and time of service restoration
- b = Date and time customer trouble ticket was opened

Average Maintenance Duration = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total closed customer troubles in the reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- Affecting Service/Out of Service (Non-Design only)
- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non-Design)	Retail Residence and Business - POTS (Excluding Switch

Based Feature Troubles)

- UNE Digital Loop >= DS1 .....Retail Digital Loop >= DS1
- UNE EELs .....Retail DS1/DS3
- UNE xDSL (HDSL, ADSL, ~~and~~ UCL and Line Splitting) .....ADSL Provided to Retail
- UNE ISDN/UDC/IDSL.....Retail ISDN – BRI
- ~~UNE Line Splitting .....ADSL Provided to Retail~~
- UNE Other Design.....Diagnostic
- UNE Other Non-Design.....Diagnostic
- Local Interconnection Trunks .....Parity with Retail Trunks

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Calendar Days

Definition

This report measures the percentage of customer trouble reports received within 30 calendar days of a previous trouble report.

Exclusions

- Trouble tickets canceled at the CLEC request
- ~~BellSouth~~ AT&T trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of ~~BellSouth's~~ AT&T's control
  - A cut or damaged cable, caused by other than ~~BellSouth~~AT&T employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than ~~BellSouth~~AT&T

Business Rules

Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 calendar days of an original customer trouble report. Candidates for this measure are determined by using either the 'cleared date' from LMOS or the 'closed date' from WFA of the first trouble, and the 'received date' of the next trouble.

Calculation

Percent Repeat Customer Troubles within 30 Calendar Days = (a / b) ~~X~~x 100

- a = Count of repeat customer trouble reports, within a continuous 30 calendar day period
- b = Total customer trouble reports cleared or closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
Resale Residence (Non-Design)	Retail Residence (Non-Design)
Resale Business (Non-Design)	Retail Business (Non-Design)
Resale Design	Retail Design
UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
UNE Analog Loop (Non-Design)	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
UNE EELs	Retail DS1/DS3
UNE xDSL (HDSL, ADSL, ~~and~~ UCL, and Line Splitting)	ADSL Provided to Retail
UNE ISDN/UDC/IDSL	Retail ISDN – BRI
~~UNE Line Splitting~~	~~ADSL Provided to Retail~~
UNE Other Design	Diagnostic
UNE Other Non-Design	Diagnostic
Local Interconnection Trunks	Parity with Retail Trunks

~~**SEEM Measure**~~

~~**SEEM**~~	~~**Tier I**~~	~~**Tier II**~~
~~Yes~~	~~X~~	~~X~~

M&R-5 [OOS]: Out of Service (OOS) > 24 Clock Hours

Definition

This report measures the amount of Out of Service Customer Troubles (no dial tone, cannot be called, or cannot call out) and is represented as a percentage of Total OOS Customer Troubles cleared in excess of 24 clock hours. (All design service troubles are considered to be out of service).

Exclusions

- Trouble reports canceled at the CLEC request
- ~~BellSouth~~AT&T trouble reports associated with administrative service
- Customer Provided Equipment (CPE) or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of ~~BellSouth's~~AT&T's control
  - A cut or damaged cable, caused by other than ~~BellSouth~~AT&T employees or contractors
  - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than ~~BellSouth~~AT&T

Business Rules

Customer trouble reports that are out of service and cleared in excess of 24 clock hours. The clock starts when the customer trouble report is created in LMOS/WFA and is counted if the elapsed time exceeds 24 clock hours.

Calculation

Out of Service (OOS) > 24 Clock Hours = (a / b) ~~X~~x 100

- a = Total Cleared Customer Troubles OOS > 24 clock hours
- b = Total OOS Customer Troubles in reporting period

Report Structure

- Dispatch/Non-Dispatch (except trunks)
- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• UNE Analog Loop (Design)	Retail Residence, Business and Design (Dispatch) (Excluding Digital Loops)
• UNE Analog Loop (Non–Design)	Retail Residence and Business - POTS (Excluding Switch Based Feature Troubles)
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE EELS	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL, UCL and ~~UCL~~Line Splitting)	ADSL ~~P~~provided to Retail
• UNE ISDN/UDC/IDSL	Retail ISDN – BRI
~~• UNE Line Splitting~~	~~ADSL Provided to Retail~~
• UNE Other Design	Diagnostic
• UNE Other Non-Design	Diagnostic
• Local Interconnection Trunks	Parity with Retail Trunks

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

M&R-6 [MAAT]: Average Answer Time – Repair Centers

Definition

This report measures the average time a customer is in queue when calling ~~a BellSouth~~an AT&T repair center.

Exclusions

- Volume of abandoned calls

Business Rules

The duration starts when a CLEC representative or ~~BellSouth~~AT&T customer makes a choice on the repair center menu and is put in queue for the next repair attendant and stops when the repair attendant answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. ~~Eighty percent of these calls stem from maintenance related activity and are reported in this measurement.~~

Calculation

Answer Time for ~~BellSouth~~AT&T Repair Centers = (a - b)

- a = Time ~~BellSouth~~AT&T repair attendant answers call
- b = Time of entry into queue

Average Answer Time for ~~BellSouth~~AT&T Repair Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls in the reporting period

Report Structure

- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• CLEC Average Answer Time	~~BellSouth~~AT&T Average Answer Time

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

Section 5: Billing

B-1 [BIA]: Invoice Accuracy

Definition

This measure reports the accuracy of billing invoices rendered by ~~BellSouth~~AT&T to wholesale and retail customers.

Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer, adjustments as per agreements and/or settlements with CLEC, adjustments related to the implementation of regulatory mandated or contract negotiated rate changes)
- Test Accounts

Business Rules

Absolute value of total billed revenue and absolute value of adjustment amounts related to billing errors and manual OC & C's (Other Charges and Credits) indicative of back-billing errors or manual back-billing greater than 3 bill periods appearing on the bill during the report month are used to compute invoice accuracy. All bill periods are included in a report month.

Calculation

Invoice Accuracy = [(a - b) / a] ~~X~~x 100

- a = Absolute value of total billed revenues during data month
- b = Absolute value of total billing error related adjustments entered during data month

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  - State
- Number of Adjustments

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
CLEC Invoice Accuracy	
• Resale	Retail Invoice Accuracy
• UNE	Retail Invoice Accuracy
• Interconnection	Retail Invoice Accuracy

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

B-2 [BIT]: Mean Time to Deliver Invoices

Definition

This report measures the mean interval for timeliness of billing invoices delivered to USPS (US Postal Service) or transmitted to the customer in an agreed upon format.

Exclusions

None

Business Rules

Invoice timeliness is determined by calculating the interval between the bill period date and actual transmission or distribution of the invoice.

To determine the number of workdays, begin counting the bill period date as the first workday (or the next workday if the bill period date is a weekend or holiday). The invoice transmission date is counted as the last workday. Invoice transmission date is the workday the invoice is delivered to the Post Office or transmitted to the customer. CLEC bills and ~~BellSouth~~AT&T bills transmitted in less than or equal to one day difference will be considered parity.

Calculation

Invoice Timeliness = (a - b)

- a = Invoice Transmission Date
- b = Bill Cycle Period Date

Mean Time to Deliver Invoices = (c / d)

- c = Sum of all invoice timeliness intervals
- d = Count of invoices transmitted in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM/~~SEEM~~ Analog/Benchmark**

The average delivery intervals are compared as follows:

- Resale CRIS.....Retail CRIS
- UNE CRIS.....Retail CRIS
- Interconnection UNE CABS.....Retail CABS

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

B-5 [BUDT]: Usage Data Delivery Timeliness

Definition

This report measures recorded usage data that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording.

Exclusions

None

Business Rules

The timeliness interval of usage recorded by other companies is measured from the date ~~BellSouth~~AT&T receives the records to the date ~~BellSouth~~AT&T distributes to the CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Timeliness Current Month = (a / b) ~~X~~x 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent during the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation **SQM/~~SEEM~~ Analog/Benchmark**

- Usage Data Delivery Timeliness.....>= 95% in Six Calendar Days

~~SEEM Measure~~

~~SEEM Tier I Tier II~~

~~Yes.....X .....X~~

B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within ~~45~~40 Business Days

Definition

This report measures timely responses to carrier bill adjustment requests.

Exclusions

- Adjustments initiated by ~~BellSouth~~AT&T

Business Rules

This measure applies to CLEC wholesale bill adjustment requests. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. The clock starts when ~~BellSouth~~AT&T receives the CLEC Billing Adjustment Request (BAR) form and the clock stops when ~~BellSouth~~AT&T either makes an adjustment through BOCRIS or ACATS (generally next CLEC bill unless adjustment request after middle of the month) or ~~BellSouth~~AT&T denies the request in BDATS or ACATS and ~~BellSouth~~AT&T notifies the CLEC of the BAR resolution. ~~BellSouth~~AT&T will report separately those adjustment requests that are disputed by ~~BellSouth~~AT&T. (BAR form and instructions are found at ~~www.interconnection.bellsouth.com/forms/html/billing&collections.html).~~http://wholesale.att.com/tools_forms_and_reports/forms/billing-collections.html).

Calculation

Percent Billing Adjustments Responded to within ~~45~~40 Business Days = (a / b) ~~X~~ x 100

- a = Total number of BAR requests received in the data month that were responded to in ~~45~~40 business days
- b = Total number of BAR requests received in the data month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Percent Billing Adjustment Requests responded to ……	~~90% <= 45~~95% <= 40 business days

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

~~B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days~~
~~B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within 40 Business Days~~

Section 6: Trunk Group Performance

TGP-1 [TGP]: Trunk Group Performance

Definition

~~This report displays Trunk Group blocking performance for both BellSouth and CLECs.~~ Percentage of calls blocked on outgoing traffic for alternate final and direct final trunk groups from AT&T end office to CLEC end office and from AT&T Tandem to CLEC end office.

~~Exclusions~~

- ~~Trunk groups blocked due to unanticipated significant increases in CLEC traffic (An unanticipated, significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous month's traffic when the increase was not forecasted by the CLEC.)~~
- ~~Orders delayed or refused by CLEC~~
- ~~Trunk groups for which valid data is not available for an entire study period~~
- ~~Duplicate trunk group information~~
- ~~Trunk groups blocked due to CLEC network/equipment failure~~
- ~~Final groups actually overflowing, not blocked~~

Exclusions

- Excludes Weekends and Holidays
- CLECs have trunks busied-out for maintenance at their end, or have other network problems that are under their control.
- Blocking caused by unplanned load on a CLECs network
- AT&T is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks, e.g. not ready to accept traffic from AT&T on the due date or CLEC has no facilities or equipment at CLEC end.
- CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days (day 0 is the business day the TGSR is emailed/faxed to the CLEC) when a Call Blocking situation is identified by AT&T or in the timeframe specified in the InterConnection Agreement (ICA).
- If CLEC does not take action upon receipt of TGSR within 10 business days (day 0 as described above) when a pre-service of 75% or greater occupancy situation is identified by AT&T or in the time frame specified in the ICA.
- If CLEC fails to provide a forecast within the last six months unless a different timeframe is specified in an interconnection agreement.
- If a CLEC's actual trunk usage as shown by AT&T from traffic usage studies is more than 25% above the CLEC's most recent forecast which must have been provided within the last six months.
- New trunk groups that have not been in service for three months may be excluded from calculations for that 3 month period. Nevertheless, utilization data will be gathered upon the turn-up of the trunk group.

The exclusions do not apply if AT&T fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if AT&T refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of the current usage data.

Business Rules

Twenty days of data consisting of blocked calls and total calls are collected, aggregated, and reported.~~The purpose of the Trunk Group Performance report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.~~

~~**Monthly Average Blocking:**~~

- ~~The reporting cycle includes both business and non-business days in a calendar month.~~
- ~~Monthly average blocking values are calculated for each trunk group for each of the 24 time-consistent hours across a reporting cycle~~

~~Aggregate Monthly Blocking:~~

- ~~Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches~~
- ~~Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.~~

~~Trunk Categorization:~~

- ~~This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows:~~

~~CLEC Affecting Categories:~~

	~~Point A~~	~~Point B~~
~~Category 1:~~	~~BellSouth End Office~~	~~BellSouth Access Tandem~~
~~Category 3:~~	~~BellSouth End Office~~	~~CLEC Switch~~
~~Category 4:~~	~~BellSouth Local Tandem~~	~~CLEC Switch~~
~~Category 5:~~	~~BellSouth Access Tandem~~	~~CLEC Switch~~
~~Category 10:~~	~~BellSouth End Office~~	~~BellSouth Local Tandem~~
~~Category 16:~~	~~BellSouth Tandem~~	~~BellSouth Tandem~~

~~BellSouth Affecting Categories:~~

	~~Point A~~	~~Point B~~
~~Category 1:~~	~~BellSouth End Office~~	~~BellSouth Access Tandem~~
~~Category 9:~~	~~BellSouth End Office~~	~~BellSouth End Office~~
~~Category 10:~~	~~BellSouth End Office~~	~~BellSouth Local Tandem~~
~~Category 16:~~	~~BellSouth Tandem~~	~~BellSouth Tandem~~

Calculation

Percent Blocked Calls = ({a – b} ÷{c – b}) x 100

- a = count of blocked calls
- b = excluded blocked calls
- c = total calls offered

~~Monthly Average Blocking:~~

- ~~For each hour of the day, each day's raw data are summed across all valid measurement days in a report cycle for blocked and attempted calls.~~
- ~~The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.~~

~~Aggregate Monthly Blocking:~~

- ~~For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.~~
- ~~The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.~~

- ~~The result is an aggregate monthly average blocking value for each of the 24 hours by group.~~
- ~~The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.~~

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth Aggregate~~
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
~~CLEC Aggregate and CLEC Specific~~	~~BellSouth Aggregate~~ ~~Any 2 consecutive hours in a 24-hour period where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where CLEC uses that Trunk Group) and 16 for CLECs and 1, 9, 10 (where BellSouth uses that Trunk Group) and 16 for BellSouth~~
AT&T end office to CLEC end office	Blocked Calls on Dedicated Trunk Groups not to exceed blocking standard of B.01. [B.01 standard is 1%]
AT&T tandem to end office trunk	Blocked Calls on Dedicated Trunk Groups not to exceed blocking standard of B.01. [B.01 standard is 1%]

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

Section 7: Collocation

C-1 [ART]: Collocation Average Response Time

Definition

This report measures the time it takes ~~BellSouth~~AT&T to respond to the receipt of a complete and accurate collocation application. ~~BellSouth~~AT&T must respond as to whether or not space is available within the required number of calendar days after having received a bona fide application for collocation.

Exclusions

- Any application canceled by the CLEC

Business Rules

The interval begins on the date ~~BellSouth~~AT&T receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The interval stops on the date ~~BellSouth~~AT&T returns a response. The interval will restart upon receipt of changes to the original application request.

Calculation

Response Time = (a - b)

- a = Request Response Date
- b = Request Submission Date

Average Response Time = (c / d)

- c = Sum of all response times
- d = Count of responses returned within the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Virtual-Initial	15 Calendar Days
Virtual-Augment	15 Calendar Days
Physical Caged-Initial	15 Calendar Days
Physical Caged- Augment	15 Calendar Days
Physical Cageless-Initial	15 Calendar Days
Physical Cageless-Augment	15 Calendar Days

~~SEEM Measure~~

SEEM	Tier I	Tier II
No		

C-2 [AT]: Collocation Average Arrangement Time

Definition

This report measures the average time (in calendar days) for provisioning a collocation arrangement.

Exclusions

- Any bona fide firm order canceled by the CLEC
- Any bona fide firm order with a CLEC negotiated interval longer than the benchmark interval

Business Rules

The interval (in calendar days) for collocation arrangements begins on the date that ~~BellSouth~~AT&T receives a complete and accurate bona fide firm order accompanied by the appropriate fee, if required, and ends on the date that ~~BellSouth~~AT&T completes the collocation arrangement and notifies the CLEC.

Calculation

Arrangement Time = (a - b)

- a = Date collocation arrangement is complete
- b = Date order for collocation arrangement submitted

Average Arrangement Time = (c / d)

- c = Sum of all arrangement times
- d = Total number of collocation arrangements completed during reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Virtual-Initial	60 Calendar Days
Virtual Augment (without space increase)	60 Calendar Days
Virtual-Augment (with space increase)	60 Calendar Days
Physical Caged-Initial	90 Calendar Days
Physical Caged-Augment (without space increase)	45 Calendar Days
Physical Caged-Augment (with space increase)	90 Calendar Days
Physical Cageless-Initial	90 Calendar Days
Physical Cageless-Augment (without space increase)	45 Calendar Days
Physical Cageless-Augment (with space increase)	90 Calendar Days

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

C-3 [MDD]: Collocation Percent of Due Dates Missed

Definition

This report measures the percentage of missed due dates for collocation arrangements.

Exclusions

- Any bona fide firm order canceled by the CLEC

Business Rules

Percent Due Dates Missed is the percentage of total collocation arrangements which ~~BellSouth~~AT&T is unable to complete by the ~~BellSouth~~AT&T committed due date. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

Calculation

Percent Due Dates Missed = (a / b) ~~X~~x 100

- a = Number of completed collocation arrangements that were not completed by the committed due date in the reporting period
- b = Total number of collocation arrangements completed in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
Virtual-Initial	>= 95% on time
Virtual- Augment	>= 95% on time
Physical Caged-Initial	>= 95% on time
Physical Caged-Augment	>= 95% on time
Physical Cageless-Initial	>= 95% on time
Physical Cageless-Augment	>= 95% on time

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

Section 8: Change Management

CM-1 [NT]: Timeliness of Change Management Notices

Definition

This report measures whether CLECs receive required software release notices on time to prepare for ~~BellSouth~~AT&T interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by ~~BellSouth~~AT&T and the CLECs to manage requested changes to the ~~BellSouth~~AT&T local interfaces.

Exclusions

- Changes to release dates for reasons outside ~~BellSouth~~AT&T control, such as the system software vendor changes (for example: a patch to fix a software problem)
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

Business Rules

The interval begins on the notification date and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the interval would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a / b) ~~X~~x 100

- a = Total number of Change Management Notifications sent within required timeframes
- b = Total number of Change Management Notifications sent

Report Structure

- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  -Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Notices	98% on time

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~		~~X~~

CM-3 [DT]: Timeliness of Documentation Associated with Change

Definition

This report measures whether CLECs received requirements or business rule documentation on time to prepare for ~~BellSouth~~AT&T interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by ~~BellSouth~~AT&T and the CLECs to manage requested changes to the ~~BellSouth~~AT&T local interfaces.

Exclusions

- Documentation for release dates that slip less than 30 days for a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

The interval begins on the date the business rule documentation is released and ends on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the interval would restart.

Documentation standards and timeframes can be found in the Change Control Process, on the ~~Interconnection~~AT&T website (http://~~www.interconnection.bellsouth~~wholesale.att.com/~~markets/lec~~reference_library/processes/ccp_live/index.html~~).~~).

Calculation

Timeliness of Documentation Associated with Change = (a / b) ~~X~~x 100

- a = Change Management documentation sent within required timeframes after notices
- b = Total number of Change Management documentation sent

Report Structure

- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  -Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
• Documentation	98% on Time

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~		~~X~~

CM-5 [ION]: Notification of CLEC Interface Outages

Definition

This report measures the time it takes ~~BellSouth~~AT&T to notify the CLECs of an interface outage as defined by the Change Control Process (CCP) documentation.

Exclusions

None

Business Rules

~~BellSouth~~AT&T has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:

1. ~~BellSouth~~AT&T can duplicate a CLEC reported system error.
2. ~~BellSouth~~AT&T finds an error message within the error log that identically matches a CLEC reported system outage.
3. When three or more CLECs report the identical type of outage.
4. ~~BellSouth~~AT&T detects a problem due to the loss of functionality for users of a system.

The 15-minute interval begins once a CLEC reported outage or a ~~BellSouth~~AT&T detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the interval begins at the point of verification.

Calculation

Notification of CLEC Interface Outages = (a / b) ~~X~~x 100

- a = Number of interface outages where CLECs are notified within 15 minutes
- b = Total number of interface outages

Report Structure

- CLEC Aggregate
- Geographic Scope
  - Region

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• By interface type for all interfaces accessed by CLECs	97% <= 15 Minutes

Interface	Applicable to
CSOTS	CLEC
LEX	CLEC
Verigate	CLEC
XML Gateway	CLEC
EBTA	CLEC
TAFI	CLEC/~~BellSouth~~AT&T

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~	.....	.....

CM-6 [SEC]: Percentage of Software Errors Corrected in "X" Business Days

Definition

This report measures the percentage of all outstanding software errors, due and overdue, to be corrected by ~~BellSouth~~AT&T in "X" business days within the report period.

Exclusions

- Software corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software errors (~~BellSouth~~AT&T must report the number of rejected or reclassified software errors disputed by the CLECs)

Business Rules

The interval begins when a Software Error is validated per the Change Control Process (CCP) and ends when the error is corrected and the notice is posted to the change control website. Currently "X" business days is defined in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4. The current intervals for this measure will be consistent with the intervals set in the CCP if agreed to by the CLEC or ordered by the Commission. A copy of the most current CCP can be found on the ~~Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).~~AT&T website (http://wholesale.att.com/reference_library/processes/ccp_live/index.html) . The monthly report should include all defects, due and overdue, to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.

Calculation

Percentage **of Software Errors Corrected in "X" Business Days** = (a / b) ~~X~~x 100

- a = Total number of software errors corrected in "X" business days, as defined for each severity level (Severity 2, Severity 3, and Severity 4)
- b = Total number of Severity 2, Severity 3, and Severity 4 software errors corrected

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days
- Geographic Scope
  - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
Errors	95% within Interval

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~		~~X~~

~~CM-7 [CRA]: Percentage of Change Requests Accepted or Rejected within 10 Days~~

~~Definition~~

~~This report measures the percentage of change requests, other than Type 1 or Type 6 Change Requests, submitted by CLECs that are accepted or rejected by BellSouth in 10 business days within the report period.~~

~~Exclusions~~

- ~~Change requests canceled or withdrawn before a response from BellSouth is due~~

~~Business Rules~~

~~The acceptance/rejection interval begins when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found on the Interconnection website: (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The interval ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions that have been responded to within the reporting period.~~

~~Calculation~~

~~**Percentage of Change Requests Accepted or Rejected within 10 Business Days** = (a / b) X 100~~

- ~~a = Total number of change request responses due in the reporting period that were accepted or rejected within 10 business days~~
- ~~b = Total number of change requests due in the reporting period~~

~~Report Structure~~

- ~~BellSouth Aggregate~~
- ~~Geographic Scope~~
  ~~Region~~

~~SQM Level of Disaggregation - Analog/Benchmark~~

~~SQM Level of Disaggregation~~	~~SQM/SEEM Analog/Benchmark~~
~~Requests Accepted/Rejected~~	~~95% within Interval~~

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~		~~X~~

~~CM-7 [CRA]: Percentage of Change Requests Accepted or Rejected within 10 Days~~

CM-8 [CRR]: Percent Change Requests Rejected

Definition

This report measures the percentage of change requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected within the report period.

Exclusions

- Change requests canceled or withdrawn before a response from ~~BellSouth~~AT&T is due

Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejection per the Change Control Process, a copy of which can be found on the ~~Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).~~AT&T website. These reasons are: cost, technical feasibility, and industry direction. This metric includes all change requests not subject to the above exclusions that have been responded to within the reporting period.

Calculation

Percent Change Requests Rejected = (a / b) ~~X~~x 100

- a = Total number of change requests rejected in the reporting period
- b = Total number of change requests responded to within the reporting period

Report Structure

- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Reason – Cost	Diagnostic
Reason – Technical Feasibility	Diagnostic
Reason – Industry Direction	Diagnostic
Reason – Out of Scope (OOS)	Diagnostic

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

CM-9 [NDPR]: Number of Defects in Production Releases (Type 6 CR)

Definition

This report measures the number of defects in production releases. This measure will be presented as the number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects resulting within a three week period from a production release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, Severity 3, and Severity 4 Defects can be found in the Change Control Process document.

Exclusions

None

Business Rules

This metric measures the number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects resulting within a three week period from a production release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, 3, and 4 Defects can be found in the Change Control Process, which can be found on the ~~Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).~~AT&T website.

Calculation

The number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects.

Report Structure

- Production Releases
- Number of Type 6 Severity 1 Defects
- Number of Type 6 Severity 2 Defects without a mechanized work around
- Number of Type 6 Severity 3 Defects
- Number of Type 6 Severity 4 Defects
- Geographic Scope
  - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Number of Type 6 Severity 1 Defects	0 Defects
Number of Type 6 Severity 2 Defects without a mechanized work around	~~0 Defects~~ 0 Defects
Number of Type 6 Severity 3 Defects	0 Defects
Number of Type 6 Severity 4 Defects	0 Defects

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

CM-10 [SV]: Software Validation

Definition

This report measures software validation test results for production releases of ~~BellSouth~~AT&T local interfaces.

Exclusions

None

Business Rules

~~BellSouth~~AT&T maintains a test deck of transactions that are used to validate that functionality in software production releases work as designed. Each transaction in the test deck is assigned a weight factor based on the weights assigned to the metrics. Within the software validation metric, weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE) and then equally distributed across transactions within the specific type.

~~BellSouth~~AT&T will begin to execute the software validation test deck within one (1) business day following a production release. Test deck transactions will be executed using production release software in the CAVE environment. Within seven (7) business days following completion of the production release software validation test in CAVE, ~~BellSouth~~AT&T will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found on the ~~Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).~~AT&T website.

Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using production release software in CAVE to the sum of the weights of all transactions in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

Report Structure

- ~~BellSouth~~AT&T Aggregate
- Geographic Scope
  Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Failed Transactions	<= 5%

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

CM-11 [SCRI]: Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization

Definition

This report measures whether ~~BellSouth~~AT&T provides CLECs timely implementation of prioritized software change requests.

Exclusions

- Software change requests implemented later than 60 weeks with the consent of the CLECs
- Software change requests where ~~BellSouth~~AT&T has regulatory authority to exceed the interval

Business Rules

The interval for each software change request begins when it has first been prioritized as described in the Change Control Process and ends when the software change request has been implemented by ~~BellSouth~~AT&T and made available to the CLECs. However, the 60-week clock may be restarted if a reprioritization is requested solely at the discretion of the CLECs and a CR is moved to a later release.

Calculation

Percentage of Type 5 CLEC Initiated Software Change Requests Implemented on Time = (a / b) ~~X~~x 100

- a = Total number of prioritized Type 5 software change requests implemented each month that are less than or equal to 60 weeks of age from the date of their first prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization
- b = All entries in "a" above plus all Type 5 software change requests prioritized more than 60 weeks before the end of the monthly reporting period

Percentage of Type 4 ~~BellSouth~~AT&T Initiated Software Change Requests Implemented on Time = (c / d) ~~X~~x 100

- c = Total number of prioritized Type 4 software change requests implemented each month that are less than or equal to 60 weeks of age from the date of the release prioritization list plus all other Type 4 prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization
- d = All entries in "c" above plus all Type 4 software change requests prioritized more than 60 weeks before the end of the monthly reporting period

Report Structure

- ~~BellSouth~~AT&T Aggregate
- Type 4 Requests Implemented
- Type 5 Requests Implemented
- Percent implemented within 16, 32, 48 and 60 weeks
- Geographic Scope
  - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/~~SEEM~~ Analog/Benchmark
Type 4 Requests Implemented	95% within Interval
Type 5 Requests Implemented	95% within Interval

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~		~~X~~

~~CM-11A [PCRI]: Average Time to Implement Process Change Requests~~

~~Definition~~

~~This report measures the average time BellSouth takes to implement prioritized Process Change Requests.~~

~~Exclusions~~

- ~~Process Change Requests implemented later than 60 days with the consent of the CLECs~~
- ~~Process Change Requests where BellSouth has regulatory authority to exceed the interval~~

~~Business Rules~~

~~The interval for each Process Change Request begins when it has been prioritized as described in the Change Control Process and ends when the Process Change Request has been implemented by BellSouth and made available to the CLECs.~~

~~Calculation~~

~~**Average Implementation Time for the Type 5 CLEC Initiated Process Change Requests** = (a / b)~~

- ~~a = Sum of implementation times for the prioritized Type 5 Process Change Requests implemented within the data month~~
- ~~b = Total number of prioritized Type 5 Process Change Requests implemented within the data month~~

~~**Average Implementation Time for the Type 4 BellSouth Initiated Process Change Requests** = (c / d)~~

- ~~c = Sum of implementation times for the prioritized Type 4 Process Change Requests implemented within the data month~~
- ~~d = Total number of prioritized Type 4 Process Change Requests implemented within the data month~~

~~Report Structure~~

- ~~BellSouth Aggregate~~
- ~~Type 4 Process Change Requests implemented~~
- ~~Type 5 Process Change Requests implemented~~
- ~~Geographic Scope~~
  - ~~Region~~

~~SQM Level of Disaggregation - Analog/Benchmark~~

~~SQM Level of Disaggregation~~	~~SQM Analog/Benchmark~~
~~Type 4 Process Change Requests implemented~~	~~Diagnostic~~
~~Type 5 Process Change Requests implemented~~	~~Diagnostic~~

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

~~CM-11A [PCRI]: Average Time to Implement Process Change Requests~~

Appendix A: Glossary of Acronyms and Terms

Symbols used in calculations

-
A mathematical operator representing subtraction.

+
A mathematical operator representing addition.

x
A mathematical operator representing multiplication

/
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~~An AT&T 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~~AT&T 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~~AT&T Business Systems trouble receipt center which serves business and CLEC customers.

C

CABS
Carrier Access Billing System – The ~~BellSouth~~AT&T 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~~AT&T and the CLECs to initiate OSS changes to ~~BellSouth~~AT&T 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~~AT&T 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~~AT&T 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~~An AT&T wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

CLP
Competitive Local Provider – ~~A BellSouth~~An AT&T 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~~AT&T proprietary corporate database and billing system for non-access customers and/or services.

CRSG
Complex Resale Support Group - The group within ~~BellSouth~~AT&T which serves as the interface between the L~~C~~SC 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 progress 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~~AT&T, Independent end offices, and the ~~BellSouth~~AT&T 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~~AT&T 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~~AT&T service order entry system used by ~~BellSouth~~AT&T service representatives to input service orders in ~~BellSouth~~AT&T 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~~AT&T 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 simultaneous 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

EBTA
Electronic Bonding Trouble Administration – A trouble administration system to perform maintenance and repair functions such as creating trouble tickets, performing mechanized loop tests, and retrieving trouble ticket status.

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

ESSX
~~BellSouth~~AT&T 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 LASR 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~~AT&T 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~~AT&T's Main Distribution Frame (MDF) to an end user's premises.

I J K

IBS
Integrated Billing Solution-Processes and rates UNE data as it flows from CRIS to CABS for billing

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 facsimile.

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.

L~~C~~SC
Local ~~Carrier~~ Service Center - The ~~BellSouth~~AT&T 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~~AT&T Operations Support Systems.

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~~An AT&T system which accepts the service order output of LASR and enters the service order into the Service Order Control System using terminal emulation technology.

LEX
Local Service Request Exchange (LEX) System – An AT&T browser based application for online creation, submittal, and maintenance of Local Service Requests (LSRs).

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~~An AT&T operations system that stores the assignment and selected account information for use by downstream OSS and ~~BellSouth~~AT&T 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~~AT&T to the Number Portability Administration Center (NPAC).

(2) Allowing for inter-company communications between ~~BellSouth~~AT&T 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 appropriate 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~~AT&T and the related service problems are resolved.

MARCH
~~BellSouth~~AT&T 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~~AT&T 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 XML Gateway/COBRA/Verigate and the various BIS systems to retr~~ei~~eve pre-order data from legacy systems.

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

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~~AT&T 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~~AT&T Operational Guide which documents the systematic procedures used by ~~BellSouth Telecommunications (BST)~~AT&T 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~~AT&T 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~~AT&T Consumer Services trouble receipt center which serves residential customers

RSAG
Regional Street Address Guide - The ~~BellSouth~~AT&T 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~~AT&T system which routes service order images among ~~BellSouth~~AT&T 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~~AT&T Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

Test Transactions/Records
Transactions created by ~~BellSouth~~AT&T, or in tests originated by CLECs, where the CLEC has coordinated the test with ~~BellSouth~~AT&T 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~~AT&T, which fallout, requiring manual input into a service order generator.

U V

UCL

Unbundled Copper Loop - A dedicated metallic transmission facility from ~~BellSouth's~~AT&T's Main Distribution Frame (MDF) to a customer's premises

UNE
Unbundled Network Element – Those parts of ~~BellSouth's~~AT&T'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

WebTAXI
Web-based application for viewing and tracking claims and for creating CABS billing adjustments

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 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 B: ~~BellSouth~~AT&T Audit and Dispute Resolution Policy

Audit

~~BellSouth~~AT&T currently provides CLECs with certain audit rights as a part of their individual interconnection agreements. If ~~requested~~ordered by ~~a~~the Public Service Commission, ~~BellSouth~~AT&T will agree to undergo an SQM audit. ~~The~~ Unless otherwise agreed between AT&T and the Public Service Commission, the audit should be conducted by an independent third party auditor. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Audit will be conducted under the following specifications:

1. The cost of one audit per version of the SQM plan shall be borne by ~~BellSouth~~AT&T.
2. Should an independent third party auditor be required, it shall be selected by ~~BellSouth~~AT&T and the PSC.
3. ~~BellSouth~~AT&T and the PSC shall jointly determine the scope of the audit.
4. The PSC may request input regarding selection of the auditor and audit scope from interested parties.

These audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and ~~PMAP~~ the AT&T performance measurement data report process produce accurate data that reflects each State's Order for performance measurements.

Dispute Resolution

Notwithstanding any other provision of the Interconnection Agreement between AT&T and each CLEC, if a dispute arises regarding AT&T's performance or obligations pursuant to this Plan, AT&T and the CLEC shall negotiate in good faith for a period of thirty (30) days to resolve the dispute. If at the conclusion of the 30 day period, AT&T and the CLEC are unable to reach a resolution, then the dispute shall be resolved by the Commission.

Appendix C: OSS Interface Tables

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 LEX/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 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~~AT&T & 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
LEX	CLEC	x
LASR	CLEC	x
WFM	CLEC	x
OBF	CLEC	x
Enhanced Verigate	CLEC	x
LESOG	CLEC	x
LNP Gateway	CLEC	x
XML Gateway	CLEC	x
COG	CLEC	x
SGG	CLEC	x
DOE	CLEC/~~BellSouth~~AT&T	x
SONGS	CLEC/~~BellSouth~~AT&T	x
ATLAS/COFFI	CLEC/~~BellSouth~~AT&T	x
BOCRIS/CRIS	CLEC/~~BellSouth~~AT&T	x
DSAP	CLEC/~~BellSouth~~AT&T	x
RSAG	CLEC/~~BellSouth~~AT&T	x
SOCS	CLEC/~~BellSouth~~AT&T	x
LFACS	CLEC/~~BellSouth~~AT&T	x
RNS	~~BellSouth~~AT&T	x
ROS	~~BellSouth~~AT&T	x

OSS Table 2: SQM Interface Availability for Maintenance & Repair

OSS Interface	% Availability
~~BellSouth~~AT&T TAFI	x
CLEC TAFI	x
CLEC EBTA	x
~~BellSouth~~AT&T & CLEC	
CRIS	x
LMOS HOST	x
LNP Gateway	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

Appendix D: ~~BellSouth's~~AT&T's Policy on Reposting of Performance Data ~~and Recalculation of SEEM Payments~~

~~BellSouth~~AT&T will ~~make available reposted~~be required to repost performance data as reflected in the Service Quality Measurement (SQM) reports ~~and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS),~~ to the extent technically feasible, under the following circumstances:

1. Those SQM measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the ~~PMAP~~AT&T performance measurement website advising CLECs when reposted data is available.

2. SQM Performance sub-metric calculations that result in a shift in the statewide aggregate performance from an "in parity" condition to an "out of parity" condition will be available for reposting.

3. SQM Performance sub-metric calculations with benchmarks where statewide aggregate performance is in an "out of parity" condition will be available for reposting whenever there is a >= 2% decline in ~~BellSouth's~~AT&T's performance at the sub-metric level.

4. SQM Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a degradation in performance as shown by an adverse change of ~~<=~~>= .5 in the ~~z-score~~Z-Score at the sub-metric level.

5. Any data recalculations that reflect an improvement in ~~BellSouth's~~AT&T's performance will be reposted at ~~BellSouth's~~AT&T's discretion. ~~However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.~~

6. SQM Performance data will be reposted for a maximum of three months in arrears from implementation of the change of programming request requirement (RQ) which corrects a detected error. RQs shall not be unreasonably delayed after the date ~~of detection~~the error is detected. As an example, ~~should~~ an error ~~be~~is discovered during the analysis of the May data month~~, and this error~~ peformance that triggers a reposting, ~~BellSouth~~but the RQ correcting the error is implemented in the calendar month of July with the June data month performance reports, AT&T will correct the data beginning with the month of ~~detection (May) and the~~ the RQ implementation (July), which would be for the June data month performance reports, and will repost the data month performance reports for the three months preceding ~~–~~data month performance reports – May, April, and March ~~and February.~~

~~7. When updated SQM performance data has been reposted or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments where technically feasible, for a maximum of three months in arrears from date of detection. Recalculated SEEM payments due to reposted SQM data will be made for the same months that the applicable data was reposted. The three month period for recalculating SEEM payments due to an error in PARIS will be determined in the same manner previously described for the SQM. For example, should an error in PARIS be discovered for the data month of May, BellSouth will correct data for May and the three preceding months – April, March and February.~~

~~8. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies resulting from the application of this policy will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.~~

~~9. Any adjustments for underpayments resulting from application of this policy will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made~~

~~in accordance with the normal process used to address CLEC questions related to SEEM payments~~.

When a CLEC believes that an error in its specific data requires reposting where the above statewide thresholds have not been met, the CLEC is responsible for identifying such issues and requesting ~~BellSouth~~AT&T to repost the data. Any failure to repost inaccurate data should be brought to the attention of the Commission for resolution if it is estimated that the thresholds described in items 3 or~~,~~ 4~~, or 5~~ have been met at the CLEC-specific level.

Determination of when Reposting Policy Applies

As part of the Change Notification Process, ~~BellSouth~~AT&T performs an analysis of impacts that are proposed to be made to ~~Performance Measurement Application Platform (PMAP)~~the AT&T performance measurement reporting process code. These impacts are used to identify changes to its reported SQM results.

To determine this impact, ~~BellSouth~~AT&T performs a query of the data warehouse to identify those records that would be impacted by the proposed change. Once the number of records are identified, the measurement is recalculated to determine the impact. This is the general framework for analysis - the specific steps used to evaluate the impact will vary with the issue being analyzed. However, the following example may assist in understanding.

Assume that service orders were erroneously being included in a particular product disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included is 110 records out of a total of 86,000. In this example, the numerator and denominator would both be reduced by 110 records and the ~~zscore~~Z-Score would be recalculated. If the amount of the change was sufficient to meet criteria 2, 4 or 5 above, the Reposting policy will be invoked.

Appendix E: Description of Raw Data and Other Supporting Data Files

~~BellSouth~~AT&T Service Quality Measurement Plan (SQM~~P~~) Raw (Supporting) Data Files (SDF) Other Supporting Data Files (OSDF)

I. Definitions and Overview

A. What is Raw Data?

Raw (Supporting) Data is supporting data or records captured in ~~BellSouth~~AT&T Legacy Systems about activity initiated by CLECs or CLEC customers. Raw (Supporting) Data has been transformed from legacy system data to information (data with meaning). In some cases this supporting data is a combination of requests and response records, orders and troubles or other combination that provide logical transaction information. This supporting data has been normalized (converted from arcane system code to a more readable format) for easier use or, in some cases, the presentation is standardized so that the same data from different systems will be the same. In some cases, intervals have been previously calculated and, in other cases, the interval start and stop times are available. State, company, product, and other codes have been converted into English names. In short, the presentation of the information has been made more "user friendly" to facilitate use by SMEs, auditors and CLECs.

This supporting data represents all records that are used to calculate CLEC performance under the SQM sub-metrics.

II. Raw (Supporting) Data – General

Raw (Supporting) Data Files (SDF)

Raw (Supporting) Data Files for CLEC data will be published on the ~~PMAP~~AT&T performance measurement website each month. For the measures calculated in ~~PMAP~~the AT&T performance measurement report process, these files will contain the CLEC initiated records required to replicate the report or reports as applicable. These files will be present for those reports generated from data processed by ~~PMAP.~~ the AT&T performance measurement report process. Some reports are calculated outside of ~~PMAP~~the AT&T performance measurement report process and the results are simply uploaded for posting. These reports will have less detailed Supporting Data Files.

Other Supporting Data Files (OSDF)

Other Supporting Data Files will also be provided upon CLEC request each month. These files contain CLECs initiated data/records extracted from the legacy systems, but "excluded" from the measures in each segment of the SQMP reports (Ordering, Flow Through Detail, Provisioning and Maintenance). The OSDF will contain only records not included in one of the SDFs. The CLEC will be able to access the request form by clicking on the OSDF folder in their section of the ~~PMAP Web Site.~~AT&T performance measurement website. The requested data will be loaded into the file within 10 business hours. The OSDF will also include partial and/or incomplete records if the CLEC owner can be identified. The OSDF will be regional in scope (not state-specific) and will include records for all related Measurements. The OSDF will not include records that are in any SDF. These four files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible.

A. Raw Data (SDF) Records – OSS

For OSS Metrics:

Supporting data is provided for the following metrics

- OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)
- OSS-2 [IA]: Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

- PO-2 [LMT]: Loop Makeup – Response Time – Electronic

B. Raw Data (SDF) Records - Ordering

For Ordering Metrics:

Supporting data is provided for the following metrics:

- O-2 [AKC]: Acknowledgement Message Completeness
- O-8 [RI]: Reject Interval
- O-9 [FOCT]: Firm Order Confirmation Timeliness
- O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

As a general rule, all versions of transactions are provided in the Supporting Data Files. Records for Service Requests that are related to a project, cancelled prior to being FOC'd or Clarified/Rejected, and versions of records not used in the reports will be placed into the Other Supporting Data File – Ordering.

C. Raw Data (SDF) Records – Provisioning

For Provisioning Metrics:

Supporting data is provided for the following metrics:

- P-1 [HOI]: Held Order Interval
- P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours
- P-2B [PJ]: Percentage of Orders Given Jeopardy Notices
- P-3 [MIA]: Percent Missed Installation Appointments
- P-4 [OCI]: Order Completion Interval
- P-5 [CNI]: Average Completion Notice Interval
- P-7 [CCI]: Coordinated Customer Conversions Interval – Hot Cut Duration
- P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
- ~~P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time~~
- ~~P-7C [CPT]: Hot Cut Conversions – Percent Provisioning Troubles Received within 5 Days of a Completed Service Order~~
- P-7D [NCDD]: Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date
- P-9 [PPT]: ~~Percent~~ Provisioning ~~Troubles within "X" Days of Service Order Completion~~Trouble Rate
- P-11 [SOA]: Service Order Accuracy
- P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes
- P-13C [LAT]: LNP-Percentage of Time ~~BellSouth~~AT&T Applies the 10-Digit Trigger Prior to the LNP Order Due Date
- P-13D [LDT]: LNP-Disconnect Timeliness (Non-Trigger)
- P-13E [ILPP]: Incomplete Standalone LNP Provisioning Process
- P-13F [SIR]: Short Interval 10-Digit Trigger Readiness

All service order activity that results from Service Requests generated by the CLEC and used in the calculation of a report will be furnished as a part of the Supporting Data Files. Records for D, R, F, and M order types, as well as cancelled orders will be placed in the Other Supporting Data File – Provisioning.

D. Raw Data (SDF) Records – M&R

For Maintenance and Repair (M&R) Metrics:

Supporting data is provided for the following metrics:

- M&R-1 [MRA]: Percent Missed Repair Appointments
- M&R-2 [CTRR]: Customer Trouble Report Rate
- M&R-2A [CTRR-NPRR]: Customer Trouble Report Rate Net of Provisioning Trouble and Repeat Reports
- M&R-3 [MAD]: Maintenance Average Duration
- M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days
- M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

All customer submitted reports used in the calculation of a metric will be furnished as a part of the Supporting Data Files. Reports that are

excluded, canceled, or in error, will be placed in the Other Supporting Data File - M&R. Specifically not included are ~~BellSouth~~AT&T generated tickets such as employee, auto-detect, and tickets associated with service order activity dispatches.

E. Raw Data (SDF) Records – Other

For Other Metrics:

Billing:

Supporting data is provided for the following metrics:

- B-1 [BIA]: Invoice Accuracy
- B-2 [BIT]: Mean Time to Deliver Invoices
- B-5 [BUDT]: Usage Data Delivery Timeliness
- B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to within ~~45~~40 Business Days

The Billing Supporting Data File used to create performance measurements for billing is provided for CLECs on the ~~PMAP~~AT&T performance measurement website. This SDF along with the reports resulting from billing supporting data can be used for replicating the measures. Any billing data used or not used in creating the billing measures is part of the CLEC's invoices sent to them on a monthly basis. Any charges or adjustments are part of their individual invoices, which identify the nature of the charges or adjustments, whether credits or debits.

Database Update Information - None

Trunk Group Performance – None

Collocation – None:

Supporting data is provided for the following metrics:

- C-1 [ART]: Collocation Average Response Time
- C-2 [AT]: Collocation Average Arrangement Time
- C-3 [MDD]: Collocation Percent of Due Dates Missed

Change Management - None

III. Supporting Data User Manual (SDUM) and Schema for Other Supporting Data Files (OSDF)

The SDUM and Schema can be found at ~~URL (http://pmap.bellsouth.com)~~the AT&T performance measurement ~~in~~website in the Documentation/Exhibits folder.

Appendix F: ~~BellSouth PMAP~~AT&T Data Notification Process

~~1.~~ 1. On the first business day of the month preceding the data month for which ~~BellSouth~~AT&T proposes to make any change to the method by which its performance data is calculated, ~~BellSouth~~AT&T will provide ~~written~~ notice of any ~~such proposed~~change to the method by which its performance data is calculated. These changes (hereinafter referred to as "~~Proposed~~ Data Notification Changes~~").~~") will be published and viewable on the AT&T performance measurement website within the Exhibits/Data Notification section. This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact. ~~At the same time BellSouth will provide written notice of any known changes BellSouth is considering making to the method of calculating performance data for the following data month (hereinafter referred to as "Preliminary Data Changes").~~

~~2.~~ 2. No later than ~~four~~fifteen (15) business days after ~~the written notice referenced above has been provided, BellSouth will conduct an industry conference call at which time the affected parties as well as the Commission can ask questions about either the Proposed~~ Data Notification Changes ~~or the Preliminary Data Changes. The call will be conducted from 2:00 to 5:00 p.m. (Eastern Time).~~

~~3. No later than ten (10) business days after the industry conference call~~are published by AT&T, affected parties must file ~~written~~ comments with ~~the Commission~~AT&T to the extent they have objections or concerns about the ~~Proposed~~ Data Notification Changes.

3. AT&T will conduct an industry conference call with the affected parties to resolve objections or concerns no later than the 5 business days after written comments are received.

~~4.~~ 4. The ~~Proposed~~ Data Notification Changes set forth in the written notice referenced above would be presumptively valid and deemed approved ~~by the Commission~~ effective thirty (30) calendar days after that notice ~~unless the Commission Staff directs BellSouth not to go forward with the changes~~on undisputed items. Items under discussion will remain open until agreement is reached by the affected parties.

Appendix G: SQM Equity Determination

This document describes the approach utilized in the determination of Equity for mean, proportion, and rate measures within the ~~BellSouth~~AT&T Single Report Structure (SRS). The statistical comparison of ~~BST~~AT&T performance data to CLEC performance data is based upon the "Modified Z" methodology.

A. Standard Error (S)

The Standard Error must be calculated for use as the denominator in the formula for the Z-Score. The appropriate calculation of Standard Error is dependent on the measure type as shown below:

MEAN:

$$S = StDev_{BST}\sqrt{\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}}}$$

PROPORTION:

$$S = \sqrt{\hat{p}_{BST}\left(1 - \hat{p}_{BST}\right)\left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}}\right)}$$

RATE:

$$S = \sqrt{\hat{r}_{BST}\left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}}\right)}$$

n_{BST} = number of observations for ~~BellSouth~~AT&T in current time period
n_{CLEC} = number of observations for CLECs in current time period
$StDev_{BST}$ = estimated standard deviation of ~~BellSouth~~AT&T performance calculated using current time period's data.
$\hat{p}_{BST}$ = estimated ~~BellSouth~~AT&T performance proportion calculated using current time period's data.
$\hat{r}_{BST}$ = estimated ~~BellSouth~~AT&T performance rate calculated using current time period's data.

B. Z-Score (Z)

Once the Standard Error has been calculated, the Z-Score is then calculated using the formula below:

$$Z = \frac{\mathrm{BST}^* - CLEC^*}{S}$$

*BST** = estimated ~~BellSouth~~AT&T mean ($\overline{X}_{BST}$), proportion ($\hat{p}_{BST}$), or rate ($\hat{r}_{BST}$) calculated using the current time period's data.

*CLEC** = estimated CLEC mean ($\overline{X}_{CLEC}$), proportion ($\hat{p}_{CLEC}$), or rate ($\hat{r}_{CLEC}$) calculated using the current time period's data.

C. Equity Determination

After calculation of the Z-Score, Equity is determined using the criteria shown in the table below:

	Better Performance ↑	Better Performance ↓
YES	Z <= 1.645	Z >= -1.645
NO	Z > 1.645	Z < -1.645

Exception 1: A Z-Score value cannot be determined if a Standard Error value is 0. In that case, Equity is determined using the "Direct Comparison" criteria shown in the table below~~:~~.

Exception 2: Measures OSS-1 [ARI], O-12 [OAAT], B-1 [BIA], B-2 [BIT], and M & R-6 [MAAT] also use the "Direct Comparison" criteria.

	Better Performance ↑	Better Performance ↓
YES	CLEC Measure >= ~~BST~~AT&T Measure	CLEC Measure <= ~~BST~~AT&T Measure
NO	CLEC Measure < ~~BST~~AT&T Measure	CLEC Measure > ~~BST~~AT&T Measure

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Reporting Dimensions

CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements.

- Special Access disaggregated by bandwidth
  - Sub Totaled by State
  - Totaled by ~~BellSouth~~AT&T

Comparison reports are required for:

- CLEC/ IXC Carrier Aggregate
- ~~BellSouth~~AT&T Long Distance ~~(BSLD)~~ Aggregate

Special Access is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing ~~BellSouth~~AT&T end office switches.

Special Access Services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

Exclusions: Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements (UNE) are excluded from these Performance Measures.

Reporting Period: The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.

ORDERING

Measurement: SA-1 FOC Receipt

Description

The Firm Order Confirmation (FOC) is the ~~BellSouth~~AT&T response to an Access Service Request (ASR), whether an initial or supplement ASR, that provides the CLEC or IXC Carrier with the specific Due Date on which the requested circuit or circuits will be installed. ~~BellSouth~~AT&T will conduct a minimum of an electronic facilities check to ensure due dates delivered in FOCs can be relied upon. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period. A diagnostic distribution is required along with a count of ASRs withdrawn at ~~BellSouth's~~AT&T's request due to a lack of ~~BellSouth~~AT&T facilities or otherwise.

Calculation Methodology

Percent Meeting Performance Standard:

- [Count FOCs received where (FOC Receipt Date – ASR Received Date) < = Performance Standard] / Total FOCs received during reporting period x 100

FOC Receipt - Distribution:

- (FOC Receipt Date – ASR Received Date), for each FOC received during reporting period, distributed by:

  0 days, >0 - <=1day, >0 day - <=2 days, >0 day - <= 5 days, > 2 days - <= 10 days, > 10 days

ASRs Withdrawn at ~~BellSouth~~AT&T Request due to a lack of ~~BellSouth~~AT&T Facilities or Otherwise:

- Count of ASRs, which have not yet received a FOC, Withdrawn at ~~BellSouth's~~AT&T's Request, during the current reporting period, due to a lack of ~~BellSouth~~AT&T facilities or otherwise

Business Rules

1. Counts are based on each instance of a FOC received from ~~BellSouth.~~AT&T. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)

- DS3 (Optical OCn)

Performance Standard

- Percent FOCs Received within Standard .....- DS0 >= 98.0% within 2 business days
  - DS1 >= 98.0% within 2 business days
  - DS3 >= 98.0% within 5 business days
  - OCn - ICB (Individual Case Basis)
- FOC Receipt Distribution .....- Diagnostic
- ASRs Withdrawn at ~~BellSouth's~~AT&T's Request Due to a Lack of ~~BellSouth~~AT&T Facilities or Otherwise.....- Diagnostic

ORDERING

Measurement: SA-2 FOC Receipt Past Due

Description

The FOC Receipt Past Due measure tracks all ASR requests that have not received an FOC from ~~BellSouth~~AT&T within the expected FOC receipt interval, as of the last day of the reporting period and do not have an open, or outstanding, Query/Reject. This measure gauges the magnitude of late FOCs. A distribution of these late FOCs, along with a report of those late FOCs that do have an open Query/Reject, is required for diagnostic purposes.

Calculation Methodology

Percent FOC Receipt Past Due - Without Open Query/Reject:

- Sum of ASRs without a FOC Received, and a Query/Reject is not open, where (End of Reporting Period – ASR Received Date >Expected FOC Receipt Interval) / Total number of ASRs received during reporting period x 100

FOC Receipt Past Due - Without Open Query/Reject - Distribution:

- [(End of Reporting Period – ASR Received date) – (Expected FOC Receipt Interval)] for ASRs without a FOC received and a Query/Reject is not open with the CLEC or IXC Carrier, distributed by:

  0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

Percent FOC Receipt Past Due - With Open Query/Reject:

- Sum of ASRs without a FOC Received, and a Query/Reject is open, where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs received during reporting period x 100

Business Rules

1. All counts are based on the latest ASR request sent to ~~BellSouth.~~AT&T. Where one or more subsequent ASRs have been sent, only the latest ASR would be recorded as Past Due if no FOC had yet been returned.
2. The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent FOC Receipt Past Due - Without Open Query/Reject ...< 2.0 % FOC Receipt Past Due
- FOC Receipt Past Due – Without Open Query/Reject – Distribution - Diagnostic
- Percent FOC Receipt Past Due - With Open Query/Reject .....- Diagnostic

ORDERING

Measurement: SA-3 Offered Versus Requested Due Date

Description

The Offered Versus Desired Due Date measure reflects the degree to which ~~BellSouth~~AT&T is committing to install service on the CLEC or IXC Carrier Desired Due Date (CDDD), when a Due Date desired is equal to or greater than the ~~BellSouth~~AT&T stated interval. A distribution of the delta, the difference between the CDDD and the Offered Date, for these FOCs is required for diagnostic purposes.

Calculation Methodology

Percent Offered with CLEC or IXC Carrier Requested Due Date:

- [Count of ASRs where (FOC Due Date = CDDD] / [Total number of ASRs where (CDDD – ASR Received Date) = >~~BellSouth~~AT&T Stated Interval] x 100

Offered versus Requested Interval Delta – Distribution:

- [(Offered Due Date – CDDD) where (CDDD – ASR Received Date) = > ~~BellSouth~~AT&T Stated Interval] for each FOC received during the reporting period, distributed by:

  0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

Business Rules

1. Counts are based on each instance of a FOC received from ~~BellSouth.~~AT&T. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent Offered with CDDD (where CDDD => ~~BellSouth~~AT&T Stated Interval) = 100%
- Offered versus Requested Interval Delta – Distribution……- Diagnostic
- ~~BellSouth~~AT&T Stated Intervals: To be determined by ~~BellSouth~~AT&T

PROVISIONING

Measurement: SA-4 On Time Performance To FOC Due Date

Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR received. Customer Not Ready (CNR) situations are defined as Customer Not Ready (SR), No Access (SA), Customer Requests a Later Date (SL), and Customer Other (SO) which may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e. measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

Calculation Methodology

Percent on Time Performance to FOC Due Date – With CNR Consideration:

- [(Count of Circuits Completed on or before ~~BellSouth~~AT&T Committed Due Date + Count of Circuits Completed after FOC Due Date with a verifiable CNR code) / (Count of Circuits Completed in Reporting Period)] x 100

Percent on Time Performance to FOC Due Date – Without CNR Consideration:

- [(Count of Circuits Completed on or before ~~BellSouth~~AT&T Committed Due Date) / (Count of Circuits Completed in Reporting Period)] x 100

Note: The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from ~~BellSouth~~AT&T.
2. Selection is based on circuits completed by ~~BellSouth~~AT&T during the reporting period. An ASR may provision more than one circuit and ~~BellSouth~~AT&T may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. ~~BellSouth~~AT&T Completion Date is the date upon which AT&T completes installation of the circuit, as noted on a completion notice to the CLEC or IXC Carrier.
4. Projects are included
5. ~~BellSouth~~ completes installation of the circuit, as noted on a completion notice to the CLEC or IXC Carrier.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of ~~BellSouth~~AT&T that prevents ~~BellSouth~~AT&T from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. ~~BellSouth~~AT&T must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent On Time to FOC Due Date - With CNR Consideration = > 98.0 % On Time
- Percent On Time to FOC Due Date - Without CNR Consideration - Diagnostic

PROVISIONING

Measurement: SA-5 Days Late

Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation. A breakdown of delay days caused by a lack of ~~BellSouth~~AT&T facilities is required for diagnostic purposes.

Calculation Methodology

Average Days Late:

- Σ [Circuit Completion Date–~~BellSouth~~AT&T Committed Due Date (for all Circuits Completed Beyond ~~BellSouth~~AT&T Committed Due Date without a CNR code)] / (Count of Circuits Completed Beyond ~~BellSouth~~AT&T Committed Due Date without a CNR code)

Days Late Distribution:

- Circuit Completion Date –~~BellSouth~~AT&T Committed Due Date (for all Circuits Completed Beyond ~~BellSouth~~AT&T Committed Due Date without a CNR code) distributed by:

  < = 1 day, 0 - < 3 days, >1 - < =5 days, >5 - < =10 days, >10 - < =20 days, >20 - < =30 days, >30 - <=40 days, >40 days

Average Days Late Due to a Lack of ~~BellSouth~~AT&T Facilities:

- Σ [Circuit Completion Date –~~BellSouth~~AT&T Committed Due Date (for all Circuits Completed Beyond ~~BellSouth~~AT&T Committed Due Date without a CNR code and due to a Lack of ~~BellSouth~~AT&T Facilities] / (Count of Circuits Completed Beyond ~~BellSouth~~AT&T Committed Due Date without a CNR code and due to a Lack of ~~BellSouth~~AT&T Facilities)

Business Rules

1. Measures are based on the latest valid ASR received and the associated FOC Due Date received from the ~~BellSouth~~AT&T.
2. Selection is based on circuits completed by ~~BellSouth~~AT&T during the reporting period. An ASR may provision more than one circuit and ~~BellSouth~~AT&T may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of ~~BellSouth~~ AT&T that prevents ~~BellSouth~~ AT&T from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. ~~BellSouth~~ AT&T must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)

- DS3 (Optical OCn)

Performance Standard

- Average Days Late.....< 3.0 Days
- Days Late Distribution..... - Diagnostic
- Average Days Late Due to a Lack of ~~BellSouth~~ AT&T Facilities - Diagnostic

PROVISIONING

Measurement: SA-6 Average Intervals - Requested/Offered/Installation

Description

This measure captures three important aspects of the provisioning process and displays them in relation to each other. The Average CLEC or IXC Carrier Requested Interval, the Average ~~BellSouth~~ AT&T Offered Interval, and the Average Installation Interval, provide a comprehensive view of provisioning, with the ultimate goal of having these three intervals equivalent.

Calculation Methodology

Average CLEC or IXC Carrier Requested Interval:

- Sum (CDDD – ASR Received Date) / Total Circuits Completed during reporting period

Average ~~BellSouth~~ AT&T Offered Interval:

- Sum (FOC Due Date – ASR Received Date) / Total Circuits Completed during reporting period

Average Installation Interval:

- Sum (~~BellSouth~~ AT&T Completion Date – ASR Received Date) / Total Circuits Completed during reporting period

Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from ~~BellSouth~~AT&T.
2. Selection is based on circuits completed by ~~BellSouth~~ AT&T during the reporting period. An ASR may provision more than one circuit and ~~BellSouth~~ AT&T may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. The Average Installation Interval includes all completions.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Average Requested Interval ..... - Diagnostic
- Average Offered Interval ..... - Diagnostic
- Average Installation Interval ..... - Diagnostic

PROVISIONING

Measurement: SA-7 Past Due Circuits

Description

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received a FOC Due Date but the date has passed. Results are separated into those held for ~~BellSouth~~AT&T reasons and those held for CLEC or IXC Carrier reasons (CNRs), with a breakdown, for diagnostic purposes, of Past Due Circuits due to a lack of ~~BellSouth~~AT&T facilities. A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed

Calculation Methodology

Percent Past Due Circuits:

- [(Count of all circuits not completed at the end of the reporting period > 5 days beyond the FOC Due Date, grouped separately for Total ~~BellSouth~~AT&T Reasons, Lack of ~~BellSouth~~AT&T Facility Reasons, and Total CLEC/Carrier Reasons) / (Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period)] x 100

Past Due Circuits Distribution:

- Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by:

  < = 1 day, >1 - < =5 days, 0 days - < = 5 days, >5 - < =10 days, >10 - < =20 days, >20 - < =30 days, >30 - <=40 days, >40 days

Percent Cancellations after FOC Due Date:

- [Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled > FOC Due Date) / (Total circuits Past Due at the end of the previous reporting period)] x 100

Business Rules

1. Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date.
2. An ASR may provision more than one circuit and ~~BellSouth~~AT&T may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all segments are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of ~~BellSouth~~AT&T that prevents ~~BellSouth~~AT&T from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. ~~BellSouth~~AT&T must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Record ASRs

Levels of Disaggregation

- DSO / DS1 / DS3 (Non Optical) / DS3 (Optical OCn)

Performance Standard

- Percent Past Due Circuits - Total ~~BellSouth~~AT&T Reasons.....< 3.0 % > 5 days beyond FOC Due Date
- Percent Past Due Circuits - Due to Lack of ~~BellSouth~~AT&T Facilities - Diagnostic
- Percent Past Due Circuits - Total CLEC Reasons .....- Diagnostic
- Past Due Circuits Distribution.....- Diagnostic
- Percent Cancellation After FOC Due Date.....- Diagnostic

PROVISIONING

Measurement: SA-8 New Installation Trouble Report Rate

Description

New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

Calculation Methodology

Trouble Report Rate Within 30 Calendar Days of Installation:

- [Count (trouble reports within 30 Calendar Days of Installation) / (Total Number of Circuits Installed in the Report Period)] x 100

Business Rules

1. ~~BellSouth~~AT&T Completion Date is the date upon which ~~BellSouth~~AT&T completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
2. The calculation for the following 30 calendar days is based on the creation date of the trouble ticket.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ~~BellSouth~~AT&T trouble reports associated with administrative service
- Tickets used to track referrals of misdirected calls
- CLEC or IXC Carrier requests for informational tickets

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)
- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

Performance Standard

- New Installation Trouble Report Rate.....< = 1.0 trouble reports per 100 circuits installed

MAINTENANCE & REPAIR

Measurement: SA-9 Failure Rate

Description

Failure Rate measures the overall quality of the circuits being provided by the ~~BellSouth~~AT&T and is calculated by dividing the number of troubles resolved during the reporting period by the total number of "in service" circuits, at the end of the reporting period, and is then annualized.

Calculation Methodology

Failure Rate – Annualized:

Failure Rate = (a / b)*100

- a = Count of trouble reports resolved during a report period
- b = Number of circuits in service at the end of the report period

Failure Rate Annualized = (c / d)*100

- c = Average count of trouble reports closed per month during the past 12 months
- d = Average number of circuits in service per month for the past 12 months

Business Rules

1. A trouble report/ticket is any record (whether paper or electronic) used by ~~BellSouth~~AT&T for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when ~~BellSouth~~AT&T issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ~~BellSouth~~AT&T trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical Ocn)

Performance Standard

- Failure Rate Annualized.....- Below DS3 <= 10.0%
  - DS3 and Above <= 10.0%

MAINTENANCE & REPAIR

Measurement: SA-10 Mean Time to Restore

Description

The Mean Time To Restore interval measures the promptness in restoring circuits to operating levels when a problem or trouble is received by ~~BellSouth.~~AT&T. Calculation is the elapsed time from the CLEC or IXC Carrier submission of a trouble report to ~~BellSouth~~AT&T to the time ~~BellSouth~~AT&T closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer, CLEC, or IXC Carrier caused delays. A breakdown of the percent of troubles outstanding greater than 24 hours, and the Mean Time to Restore of those troubles recorded as NTF / Test OK, is required for diagnostic purposes.

Calculation Methodology

Mean Time To Restore:

- Σ [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Received by ~~BellSouth~~AT&T) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period)]

% Out of Service Greater than 24 hrs:

- [Count of Troubles where (Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Received by ~~BellSouth~~AT&T) – (Customer Hold Times) is > 24 hrs / (Count of Trouble Tickets Resolved in Reporting Period)] x 100

Mean Time To Restore – NTF / Test OK:

- Σ [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier as NTF /Test OK – Date and Time of Trouble Ticket Referred to ~~BellSouth~~AT&T) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period as NTF /Test OK)]

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by ~~BellSouth~~AT&T for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
3. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as "subsequent" (an additional report on an already open ticket).
4. "Restore" means to return to the expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is "resolved" when ~~BellSouth~~AT&T issues notice to the CLEC or IXC Carrier that the customer's service is restored to operating parameters.
5. Customer Hold Time or Delayed Maintenance Time resulting from verifiable situations of no access to the end user's premises, or other CLEC or IXC Carrier caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ~~BellSouth~~AT&T trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Trouble tickets created for tracking and/or monitoring circuits
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Mean Time to Restore .....- Below DS3 <= 2.0 Hours
  - DS3 and Above <= 1.0 Hour
- % Out of Service > 24 Hrs .....- Diagnostic
- Mean Time to Restore –NTF/ Test OK .....- Diagnostic

MAINTENANCE & REPAIR

Measurement: SA-11 Repeat Trouble Report Rate

Description

The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report.

Calculation Methodology

Repeat Trouble Report Rate:

- [(Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days)] / (Number of Reports in the Report Period) x 100

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by ~~BellSouth~~AT&T for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when ~~BellSouth~~AT&T issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as NTF/TOK, then the second trouble must be counted as a repeat trouble report if it is resolved to ~~BellSouth~~AT&T reasons.
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ~~BellSouth~~AT&T trouble reports associated with administrative service
- Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standards

- Repeat Trouble Report Rate.....- Below DS3 <= 6.0%
  - DS3 and Above <= 3.0%

GLOSSARY

Term	Definition
Access Service Request (ASR)	A request to ~~BellSouth~~AT&T to order new service, or request a change to existing service, which provides access to the local exchange company's network, under terms specified in the local exchange company's special or switched access tariffs.
Business Days	Monday through Friday excluding holidays
CDDD	Customer Desired Due Date
Customer Not Ready (CNR)	A verifiable situation beyond the normal control of ~~BellSouth~~AT&T that prevents ~~BellSouth~~AT&T from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready.
(SA)	No access to subscriber premises
(SR)	Customer Not Ready
(SL)	Customer Requests Later Date
(SO)	Customer Other
Facility Check	A pre-provisioning check performed by ~~BellSouth~~AT&T, in response to an access service request, to determine the availability of facilities and assign the installation date.
Firm Order Confirmation (FOC)	The notice returned from ~~BellSouth~~AT&T, in response to an Access Service Request from a CLEC or IXC Carrier that confirms receipt of the request, that a facility has been made, and that a service request has been created with an assigned due date.
NTF	No Trouble Found
Unsolicited FOC	An Unsolicited FOC is a supplemental FOC issued by ~~BellSouth~~AT&T to change the due date or for other reasons, although no change to the ASR was requested by the CLEC or IXC Carrier.
Project	Service requests that exceed the line size and/or level of complexity that would allow the use of standard ordering and provisioning processes.
Query/Reject	~~BellSouth~~AT&T response to an ASR requesting clarification or correction to one or more fields on the ASR before an FOC can be issued.
Repeat Trouble	Trouble that reoccurs on the same telephone number/circuit ID within 30 calendar days
Supplement ASR	A revised ASR that is sent to change due dates or alter the original ASR request. A "Version" indicator related to the original ASR number tracks each Supplement ASR.
TOK	Test OK

Symbols Used In Calculations

Σ
A mathematical symbol representing the sum of a series of values following the symbol.

-
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.

EXHIBIT B

DOCKET NO. 2001-209-C

DATE OF FILING: 10-27-10

SOUTH CAROLINA SEEM ADMINISTRATIVE PLAN

South Carolina Plan
Version ~~2.06~~3.00

Effective Date: ~~July 3, 2010~~ TBD

~~Note: This SEEM Administrative Plan version is issued to reflect the OSS architecture changes implemented on July 3, 2010.~~

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Administrative Plan

1 Scope

1.1 This Administrative Plan (Plan) includes Service Quality Measurements (SQM) with corresponding Self Effectuating Enforcement Mechanisms (SEEM) to be implemented by AT&T pursuant to Order No. TBD issued on TBD by the Public Service Commission of South Carolina (the "Commission") in Docket No. 2001-209-C, and as confirmed by Consummating Order No. TBD, issued by the Commission on TBD.

~~1.1 This Administrative Plan (Plan) includes Service Quality Measurements with corresponding Self Effectuating Enforcement Mechanisms to be implemented by BellSouth pursuant to the Order issued by the Public Service Commission of South Carolina (the "Commission") in Docket No. 2001-209-C.~~

1.2 Upon the Effective Date of this Plan, all appendices referred to in this Plan will be located on the ~~BellSouth Performance Measurement Reports~~AT&T performance measurement website at~~:~~ http~~s~~://pmap.~~bellsouth~~wholesale.att.com.

2 Reporting

2.1 In providing services pursuant to the Interconnection Agreements between ~~BellSouth~~AT&T and each CLEC, ~~BellSouth~~AT&T will report its performance to each CLEC in accordance with ~~BellSouth's SQMs~~AT&T's SQM and pay remedies in accordance with the applicable SEEM, which are posted on the ~~Performance Measurement Reports~~AT&T performance measurement website.

~~2.2 BellSouth will make performance reports available to each CLEC on a monthly basis. The reports will contain information collected in each performance category and will be available to each CLEC via the Performance Measurements Reports website. BellSouth will also provide electronic access to the raw data underlying the SQMs.~~

~~2.3 Final validated SQM reports will be posted no later than the last day of the month following the data month in which the activity is incurred, or the first business day thereafter. Final validated SQM reports not posted by this time will be considered late.~~

2.4~~2~~ Final validated SEEM reports will be posted on the ~~Performance Measurements Reports~~AT&T performance measurement website on the 15th of the month, following the posting of final validated SQM reports for that data month or the first business day thereafter.

~~2.5 BellSouth shall pay penalties to the Commission, in the aggregate, for all late SQM and SEEM reports in the amount of $2000 per day. Such payment shall~~

be made to the Commission or its designee within fifteen (15) calendar days of the end of the reporting month in which the late publication of the report occurs.

2.6 BellSouth shall pay penalties to the Commission, in the aggregate, for all reposted SQM and SEEM reports in the amount of $400 per day. The circumstances which may necessitate a reposting of SQM reports are detailed in Appendix F, Reposting of Performance Data and Recalculation of SEEM Payments. Such payments shall be made to the Commision or its designee within fifteen (15) calendar days of the final publication date of the report or the report revision date.

2.7 Tier II SEEMS payments and Administrative fines and penalties for late and reposted reports will be sent to the Commission. Checks and the accompanying transmittal letter will be postmarked on or before the 15th of the month or the first business day thereafter, when the 15th falls on a non-business day.

2.83 BellSouthAT&T shall retain the performance measurement raw data files for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

2.94 BellSouthAT&T will provide documentation of late and reposted SQM and SEEM Rreports during the reporting month that the data is posted to the website. These notations may be viewed on the Performance Measurements website from the PMAP home page on the Current Month Updates link.

3 Review of Measurements and Enforcement Mechanisms

3.1 BellSouth will participate in annual review cycles. A collaborative work group, which will include BellSouth, interested CLECs and the Commission will review the Performance Assessment Plan for additions, deletions or other modifications.Review of Measurements

A workshop and/or conference shall be organized and held periodically or at the request of either party for the purpose of evaluating the existing remedies and determining whether any remedies should be deleted, modified or any new remedies added. Provided however, no new remedies shall be added which are already governed by existing remedies. A CLEC may actively participate in this periodic workshop with AT&T, other CLECs, and state regulatory authority representatives.

3.1.1 Administrative Changes

AT&T may make administrative changes that do not substantively change the SEEM Plan. Such changes are excluded from the periodic review process noted above. AT&T will provide written notice to the Commission

regarding all administrative changes. An administrative change is one that corrects typographical, spelling, grammatical, or computational errors, updates website addresses and incorporates modifications to architecture implemented in an OSS release following the approved Change Management process. Administrative changes will not change the intent or the plan language of the document.

3.2 In the event a dispute arises regarding the ordered modification or amendment to the SQMs or SEEMs, the parties will refer the dispute to the Public Service Commission of South Carolina.

4 Enforcement Mechanisms

4.1 Definitions

4.1.1 *Enforcement Measurement Elements* – performance measurements identified as SEEM measurements within the SEEM Plan.

4.1.2 *Enforcement Measurement Benchmark compliance* – level of performance established by the Commission used to evaluate the performance of ~~BellSouth~~AT&T for CLECs where no analogous retail process, product or service is feasible.

4.1.3 *Enforcement Measurement Retail Analog compliance* – comparing performance levels provided to ~~BellSouth~~AT&T retail customers with performance levels provided by ~~BellSouth~~AT&T to the CLEC customer for measures where retail analogs apply.

4.1.4 *Test Statistic and Balancing Critical Value* – means by which enforcement will be determined using ~~statistically valid equations.~~statistical methods. The Test Statistic and Balancing Critical Value are set forth in Appendices C, D, and E of this Plan.

4.1.5 *Cell* – grouping of transactions at which like-to-like comparisons are made. For example, all ~~BellSouth~~AT&T retail ~~(POTS)~~ services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to CLEC resold services for residential customers, requiring a dispatch, in the same wire center, at a similar point in time. When determining compliance, these cells can have a positive or negative Test Statistic. See Appendices C, D and E of this Plan.

4.1.6 *Delta, Psi ~~and~~, Epsilon, and Lambda* – measures of the meaningful difference between ~~BellSouth~~AT&T performance and CLEC performance. For individual CLECs, the Delta (δ) value shall be 0.5 and for the CLEC

aggregate the Delta value shall be 0.35. The value for Psi (ψ) shall be 3 for individual CLECs and 2 for the CLEC aggregate. The value for Epsilon (ε) will be 2.5 for both individual CLECs and the CLEC aggregate. The value of Lambda (λ) shall be 1 for both individual CLECs and the CLEC aggregate.

4.1.7 *Tier-1 Enforcement Mechanisms* – self-executing fees paid directly to each CLEC when ~~BellSouth~~AT&T delivers non-compliant performance of any one of the Tier-1 Enforcement Measurement Elements for any month as calculated by ~~BellSouth.~~AT&T.

~~4.1.8 *Tier-2 Enforcement Mechanisms* – fees paid directly to the Public Service Commission of South Carolina or its designee. Tier-2 Enforcement Mechanisms are triggered by three consecutive monthly failures at the submetric level in which BellSouth performance is out of compliance or does not meet the benchmarks for the aggregate of all CLEC data.~~

4.1.~~9~~8 *Affiliate* – person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term "own" means to own an equity interest (or the equivalent thereof) of more than 10 Percent.

4.1.~~10~~9 *Affected Volume* – that quantity of the total impacted CLEC volume or CLEC Aggregate volume for which remedies will be paid.

4.1.~~11~~10 *Cell Ranking* – placing cells in rank order from highest to lowest, where the cell with the most negative ~~z-score~~Z-Score is ranked highest and the cell with the least negative ~~z-score~~Z-Score is ranked lowest.

4.1.~~12~~11 *Cell Correction* – method for determining the quantity of transactions to be remedied, referred to as "affected volume," wherein the cell-level ~~modified z-score~~Z-Score for the highest ranked cell is first changed to zero ("corrected") and then the next highest, progressively, until the overall level truncated ~~z-score~~Z-Score is equal to the Balancing Critical Value or zero as required by the ~~Fee Schedule.~~Remedy Calculation Procedures. Either all of the transactions in a corrected cell~~s~~ are remedied or a prorated share (determined through interpolation) ~~are~~is remedied.

4.2 Application

4.2.1 The application of the Tier-1~~ and Tier-2~~ Enforcement Mechanisms does not foreclose other legal and regulatory claims and remedies available to each CLEC.

4.2.2 Payment of any Tier-1~~ or Tier-2~~ Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or

culpability in any legal, regulatory or other proceeding relating to ~~BellSouth's~~AT&T's performance and the payment of any Tier-1 ~~or Tier-2~~ Enforcement Mechanisms shall not be used as evidence that ~~BellSouth~~AT&T has not complied with or has violated any state or federal law or regulation.

4.3 Methodology

4.3.1 Tier-1 Enforcement Mechanisms will be triggered by ~~BellSouth's~~AT&T's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmark~~s~~ for each CLEC for the State of South Carolina for a given Enforcement Measurement Element in a given month. Enforcement Measurement Compliance is based upon a Test Statistic and Balancing Critical Value calculated by ~~BellSouth~~AT&T utilizing ~~BellSouth~~AT&T generated data. The method of calculation is set forth in Appendices C, D, and E of this Plan.

4.3.1.1 All OCNs and ACNAs for individual CLECs will be consolidated for purposes of calculating transaction-based failures.

4.3.1.2 When a measurement has five or more transactions for the CLEC, calculations will be performed to determine remedies according to the methodology described in the remainder of this document.

4.3.1.3 Tier-1 Enforcement Mechanisms apply on a per transaction basis and will escalate based upon the number of consecutive months that fail for each Enforcement Mechanism Element for which ~~BellSouth~~AT&T has reported non-compliance. Failures beyond Month 6 will be subject to Month 6 fees. All transactions for an individual CLEC will be consolidated for purposes of calculating Tier-1 Enforcement Mechanisms.

4.3.1.4 For submetrics that are assessed based on Enforcement Measurement Retail Analog compliance criteria, the fee paid for a particular submetric that failed at the Tier~~—~~-1 level will be differentiated based on two criteria. First, the Tier~~–~~-1 fee paid will be based on whether the same submetric that failed at the Tier~~–~~-1 level (CLEC-specific) also failed at the CLEC aggregate level in the same month. Second, the Tier-1 fee paid will be based on whether the transactions in the cells to be remedied correct the overall truncated ~~z~~Z-~~score~~ Score from the region below the Balancing Critical Value ("BCV") to the BCV or from the BCV to zero. Depending on which of these criteria apply, a different multiplier will be applied to the Fee Schedule (shown in Appendix A, Table 1: Fee Schedule for Tier~~—~~-1 Per Transaction Fee Determination) to

determine the amount of the Tier-1 payments. The chart below shows the applicable multipliers:

CLEC Aggregate Performance	Per Transaction Fee Below BCV	Per Transaction Fee Between BCV and 0
Passes	(Fee)*(3/2)	(Fee)*(1/3)
Fails	(Fee)*(3)	(Fee)*(2/3)

No multiplier applies for the Billing Invoice Accuracy measure.

4.3.1.5 For submetrics that are assessed based on Enforcement Measurement Benchmark compliance criteria the fee paid for a particular submetric that failed at the Tier-1 level will be differentiated based on whether the same submetric that failed at the Tier-1 level (CLEC-specific) also failed at the CLEC aggregate level in the same month. A different multiplier will be applied to the Fee Schedule (shown in Appendix A, Table 1: Fee Schedule for Tier-1 Per Transaction Fee Determination) to determine the amount of the Tier-1 payments. The chart below shows the applicable multipliers:

CLEC Aggregate Performance	Per Transaction Fee
Passes	(Fee)*(3/2)
Fails	(Fee)*(5/2) for Ordering and Flow Through (Fee)*(3) for all other benchmark measures

~~4.3.2 Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State of South Carolina for given Enforcement Measurement Elements for three consecutive months. The method of calculation is set forth in Appendices C and D of this Plan.~~

~~4.3.2.1 Tier- 2 Enforcement Mechanisms apply, for an aggregate of all CLEC data generated by BellSouth, on a per transaction basis for each Enforcement Mechanism Element for which BellSouth has reported non-compliance.~~

~~4.3.2.2 The fee paid for a particular submetric that failed at the Tier 2 level will be as shown in Appendix A, Table 2.~~

4.3.~~3~~2 The Market Penetration Adjustments will be applied based on the following provisions to enhance competition for nascent products. In order to ensure

parity and benchmark performance where CLECs order low volumes of advanced and nascent services, ~~BellSouth~~AT&T will make additional Tier-1 ~~and Tier 2~~ payments where performance standards for the following measures are not met, if the measurement applies to the nascent service.

- Percent Missed Installation Appointments
- Average Completion Interval
- Missed Repair Appointments
- Maintenance Average Duration
- Average Response Time for Loop Make-up-Response Time-Electronic Information

4.3.~~3~~2.1 These additional payments will only apply when there are more than 10 and less than 100 average units in service statewide for the preceding three-month period. The additional payments in the form of a market penetration adjustment will be made if ~~BellSouth~~AT&T fails to provide parity for the above measurements as determined by the use of the Truncated Z- test and the balancing critical value or fails to meet the established benchmark.

4.3.~~3~~2.2 ~~BellSouth~~AT&T shall calculate the new Tier-1 ~~and Tier 2~~ payments, which include the market penetration adjustment by applying the normal method of calculating affected volumes as ordered by the Commission and trebling the normal Tier-1 ~~and Tier 2~~ remedy.

4.3.2.3~~.3~~ If, for the three months of data, there were 100 observations or more on average for the sub-metric, then no additional payments under this market penetration adjustment provision will be made. Further, market penetration adjustments shall no longer apply if 24 months have elapsed since the first unit of the nascent service was installed.

4.3.~~3~~2.4 CLECs may file a petition with the Commission in order to add a service to the list of services for which the market penetration adjustment may apply.

4.3.~~3~~2.5 Any payments made under this market penetration adjustment provision are subject to the Absolute Cap set by the Commission.

4.3.~~4~~3 For Tier-1 ~~and Tier 2~~ evaluations, the retail analog or benchmark ~~are~~is the same as for the SQM. See the SQM for SEEM retail analogs and benchmarks.

4.4 Payment of Tier-1 ~~and Tier 2~~ Amounts

4.4.1 If ~~BellSouth~~AT&T performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to a CLEC~~ or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission or its designee, BellSouth~~, AT&T shall make payment in the required amount on the day upon which the final validated SEEM reports are posted on the ~~Performance Measurements Reports~~AT&T website as set forth in Section ~~-~~2.4 above.

4.4.2 For each day after the due date that ~~BellSouth fails to pay~~AT&T pays a CLEC less than the required ~~amount, BellSouth~~Tier-1 remedy, AT&T will pay the CLEC 6% simple interest per annum~~.~~ on the difference between the required amount and the amount previously paid. The underpayment and interest will be paid to the CLEC in the next month's payment cycle.

~~4.4.3 For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Commission an additional $1,000 per day.~~

4.4.~~4~~3 If a CLEC disputes the amount paid ~~-~~for Tier-1 Enforcement Mechanisms, the CLEC shall submit a written claim to ~~BellSouth~~AT&T within sixty (60) days after the payment date. ~~BellSouth~~AT&T shall investigate all claims and provide the CLEC written findings within thirty (30) days after receipt of the claim. If ~~BellSouth~~AT&T determines the CLEC is owed additional amounts, ~~BellSouth~~AT&T shall pay the CLEC such additional amounts within thirty (30) days after its findings along with 6% simple interest per annum.

~~4.4.5 For Tier-2 Enforcement Mechanisms, if the Commission requests clarification of an amount paid, a written claim shall be submitted to BellSouth within sixty (60) days after the payment date. BellSouth shall investigate all claims and provide the Commission written findings within thirty (30) days after receipt of the claim. If BellSouth determines the Commission is owed additional amounts, BellSouth shall pay such additional amounts within thirty (30) days after its findings along with 12% simple interest per annum.~~

4.4.~~6~~4 Any adjustments for underpayment or overpayment of calculated ~~Tier-1~~Tier-1 ~~and Tier-2~~ remedies will be made consistent with the terms of ~~BellSouth's~~AT&T's Policy On Reposting Of Performance Data and Recalculation of SEEM Payments, as set forth in Appendix F of this document. If any circumstance necessitating remedy adjustments should occur that is not specifically addressed in the Reposting Policy, such adjustments will be made consistent with the terms defined in Paragraph ~~6~~ 7 of the Reposting Policy. ~~("SEEM payments will be subject to recalculations for a maximum of three months in arrears....") unless the South Carolina Commission orders otherwise.~~

4.4.~~7~~5 Any adjustments for underpayment or overpayment will be made in the next month's payment cycle after the recalculation is made. The final current month ~~PARIS~~ reports will reflect the final paid dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

4.4.~~7~~5.1 If a SEEM overpayment is made to a CLEC, and ~~BellSouth's~~AT&T's SEEM liability calculated and payable to that CLEC in the next month's payment cycle is insufficient to offset the amount of overpayment, then within 30 days of ~~BellSouth's~~AT&T's request, the CLEC shall repay the amount necessary to satisfy the remaining SEEM overpayment balance. If the CLEC is unable to repay the overpayment at that time, the CLEC may contact ~~BellSouth~~AT&T for payment arrangements.

4.4.~~8~~6 Where there is a SEEM adjustment, in addition to the submetric, data month(s), and adjustment amount, ~~BellSouth~~AT&T will include an adjustment code on the CLEC specific Tier~~-~~1 ~~or Tier 2 PARIS~~ reports on the ~~PMAP~~AT&T performance measurement website. Then, on a separate document ~~under the Exhibits link~~ on the ~~BellSouth PMAP~~AT&T performance measurement website, this code will be cross-referenced with a brief narrative description of the adjustment. These codes and descriptions will be applicable to all ~~S~~states where an adjustment was applied. If there are multiple adjustment codes, the code explanation document ~~under the Exhibits link~~can be accessed on the AT&T performance measurement website that will contain all of the codes and the narrative descriptions for each code. An explanation of the cause of the adjustment and the data months impacted by the adjustment will be included in the narrative.

4.5 Limitations of Liability

4.5.1 ~~BellSouth~~AT&T will not be obligated to pay Tier-1~~ or Tier-2~~ Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance results from a CLEC's acts or omissions that cause failed or missed performance measures. These acts or omissions include but are not limited to, accumulation and submission of orders at unreasonable quantities or times, failure to follow publicly available procedures, or failure to submit accurate orders or inquiries. ~~BellSouth~~AT&T shall provide each CLEC and the Commission with reasonable notice of, and supporting documentation for, such acts or omissions. Each CLEC shall have 10 business days from the filing of such Notice to advise ~~BellSouth~~AT&T and the Commission in writing of its intent to challenge, through the dispute resolution provisions of this plan, the claims made by ~~BellSouth. BellSouth~~AT&T. AT&T shall not be

obligated to pay any amounts subject to such disputes until the dispute is resolved.

4.5.2 ~~BellSouth~~AT&T shall not be obligated to pay Tier-1 ~~or Tier-2~~ Enforcement Mechanisms (SEEM payments) for non-compliance with a performance measurement if such non-compliance was the result of any ~~event that performance under this SQM/SEEM Plan is~~Force Majeure Event that either directly or indirectly prevented, restricted, or interfered with performance as measured by the SQM/SEEM Plan. Such Force Majeure Events include non-compliance caused by reason of fire, flood, earthquake or like acts of God, wars, revolution, civil commotion, explosion, acts of public enemy, embargo, acts of the government in its sovereign capacity, labor difficulties, including without limitation, strikes, slowdowns, picketing, or boycotts, or any other circumstances beyond the reasonable control and without the fault or negligence of ~~BellSouth. BellSouth~~AT&T. AT&T, upon giving prompt notice to the Commission and CLECs as provided below, shall be excused from such performance on a day-to-day basis to the extent of such prevention, restriction, or interference; provided, however, that ~~BellSouth~~AT&T shall use diligent efforts to avoid or remove such causes of non-performance.

4.5.2.1 To invoke the application of Section 4.5.2 (Force Majeure Event), ~~BellSouth~~AT&T will provide written notice to the Commission and post notification of such filing on AT&T's website wherein ~~BellSouth~~AT&T will identify the Force Majeure Event, the affected measures, and, if applicable, the impacted ~~areas~~wire centers, including affected NPAs and NXXs.

4.5.2.2 No later than ten (10) business days after ~~BellSouth~~AT&T provides written notice in accordance with Section 4.5.2.1 affected ~~parties~~CLECs must file written comments with the Commission to the extent ~~they~~such CLECs have objections or concerns regarding the application of Section 4.5.2. CLECs will be required to show that the relief is not reasonable under the circumstances.

4.5.2.3 ~~BellSouth's~~AT&T's written notice of the applicability of Section 4.5.2 ~~would~~shall be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after ~~BellSouth~~AT&T provides notice in accordance with Section 4.5.2.1. The Commission may require ~~BellSouth~~AT&T to provide a true-up of SEEM fees to affected ~~carriers~~CLECs if a Force Majeure Event declaration (or some portion thereof) is found to be invalid by the Commission after it has taken effect.

4.5.2.4 During the pendency of a Force Majeure Event, ~~BellSouth~~AT&T shall ~~provide~~ file with the Commission ~~with~~ periodic updates of its restoration/recovery progress and efforts as agreed upon between the Commission Staff and ~~BellSouth.~~AT&T. The Commission Staff will consider reasonable requests from affected carriers on such updates' contents and frequency, including the need for weekly progress update reports. Additionally, for Force Majeure events directly impacting a geographic area of the network infrastructure, AT&T will post to the AT&T website (https://clec.att.com/clec/shell.cfm?section=2535) periodic updates of its restoration/recovery progress and efforts. AT&T will post at a minimum for the area where Force Majeure has been declared where applicable; the identity of each wire center and associated NPA/NXXs and the wire centers' color coded Area Dispatch Status report; the total number of AT&T pending service orders; the total number of CLEC pending service orders; the total number of AT&T pending trouble reports; and the total number of CLEC pending trouble reports.

4.5.2.5 The Force Majeure claim will be presumptively valid for a period of sixty (60) calendar days. After sixty (60) calendar days have elapsed, AT&T shall resume compliance with the Enforcement Mechanisms or file for an extension of the relief period. To the extent CLECs have objections or concerns regarding the extension, CLECs must file written comments with the Commission within ten (10) business days from the request of the extension. CLECs will be required to show that the extended period was not reasonable under the circumstances. AT&T's request for extension shall be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after AT&T provides notice in accordance with Section 4.5.2.1 The Commission may require AT&T to provide a true-up of SEEM payments to affected CLECs if a Force Majeure Event (or some portion thereof) is found to be invalid by the Commission after it has taken effect.

4.5.3 In addition to these specific limitations of liability, ~~BellSouth~~AT&T may petition the Commission to consider ~~a waiver~~relief based upon other circumstances.

4.6 Change of Law

4.6.1 Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, ~~BellSouth~~AT&T shall implement such performance

measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Commission, on the date specified by the Commission. If a change of law occurs which may ~~relieve BellSouth's provisioning of a UNE or UNE combination, BellSouth shall Petition~~change AT&T's obligations, parties may petition the Commission within 30 days ~~if it seeks~~ to ~~cease reporting data or paying remedies~~seek changes to the SQM and SEEM plans in accordance with ~~the~~ such change of law. Performance Measurements and remedy plans that have been ordered by the Commission can currently be accessed via the ~~Internet at~~ AT&T performance measurement website.~~http://pmap.bellsouth.com.~~ Should there be any difference between the performance measure and remedy plans on ~~BellSouth's~~AT&T's website and the plans the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

~~4.7 Affiliate Reporting~~

~~4.7.1 BellSouth shall provide monthly results for each metric for each BellSouth CLEC affiliate. Upon request, the Public Service Commission of South Carolina shall be provided the number of transactions or observations for BellSouth CLEC affiliates. Further, BellSouth shall inform the Commission of any changes regarding non-CLEC affiliates' use of its OSS databases, systems, and interfaces.~~

4.~~8~~7 Enforcement Mechanism Cap

4.~~8~~7.1 ~~BellSouth's~~AT&T's total liability for the payment of Tier-1 ~~and Tier-2~~ Enforcement Mechanisms shall be collectively and absolutely capped at 36% of net revenues in South Carolina, based upon the most recently reported ARMIS data.

4.~~8~~7.2 If projected payments exceed the state cap, a proportional payment will be made to the respective parties.

4.~~8~~7.3 If ~~BellSouth's~~AT&T's payment of Tier-1~~ and Tier-2~~ Enforcement Mechanisms would have exceeded the cap referenced in this plan, a CLEC may commence a proceeding with the Commission to demonstrate why ~~BellSouth~~AT&T should pay any amount in excess of the cap. The CLEC shall have the burden of proof to demonstrate why, under the circumstances, ~~BellSouth~~AT&T should have additional liability.

4.~~9~~8 Audits

4.~~9~~8.1 ~~BellSouth~~AT&T currently provides CLECs with certain audit rights as a part of their individual interconnection agreements. If ~~requested~~ordered by ~~a~~the Public Service Commission, ~~BellSouth~~AT&T will agree to undergo a SEEM audit. ~~The~~ Unless otherwise agreed between AT&T and the Public Service Commission, the audit should be conducted by an independent third party auditor. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Audits will be conducted under the following specifications:

4.~~9~~8.1.1 The cost of one audit per version of the SEEM plan shall be borne by ~~BellSouth.~~AT&T.

4.~~9~~8.1.2 Should an independent third party auditor be required, it shall be selected by ~~BellSouth~~AT&T and the PSC.

4.~~9~~8.1.3 ~~BellSouth~~AT&T and the PSC shall jointly determine the scope of the audit.

4.~~9~~8.1.4 The PSC may request input regarding selection of the auditor from interested parties.

4.~~9~~8.2 These audits are intended to provide the basis for the PSCs and CLECs to determine that SEEM produces accurate data that reflect~~s~~ each State's Order for performance measurements.

4.~~10~~9 Dispute Resolution

4.~~10~~9.1 Notwithstanding any other provision of the Interconnection Agreement between ~~BellSouth~~AT&T and each CLEC, if a ~~any~~ dispute arises regarding ~~BellSouth's~~AT&T's performance or obligations pursuant to this Plan, ~~BellSouth~~AT&T and the CLEC shall negotiate in good faith for a period of thirty (30) days to resolve the dispute. If at the conclusion of the 30 day period, ~~BellSouth~~AT&T and the CLEC are unable to reach a resolution, then the dispute shall be resolved by the Commission.

4.~~11~~10 Regional ~~and State~~ Coefficients

Some metrics are calculated for the entire ~~BellSouth~~AT&T Southeast region, rather than by state. Where these metrics are a Tier~~-~~-1 SEEM submetric, a regional coefficient is calculated to determine the amount of the ~~penalty~~remedy for the CLEC in each state. For example, the Acknowledgement Completeness Measurement can be measured for an individual CLEC, but only at the regional level. In several states it is also a Tier~~-~~-1 SEEM submetric. Thus, if there is a failure in this measurement for a CLEC, it is necessary to determine the amount of ~~penalty~~remedy for the CLEC in each state. A Regional Coefficient is used to do this. (Appendix E, Section E.~~6~~4 describes the method of calculating the Regional Coefficients.) The amount of ~~Tier 1 penalty~~remedy for the CLEC in a state is determined by multiplying the regional affected volume by the Coefficient for the state and by the state fee.

~~A state coefficient is calculated to split Tier 2 payments for regional metrics among states by submetric.~~

Appendix A: Fee Schedule

Table 1: Fee Schedule for Tier-1 Per Transaction Fee Determination

Performance Measure	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
OSS/Pre-Ordering	$10.00	$15.00	$24.00~~$20.00~~	$30.00~~$25.00~~	$36.00~~$30.00~~	$42.00~~$35.00~~
Service Order Accuracy	$20.00	$20.00	$24.00~~$20.00~~	$24.00~~$20.00~~	$24.00~~$20.00~~	$24.00~~$20.00~~
Flow Through - Business	$40.00	$45.00	$60.00~~$50.00~~	$66.00~~$55.00~~	$72.00~~$60.00~~	$78.00~~$65.00~~
Flow Through - LNP	$40.00	$45.00	$67.50	$74.25	$81.00	$87.75
Flow Through - Residence	$40.00	$45.00	$67.50	$74.25	$81.00	$87.75
Flow Through – UNE-L	$40.00	$45.00	$60.00	$66.00	$72.00	$78.00
FOCT – Fully Mechanized	$20.00	$25.00	$36.00	$42.00	$48.00	$54.00
FOCT – Partially Mechanized	$20.00	$25.00	$40.50	$47.25	$54.00	$60.75
FOCT - Email	$20.00	$25.00	$36.00	$42.00	$48.00	$54.00
FOCT – IC Trunks	$20.00	$25.00	$36.00	$42.00	$48.00	$54.00
Ordering – All Other Metrics	$20.00	$25.00	$36.00~~$30.00~~	$42.00~~$35.00~~	$48.00~~$40.00~~	$54.00~~$45.00~~
Provisioning – Resale	$40.00	$50.00	$84.00~~$70.00~~	$120.00~~$100.00~~	$156.00~~$130.00~~	$240.00~~$200.00~~
Provisioning – UNE	$115.00	$130.00	$174.00~~$145.00~~	$192.00~~$160.00~~	$228.00~~$190.00~~	$276.00~~$230.00~~
Provisioning – IC Trunks	$25.00	$30.00	$60.75	$87.75	$108.00	$168.75
Provisioning - LNP	$115.00	$190.00	$462.00	$552.00	$642.00	$738.00
Maintenance and Repair – Resale	$40.00	$50.00	$84.00~~$70.00~~	$120.00~~$100.00~~	$156.00~~$130.00~~	$240.00~~$200.00~~
Maintenance and Repair – UNE	$115.00	$130.00	$174.00~~$145.00~~	$192.00~~$160.00~~	$228.00~~$190.00~~	$276.00~~$230.00~~
Maintenance and Repair – IC Trunks	$25.00	$30.00	$54.00	$78.00	$96.00	$150.00
~~LNP~~	~~$115.00~~	~~$190.00~~	~~$385.00~~	~~$460.00~~	~~$535.00~~	~~$615.00~~
Billing – BIA (see Note 1)	2%	2%	2%	2%	2%	2%
Billing – BIT	$7.00	$7.00	$7.00	$7.00	$7.00	$7.00
Billing – BUDT (see Note 2)	$0.046	$0.046	$0.046	$0.046	$0.046	$0.046
Billing – BEC (see ~~note~~ Note 3)	$0.07	$0.07	$0.07	$0.07	$0.07	$0.07
~~IC Trunks (~~Trunk Group Performance~~)~~	$25.00	$30.00	$54.00~~$45.00~~	$78.00~~$65.00~~	$96.00~~$80.00~~	$150.00~~$125.00~~
Collocation	$3,165	$3,165	$3,165	$3,165	$3,165	$3,165

Note 1: Reflects percent interest to be paid on adjusted amounts.
Note 2: Amount paid per 1000 usage records.
Note 3: Amount paid per dispute.

~~Table 2: Tier 2 Per Transaction Fee Determination~~

~~Measure~~	~~Retail Analogs~~		~~Benchmarks~~
	~~Between BCV and 0~~	~~Below BCV~~	
~~OSS/Pre Ordering (note 1)~~	~~$6~~	~~-~~	~~$30~~
~~Ordering~~	~~-~~	~~-~~	~~$60~~
~~Service Order Accuracy~~	~~-~~	~~-~~	~~$60~~
~~Flow Through~~	~~-~~	~~-~~	~~$120~~
~~Provisioning – Resale~~	~~$26~~	~~$120~~	~~-~~
~~Provisioning – UNE~~	~~$76~~	~~$345~~	~~$345~~
~~Maintenance and Repair – Resale~~	~~$26~~	~~$120~~	~~-~~
~~Maintenance and Repair – UNE~~	~~$76~~	~~$345~~	~~-~~
~~LNP~~	~~$36~~	~~$165~~	~~-~~
~~Billing – BIA (note 1)~~	~~1.3%~~	~~-~~	~~-~~
~~Billing – BIT (note 1)~~	~~$4~~	~~-~~	~~-~~
~~Billing – BUDT (note 1)~~	~~$.03~~	~~-~~	~~-~~
~~Billing – BEC (note 1)~~	~~$0.04~~	~~-~~	~~-~~
~~Change Management~~	~~-~~	~~-~~	~~$1,000~~
~~IC Trunks~~	~~$16~~	~~$75~~	~~$75~~
~~Collocation~~	~~-~~	~~-~~	~~$9,495~~

~~Note 1: The truncated Z does not apply to these measures.~~

Appendix B: SEEM Submetrics

B.1 Tier-1 Submetrics

Item No.	SQM Ref	Tier-1 Submetric
1	LMT	PO-2 Loop Makeup – Response Time – Electronic - Loop
2	AKC	O-2 Acknowledgement Message Completeness - Acknowledgments
3	FT	O-3 Percent Flow-Through Service Requests – Business
4	FT	O-3 Percent Flow-Through Service Requests – LNP
5	FT	O-3 Percent Flow-Through Service Requests – Residence
6	FT	O-3 Percent Flow-Through Service Requests – UNE-L (includes UNE-L with LNP)
7	RI	O-8 Reject Interval – Fully Mechanized
8	RI	O-8 Reject Interval – Partially Mechanized
9	RI	O-8 Reject Interval – ~~Non Mechanized~~Email
10	FOCT	O-9 Firm Order Confirmation Timeliness –- Fully Mechanized
11	FOCT	O-9 Firm Order Confirmation Timeliness –- Partially Mechanized
12	FOCT	O-9 Firm Order Confirmation Timeliness ~~– Non Mechanized~~- Email
13	FOCT	O-9 Firm Order Confirmation Timeliness – Local Interconnection Trunks
14	FOCC	O-11 FOC & Reject Response Completeness – Fully Mechanized
15	FOCC	O-11 FOC & Reject Response Completeness – Partially Mechanized
16	FOCC	O-11 FOC & Reject Response Completeness – ~~Non Mechanized~~Email
17	MIA	P-3 Percent Missed Installation Appointments – Resale POTS
18	MIA	P-3 Percent Missed Installation Appointments – Resale Design
19	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Design
20	MIA	P-3 Percent Missed Installation Appointments – UNE EELS
~~20~~21	MIA	P-3 Percent Missed Installation Appointments – UNE Loops – Non-Design

Item No.	SQM Ref	Tier-1 Submetric
2122	MIA	P-3 Percent Missed Installation Appointments – UNE xDSL and Line Splitting
22	MIA	P-3 Percent Missed Installation Appointments – UNE Line Splitting
23	MIA	P-3 Percent Missed Installation Appointments – LNP Standalone
24	MIA	P-3 Percent Missed Installation Appointments – Local Interconnection Trunks
25	OCI	P-4 Order Completion Interval (OCI) – Resale POTS
26	OCI	P-4 Order Completion Interval (OCI) – Resale Design
27	OCI	P-4 Order Completion Interval (OCI) – UNE Loop Design
28	OCI	P-4 Order Completion Interval (OCI) – UNE Loop Non-Design
29	OCI	P-4 Order Completion Interval (OCI) – UNE xDSL and Line Splitting– without Cconditioning
30	OCI	P-4 Order Completion Interval (OCI) – UNE xDSL and Line Splitting– with Cconditioning
31	OCI	P-4 Order Completion Interval (OCI) – UNE Line Splitting Dispatch
32	OCI	P-4 Order Completion Interval (OCI) – UNE Line Splitting – Non-Dispatch
3331	OCI	P-4 Order Completion Interval (OCI) – Local interconnection Trunks
3432	OCI	P-4 Order Completion Interval (OCI) – UNE EELS
3533	CCI	P-7 Coordinated Customer Conversions – Hot Cut Durations
3634	CCT	P-7A Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
3735	NCDD	P-7D Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date
3836	PPT	P-9 Percent Provisioning Troubles within X days of Service Order CompletionTrouble Rate – Resale POTS
3937	PPT	P-9 Percent Provisioning Troubles within X days of Service Order CompletionTrouble Rate – Resale Design
4038	PPT	P-9 Percent Provisioning Troubles within X days of Service Order CompletionTrouble Rate – UNE Loop and Port CombinationsLoops - Design
4139	PPT	P-9 Percent Provisioning Troubles within X days of Service Order CompletionTrouble Rate – UNE Loops – Non-Design
4240	PPT	P-9 Percent Provisioning Troubles within X days of Service Order CompletionTrouble Rate – UNE Loops – Non-DesignxDSL and Line Splitting
43	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE

Item No.	SQM Ref	Tier-1 Submetric
		xDSL
44	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting – Dispatch
45	PPT	P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting – Non-Dispatch
4641	PPT	P-9 Percent Provisioning Troubles within X days of Service Order CompletionTrouble Rate – Local Interconnection Trunks
4742	SOA	P-11 Service Order Accuracy – Resale
48	SOA	P-11 Service Order Accuracy – UNE
4943	LOOS	P-13B LNP – Percent Out of Service < 60 Minutes - LNP
5044	LAT	P-13C LNP Percent of Time BellSouthAT&T Applies the 10-Digit Trigger Prior to the LNP Order Due Date – LNP – (Standalone)
5145	LDT	P-13D LNP – Disconnect Timeliness (Non-Trigger)
5246	MRA	MR-1 Percent Missed Repair Appointment – Resale POTS
5347	MRA	MR-1 Percent Missed Repair Appointment – Resale Design
5448	MRA	MR-1 Percent Missed Repair Appointment – UNE Loops Design
49	MRA	MR-1 Percent Missed Repair Appointment – UNE EELS
5550	MRA	MR-1 Percent Missed Repair Appointment – UNE Loops Non-Design
5651	MRA	MR-1 Percent Missed Repair Appointment – UNE xDSL and Line Splitting
57	MRA	MR-1 Percent Missed Repair Appointment – UNE Line Splitting
5852	MRA	MR-1 Percent Missed Repair Appointment – Local Interconnection Trunks
5953	CTRR-NPRR	MR-22A Customer Trouble Report Rate Net of Provisioning Troubles and Repeat Reports – Resale POTS
6054	CTRR-NPRR	MR-22A Customer Trouble Report Rate Net of Provisioning Troubles and Repeat Reports – Resale Design
6155	CTRR-NPRR	MR-22A Customer Trouble Report Rate Net of Provisioning Troubles and Repeat Reports – UNE Loops Design
6256	CTRR-NPRR	MR-22A Customer Trouble Report Rate Net of Provisioning Troubles and Repeat Reports – UNE Loops Non-Design
6357	CTRR-NPRR	MR-22A Customer Trouble Report Rate Net of Provisioning Troubles and Repeat Reports – UNE xDSL and Line Splitting

Item No.	SQM Ref	Tier-1 Submetric
6458	CTRR-NPRR	MR-22A Customer Trouble Report Rate – UNE Line SplittingNet of Provisioning Troubles and Repeat Reports – Local Interconnection Trunks
65	CTRR	MR-2 Customer Trouble Report Rate – Local Interconnection Trunks
6659	MAD	MR-3 Maintenance Average Duration – Resale POTS
6760	MAD	MR-3 Maintenance Average Duration – Resale Design
6861	MAD	MR-3 Maintenance Average Duration – UNE Loops Design
62	MAD	MR-3 Maintenance Average Duration – UNE EELS
6963	MAD	MR-3 Maintenance Average Duration – UNE Loops Non-Design
7064	MAD	MR-3 Maintenance Average Duration – UNE xDSL and Line Splitting
71	MAD	MR-3 Maintenance Average Duration – UNE Line Splitting
7265	MAD	MR-3 Maintenance Average Duration – Local Interconnection Trunks
7366	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Resale POTS
7467	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Resale Design
7568	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Design
7669	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Non-Design
7770	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE xDSL and Line Splitting
78	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Line Splitting
7971	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days – Local Interconnection Trunks
8072	OOS	MR-5 Out of Service (OOS) > 24 hours – Resale POTS
8173	OOS	MR-5 Out of Service (OOS) > 24 hours – Resale Design
8274	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loops Design
8375	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Loops Non-Design
8476	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE xDSL and Line Splitting
85	OOS	MR-5 Out of Service (OOS) > 24 hours – UNE Line Splitting
8677	OOS	MR-5 Out of Service (OOS) > 24 hours – Local Interconnection Trunks
8778	BIA	B-1 Invoice Accuracy
8879	BIT	B-2 Mean Time to Deliver Invoices – CRIS

Item No.	SQM Ref	Tier-1 Submetric
8980	BIT	B-2 Mean Time to Deliver Invoices – CABS
9081	BUDT	B-5 Usage Data Delivery Timeliness
9182	BEC	B-10 Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days – State
9283	TGP	TGP Trunk Group Performance
9384	MDD	C-3 Collocation Percent of Due Dates Missed

~~B.2 Tier 2 Submetrics~~

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

~~Item No.~~	~~SQM Ref~~	~~Tier 2 Submetric~~
~~23~~	~~OAAT~~	~~O-12 Average Answer Time – Ordering Centers – CLEC Local Carrier Service Center~~
~~24~~	~~MIA~~	~~P-3 Percent Missed Installation Appointments – Resale POTS~~
~~25~~	~~MIA~~	~~P-3 Percent Missed Installation Appointments – Resale Design~~
~~26~~	~~MIA~~	~~P-3 Percent Missed Installation Appointments – UNE Loops – Design~~
~~27~~	~~MIA~~	~~P-3 Percent Missed Installation Appointments – UNE Loops – Non-Design~~
~~28~~	~~MIA~~	~~P-3 Percent Missed Installation Appointments – UNE xDSL~~
~~29~~	~~MIA~~	~~P-3 Percent Missed Installation Appointments – UNE Line Splitting~~
~~30~~	~~MIA~~	~~P-3 Percent Missed Installation Appointments – LNP Standalone~~
~~31~~	~~MIA~~	~~P-3 Percent Missed Installation Appointments – Local Interconnection Trunks~~
~~32~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – Resale POTS~~
~~33~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – Resale Design~~
~~34~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – UNE Loop Design~~
~~35~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – UNE Loop Non-Design~~
~~36~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – UNE xDSL – without Conditioning~~
~~37~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – UNE xDSL – with Conditioning~~
~~38~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – UNE Line Splitting Dispatch~~
~~39~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – UNE Line Splitting – Non-Dispatch~~
~~40~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – Local interconnection Trunks~~
~~41~~	~~OCI~~	~~P-4 Order Completion Interval (OCI) – UNE EELS~~
~~42~~	~~CCI~~	~~P-7 Coordinated Customer Conversions – Hot Cut Durations~~
~~43~~	~~CCT~~	~~P-7A Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval~~
~~44~~	~~NCDD~~	~~P-7D Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date~~
~~45~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – Resale POTS~~
~~46~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – Resale Design~~

~~Item No.~~	~~SQM Ref~~	~~Tier 2 Submetric~~
~~47~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loop and Port Combinations~~
~~48~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loops – Design~~
~~49~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Loops – Non-Design~~
~~50~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE xDSL~~
~~51~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting – Dispatch~~
~~52~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – UNE Line Splitting – Non-Dispatch~~
~~53~~	~~PPT~~	~~P-9 Percent Provisioning Troubles within X days of Service Order Completion – Local Interconnection Trunks~~
~~54~~	~~SOA~~	~~P-11 Service Order Accuracy – Resale~~
~~55~~	~~SOA~~	~~P-11 Service Order Accuracy – UNE~~
	~~LOOS~~	~~P-13B LNP – Percent Out of Service < 60 Minutes - LNP~~
~~56~~	~~LAT~~	~~P-13C LNP Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date – LNP – (Standalone)~~
~~57~~	~~LDT~~	~~P-13D LNP – Disconnect Timeliness (Non-Trigger)~~
~~58~~	~~MRA~~	~~MR-1 Percent Missed Repair Appointment – Resale POTS~~
~~59~~	~~MRA~~	~~MR-1 Percent Missed Repair Appointment – Resale Design~~
~~60~~	~~MRA~~	~~MR-1 Percent Missed Repair Appointment – UNE Loops Design~~
~~61~~	~~MRA~~	~~MR-1 Percent Missed Repair Appointment – UNE Loops Non-Design~~
~~62~~	~~MRA~~	~~MR-1 Percent Missed Repair Appointment – UNE xDSL~~
~~63~~	~~MRA~~	~~MR-1 Percent Missed Repair Appointment – UNE Line Splitting~~
~~64~~	~~MRA~~	~~MR-1 Percent Missed Repair Appointment – Local Interconnection Trunks~~
~~65~~	~~CTRR~~	~~MR-2 Customer Trouble Report Rate – Resale POTS~~
~~66~~	~~CTRR~~	~~MR-2 Customer Trouble Report Rate – Resale Design~~
~~67~~	~~CTRR~~	~~MR-2 Customer Trouble Report Rate – UNE Loops Design~~

~~Item No.~~	~~SQM Ref~~	~~Tier 2 Submetric~~
~~68~~	~~CTRR~~	~~MR-2 Customer Trouble Report Rate – UNE Loops Non-Design~~
~~69~~	~~CTRR~~	~~MR-2 Customer Trouble Report Rate – UNE xDSL~~
~~70~~	~~CTRR~~	~~MR-2 Customer Trouble Report Rate – UNE Line Splitting~~
~~71~~	~~CTRR~~	~~MR-2 Customer Trouble Report Rate – Local Interconnection Trunks~~
~~72~~	~~MAD~~	~~MR-3 Maintenance Average Duration – Resale POTS~~
~~73~~	~~MAD~~	~~MR-3 Maintenance Average Duration – Resale Design~~
~~74~~	~~MAD~~	~~MR-3 Maintenance Average Duration – UNE Loops Design~~
~~75~~	~~MAD~~	~~MR-3 Maintenance Average Duration – UNE Loops Non-Design~~
~~76~~	~~MAD~~	~~MR-3 Maintenance Average Duration – UNE xDSL~~
~~77~~	~~MAD~~	~~MR-3 Maintenance Average Duration – UNE Line Splitting~~
~~78~~	~~MAD~~	~~MR-3 Maintenance Average Duration – Local Interconnection Trunks~~
~~79~~	~~PRT~~	~~MR-4 Percent Repeat Customer Troubles within 30 Days – Resale POTS~~
~~80~~	~~PRT~~	~~MR-4 Percent Repeat Customer Troubles within 30 Days – Resale Design~~
~~81~~	~~PRT~~	~~MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Design~~
~~82~~	~~PRT~~	~~MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Loops Non-Design~~
~~83~~	~~PRT~~	~~MR-4 Percent Repeat Customer Troubles within 30 Days – UNE xDSL~~
~~84~~	~~PRT~~	~~MR-4 Percent Repeat Customer Troubles within 30 Days – UNE Line Splitting~~
~~85~~	~~PRT~~	~~MR-4 Percent Repeat Customer Troubles within 30 Days – Local Interconnection Trunks~~
~~86~~	~~OOS~~	~~MR-5 Out of Service (OOS) > 24 hours – Resale POTS~~
~~87~~	~~OOS~~	~~MR-5 Out of Service (OOS) > 24 hours – Resale Design~~
~~88~~	~~OOS~~	~~MR-5 Out of Service (OOS) > 24 hours – UNE Loops Design~~
~~89~~	~~OOS~~	~~MR-5 Out of Service (OOS) > 24 hours – UNE Loops Non-Design~~
~~90~~	~~OOS~~	~~MR-5 Out of Service (OOS) > 24 hours – UNE xDSL~~
~~91~~	~~OOS~~	~~MR-5 Out of Service (OOS) > 24 hours – UNE Line Splitting~~
~~92~~	~~OOS~~	~~MR-5 Out of Service (OOS) > 24 hours – Local Interconnection Trunks~~

~~Item No.~~	~~SQM Ref~~	~~Tier 2 Submetric~~
~~93~~	~~BIA~~	~~B-1 Invoice Accuracy~~
~~94~~	~~BIT~~	~~B-2 Mean Time to Deliver Invoices – CRIS~~
~~95~~	~~BIT~~	~~B-2 Mean Time to Deliver Invoices – CABS~~
~~96~~	~~BUDT~~	~~B-5 Usage Data Delivery Timeliness~~
~~97~~	~~BEC~~	~~B-10 Percent Billing Adjustment Requests (BAR) Responded to within 45 Business Days – State~~
~~98~~	~~TGP~~	~~TGP Trunk Group Performance~~
~~99~~	~~MDD~~	~~C-3 Collocation Percent of Due Dates Missed~~
~~100~~	~~NT~~	~~CM-1 Timelines of Change Management Notices – Region~~
~~101~~	~~DT~~	~~CM-3 Timeliness of Documentation Associated with Change – Region~~
~~102~~	~~SEC~~	~~CM-6 Percentage of Software Errors Corrected in "X" Business Days – Region~~
~~103~~	~~CRA~~	~~CM-7 Percentage of Change Requests Accepted or Rejected Within 10 Days – Region~~
~~104~~	~~SCRI~~	~~CM-11 Percentage of Software Change Requests Implemented Within 60 Weeks of Prioritization – Region~~

Appendix C: Statistical Properties and Definitions

The statistical process for testing whether ~~BellSouth's (BST)~~AT&T's wholesale customers (~~alternative local exchange carriers~~Competitive Local Exchange Carriers or CLECs) are being treated equally with ~~BST's~~AT&T's retail customers involves more than a simple mathematical formula. Three key elements need to be considered before an appropriate decision process can be developed. These are the type of:

- Data
- Comparison
- Performance

This section describes the properties of a test methodology and the truncated Z statistic for three types of measures that compare CLEC's performance to AT&T's retail analog.

C.1 Necessary Properties for a Test Methodology

Once the key elements are determined, a test methodology should be developed that complies with the following properties:

- Like-to-Like Comparisons
- Overall Level Test Statistic
- Production Mode Process
- Balancing

C.1.1 Like-to-Like Comparisons

When possible, data should be compared at appropriate levels, e.g. wire center, time of month, dispatched residential, new orders. The testing process should:

- Identify variables that may affect the performance measure
- Record these important confounding covariates
- Adjust for the observed covariates in order to remove potential biases and to make the CLEC and the ILEC units as comparable as possible

C.1.2 Overall Level Test Statistic

Each performance measure of interest should be summarized by one overall test statistic giving the decision maker a rule that determines whether a statistically significant difference exists. The test statistic should have the following properties:

- The method should provide a single

overall index on a standard scale.

- If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done.
- The contribution of each comparison cell should depend on the number of observations in the cell.
- Cancellation between comparison cells should be limited.
- The index should be a continuous function of the observations.

C.1.3 Production Mode Process

The decision system must be developed so that it does not require intermediate manual intervention, i.e., the process must be mechanized to the extent possible.

- Calculations are well defined for possible eventualities.
- The decision process is an algorithm that needs no manual intervention.
- Results should be arrived at in a timely manner.
- The system must recognize that resources are needed for other performance measure-related processes that also must be run in a timely manner.
- The system should be auditable, and adjustable over time.

C.1.4 Balancing

The testing methodology should balance Type I and Type II Error probabilities.

- P (Type I Error) = P (Type II Error) for well-defined null and alternative hypotheses.
- The formula for a test's balancing critical value should be simple enough to calculate using standard mathematical functions, i.e., one should avoid methods that require computationally intensive techniques.
- Little to no information beyond the null hypothesis, the alternative hypothesis, and the number of observations should be required for calculating the balancing critical value.

C.1.5 Measurement Types

The performance measurements that will undergo testing are of three types: mean, proportion, and rate. All three have similar characteristics. Different types of data are used to calculate them. Table C-1 shows the type of data that is used to derive each measurement type.

Table C-1: Measurement Types and Data

Measurement Type	Data Used to Derive Measure
Mean	Interval Measurements
Proportion	Counts
Rate	

C.2 Testing Methodology – The Truncated Z

In summary, many covariates are chosen in order to provide meaningful comparison levels below the submetric level chosen for the parity comparison. This includes such factors as wire center and time of month, as well as order type for provisioning measures. In each comparison cell, a Z statistic is calculated. The form of the Z statistic may vary depending on the performance measure, but it should be distributed approximately as a standard normal, with mean zero and variance equal to one. Assuming that the test statistic is derived so that it is negative when the performance for the CLEC is worse than for the ILEC, a positive truncation is done – i.e. if the result is negative it is left alone, if the result is positive it is changed to zero. A weighted average of the truncated statistics is calculated where a cell's weight depends on the volume of ~~BST~~AT&T and CLEC orders in the cell. The weighted average is standardized by subtracting the weighted theoretical mean of the truncated distribution, and this is divided by the standard error of the weighted average. Summaries based on measurement type are given for the calculation of the cell Z statistic.

Additionally, there are measures that are compared to a retail analog at least in part where cell definitions do not exist that permit assignment of data for these measures to cells so the truncated Z statistic cannot be calculated. The~~r~~se measures are:

- Average ~~Response Interval~~Answer Time (M&R)
- Billing Invoice Accuracy
- ~~Billing Invoice Timeliness~~
- ~~Speed of Answer in the Ordering Center~~
- Mean Time to Deliver Invoices

In addition, there ~~are two measurements~~is one measurement that uses retail results 'plus' (2 seconds for OSS ~~Response Time; 0.5% for Trunk Blocking)~~response time); resulting in a benchmark standard. ~~These measurements are:~~This measurement is OSS ~~Average Response Time &~~ Response Interval (Pre-Ordering~~) and Trunk Group Performance~~/Ordering/Maintenance & Repair.

As an example of one approach taken for a parity measure that does not use the truncated Z methodology, consider the measure Billing Invoice Accuracy. In South Carolina, AT&T calculates results for this measure by subtracting the Absolute Value of Total ~~Related~~ Adjustments during the current month from the Absolute Value of Total

Billed Revenues during the current month then dividing these results by the Absolute Value of Total Billed Revenues during the current month and multiplying these results by 100. The formula is as follows:

*Invoice Accuracy = [(**a – b**)/**a**] x 100*

- **a** = *Absolute Value of Total Billed Revenues during current month*
- **b** = *Absolute Value of Total Billing Related Adjustments during current month*

A numerical example of the ~~penalty~~remedy calculation is given below:

Example:

CLEC DATA

Bill Adjustments	$14,660.00
Total Billed Revenue	$336,529.00

~~BellSouth~~
AT&T DATA

Bill Adjustments	$6,018,969~~,~~.26
Total Billed Revenue	$484,691,922.40

CLEC Invoice Accuracy Ratio = [(~~366~~336,529.00-14,660.00)/~~366~~ 336,529.00] x 100 = ~~96.00~~ 95.64

~~BST~~AT&T Invoice Accuracy Ratio = [(484,691,922.40-6,018,969.26)/ 484,691,922.40] x 100 = 98.75

Thus, the calculated values are:

CLEC Result = 96%

~~BellSouth~~AT&T Result = 98.75%

In South Carolina once it is determined that the ~~BST~~AT&T percent is higher, ~~BellSouth~~AT&T pays the CLEC according to the South Carolina Fee Schedule.

The calculation would be ~~2% of the adjustment = $14,660 x .02 = $293.20.~~the difference in the CLEC Invoice Accuracy Ratio and the AT&T Invoice Accuracy Ratio multiplied by the total CLEC Bill Adjustments. Then multiply the result by 2% (Appendix A: Fee Schedule)

- 98.75%-95.64%=3.11%
- 3.11% x $14,660= $455.92
- $455.92 x 2%= $9.12

C.2.1 Mean Measures

For mean measures, an adjusted, ~~asymmetric~~modified t statistic is calculated for each like-to-like cell that has at least seven ~~BST~~AT&T and seven CLEC transactions. A permutation test is used when one or both of the ~~BST~~AT&T and CLEC sample sizes is less than seven. The adjusted, ~~asymmetric~~modified t statistic and the permutation calculation are described in Appendix D, Statistical Formulas and Technical Description.

C.2.2 Proportion Measures

For performance measures that are calculated as a proportion, in each adjustment cell, the cell Z and the moments for the truncated cell Z can be calculated in a direct manner. In adjustment cells where proportions are not ~~close~~equal to zero or one, and where the sample sizes are reasonably large ($n_{ij}p_{ij}(1-p_{ij}) > 9$), a normal approximation can be used. In this case, the moments for the truncated Z come directly from properties of the standard normal distribution. If the normal approximation is not appropriate, then the Z statistic is calculated from the hypergeometric distribution. In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

C.2.3 Rate Measures

The truncated Z methodology for rate measures has the same general structure for calculating the Z in each cell as proportion measures. For the rate measure ~~customer trouble report rate~~Customer Trouble Report Rate there ~~are~~is a fixed number of access lines in service for the CLEC, b_{2j}, and a fixed number for ~~BST~~AT&T, b_{1j}. The modeling assumption is that the occurrence of a trouble is independent between access lines, and the number of troubles in b access lines follows a Poisson distribution with mean λ~~–~~·b where λ is the probability of a trouble per 1 access line and b (= $b_{1j} + b_{2j}$) is the total number of access lines in service. The exact permutation distribution for this situation is approximated by the binomial distribution (the limit for the hypergeometric distribution) that is based on the total number of ~~BST~~AT&T and CLEC troubles, n, and the proportion of ~~BST~~AT&T access lines in service, $q_j = b_{1j}/b$.

In an adjustment cell, if the number of CLEC troubles is greater than 15 and the number of ~~BST~~AT&T troubles is greater than 15, and $n_{ij}q_{ij}(1-$~~q_{ij}~~$q_j) > 9$, then a normal approximation can be used. In this case, the moments of the truncated Z come directly from properties of the standard normal distribution. Otherwise, if there are very few troubles, the number of CLEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (CLEC plus ~~BST~~AT&T troubles~~.)~~). In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

Appendix D: Statistical Formulas and Technical Descriptions

We start by assuming that the data are disaggregated so that comparisons of CLEC's performance to AT&T's retail analog are made within appropriate classes or adjustment cells that define "like" observations.

D.1 Notation and Exact Testing Distributions

Below, we have detailed the basic notation for the construction of the truncated Z statistic. In what follows the word "cell" should be taken to mean a like-to-like comparison cell that has both at least one ~~(or more)~~ ILEC observation and at least one ~~(or more)~~ CLEC observation.

L =	the total number of occupied cells
j =	1,…,L; an index for the cells
n_{1j} =	the number of ILEC transactions in cell j
n_{2j} =	the number of CLEC transactions in cell j
n_j=	the total number transactions in cell j; n_{1j}+ n_{2j}
X_{1jk} =	Individual ILEC transactions in cell j; k = 1,…, n_{1j}
X_{2jk} =	Individual CLEC transactions in cell j; k = 1,…, n_{2j}
Y_{jk} =	individual transaction (both ILEC and CLEC) in cell j $= \begin{cases} X_{1jk} & k = 1,\ldots,n_{1j} \\ X_{2jk} & k = n_{1j}+1,\ldots,n_j \end{cases}$
$\Phi^{-1}(\,)$ =	the inverse of the cumulative standard normal distribution function

For Mean Performance Measures the following additional notation is needed.

$\bar{X}_{1j}$ = The ILEC sample mean of cell j

$\bar{X}_{2j}$ = The CLEC sample mean of cell j

s_{1j}^2 = The ILEC sample variance in cell j

s_{2j}^2 = The CLEC sample variance in cell j

$\{y_{jk}\}$ = a random sample of size n_{2j} from the set of $Y_{j1},\ldots,Y_{jn_j}$; k = $1,\ldots,n_{2j}$

M_j = The total number of distinct pairs of samples of size n_{1j} and n_{2j}; $=\binom{n_j}{n_{1j}}$

The exact parity test is the permutation test based on the "modified Z" statistic. For large samples, ~~we~~one can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where ~~we~~one cannot avoid permutation calculations, ~~we have found~~it has been determined that the difference between "modified Z" and the textbook "pooled Z" is negligible. ~~We therefore propose to use~~ Therefore the permutation test based on pooled Z for small samples~~.~~ will be used. This decision speeds up the permutation computations considerably, because for each permutation we need only compute the sum of the CLEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the "pooled Z" can be written as

$$PM(t) = P(\sum_k y_{jk} = t) = \frac{\textit{the number of samples that sum to } t}{M_j}$$

and the corresponding cumulative permutation distribution is

$$CPM(t) = P(\sum_k y_{jk} \le t) = \frac{\textit{the number of samples with sum } \le t}{M_j}$$

For Proportion Performance Measures the following notation is defined:

a_{1j} = The number of ILEC cases possessing an attribute of interest in cell j

a_{2j} = The number of CLEC cases possessing an attribute of interest in cell j

a_j = The number of cases possessing an attribute of interest in cell j; $a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is

$$HG(h) = P(H = h) = \begin{cases} \dfrac{\binom{n_{1j}}{h}\binom{n_{2j}}{a_j - h}}{\binom{n_j}{a_j}}, & \max(0, a_j - n_{2j}) \le h \le \min(a_j, n_{1j}) \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative hypergeometric distribution is

$$CHG(x) = P(H \le x) = \begin{cases} 0 & x < \max(0, a_j - n_{2j}) \\ \sum_{h=\max(0, a_j - n_{1j})}^{x} HG(h), & \max(0, a_j - n_{2j}) \le x \le \min(a_j, n_{1j}) \\ 1 & x > \min(a_j, n_{1j}) \end{cases}$$

For Rate Performance Measures, the notation needed is defined as:

b_{1j} = the number of ILEC base elements in cell j

b_{2j} = the number of CLEC base elements in cell j

b_j = the total number of base elements in cell j; $b_{1j} + b_{2j}$

r_{1j} = the ILEC sample rate of cell j; n_{1j} / b_{1j}

r_{2j} = the ILEC sample rate of cell j; n_{2j} / b_{2j}

q_j = the relative proportion of ILEC elements for cell j; b_{1j} / b_j

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is:

$$BN(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1-q_j)^{n_j - k}, & 0 \le k \le n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

$$CBN(x) = P(B \le x) = \begin{cases} 0 & x < 0 \\ \sum_{k=0}^{x} BN(k), & 0 \le x \le n_j \\ 1 & x > n_j \end{cases}$$

D.2 Calculating the Truncated Z

The general methodology for calculating an overall level test statistic is outlined below.

D.2.1 Calculate Cell Weights (W_j)

A weight based on the number of transactions is used so that a cell, which has a larger number of transactions, has a larger weight. The actual weight formula will depend on the type of measure.

Mean Measure

$$W_j = \sqrt{\frac{n_{1j} n_{2j}}{n_j}}$$

Proportion Measure

$$W_j = \sqrt{\frac{n_{2j} n_{1j}}{n_j} \cdot \frac{a_j}{n_j} \cdot \left(1 - \frac{a_j}{n_j}\right)}$$

Rate Measures

$$W_j = \sqrt{\frac{b_{1j} b_{2j}}{b_j} \cdot \frac{n_j}{b_j}}$$

D.2.2 Calculate a Z ~~Value~~ Score (Z_j) for each Cell

A Z statistic with mean 0 and variance 1 is needed for each cell.

If $W_j = 0$, set $Z_j = 0$.

- Otherwise, the actual Z statistic calculation depends on the type of performance measure.

Mean Measure

$$Z_j = \Phi^{-1}(\alpha)$$

where α is determined by the following algorithm.

If the two means are equal and the two variances are zero, set the cell Z-~~s~~-Score to zero.

If $\min(n_{1j}, n_{2j}) > 6$, then determine α as

$$\alpha = P(t_{n_{1j}-1} \le T_j)$$

that is, α is the probability that a Student's t random variable with $n_{1j} - 1$ degrees of freedom, is less than

$$T_j = \begin{cases} t_j + \dfrac{g}{6}\left(\dfrac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j}\, n_{2j}(n_{1j} + n_{2j})}}\right)\left(t_j^2 + \dfrac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}}\right) & t_j \ge t_{\min j} \\ t_j + \dfrac{g}{6}\left(\dfrac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j}\, n_{2j}(n_{1j} + n_{2j})}}\right)\left(t_{\min j}^2 + \dfrac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}}\right) & \text{otherwise} \end{cases}$$

where

$$t_j = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

$$t_{\min j} = \frac{-3\sqrt{n_{1j} n_{2j} n_j}}{g(n_{1j} + 2n_{2j})}$$

and g is the median value of all values of

$$\gamma_{1j} = \frac{n_{1j}}{(n_{1j} - 1)(n_{1j} - 2)} \sum_k \left(\frac{X_{1jk} - \bar{X}_{1j}}{s_{1j}}\right)^3$$

over all cells within the submeasure being tested such that all three conditions stated below are true. ~~If no submeasure cells exist that satisfy these conditions, then g = 0.~~

$$\gamma_{1j} > 0$$

$n_{1j} > 6$

$n_{1j} \geq n_{3q}$ for all values of j, where n_{3q} is the 3rd quartile of all values of n_{1j} in cells where the first two conditions are true.

If no submeasure cells exist that satisfy these conditions, then g = 0.

Note, that t_j is the "modified Z" statistic. The statistic T_j is a "modified Z" ~~corrected~~adjusted for the skewness of the ILEC data.

If $\min(n_{1j}, n_{2j}) \leq 6$, and

- $M_j \leq 1{,}000$ (the total number of distinct pairs of samples of size n_{1j} and n_{2j} is 1,000 or less)
  - Calculate the sample sum for all possible samples of size n_{2j}.
  - Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
  - Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{M_j}$$

- $M_j > 1{,}000$
  - Draw a random sample of 1,000 sample sums from the permutation distribution.
  - Add the observed sample sum to the list. There are a total of 1001 sample sums. Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
  - Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{1001}$$

Proportion Measure

$$Z_j = \frac{n_j\, a_{1j} - n_{1j}\, a_j}{\sqrt{\dfrac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

Rate Measure

$$Z_j = \frac{n_{1j} - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}$$

D.2.3 Obtain a Truncated Z ~~Value~~-Score for each Cell (Z^*_j)

To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z ~~values~~ Scores are set to 0, and negative values are left alone. Mathematically, this is written as

$$Z^*_j = \min(0, Z_j)$$

D.2.4 Calculate the Theoretical Mean and Variance

Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity, $E(Z^*_j|H_0)$ and $Var(Z^*_j|H_0)$. To compensate for the truncation in step 3, an overall, weighted sum of the Z^*_j will need to be centered and scaled properly so that the final overall statistic follows a standard normal distribution.

- If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formula~~e~~s for calculating $E(Z^*_j \mid H_0)$ and $Var(Z^*_j \mid H_0)$ cannot be used. Set both equal to 0.

- If $\min(n_{1j}, n_{2j}) > 6$ for a mean measure, or $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$ for a proportion measure, or $\min(n_{1j}, n_{2j}) > 15$ and $n_j q_j (1-q_j) > 9$ for a rate measure, then

$$E(Z^*_j \mid H_0) = -\frac{1}{\sqrt{2\pi}}$$

and

$$Var(Z^*_j \mid H_0) = \frac{1}{2} - \frac{1}{2\pi}$$

- Otherwise, determine the total number of values for Z^*_j. Let z_{ji} and θ_{ji}, denote the values of Z^*_j and the probabilities of observing each value, respectively.

$$E(Z^*_j \mid H_0) = \sum_i \theta_{ji} z_{ji}$$

and

$$Var(Z^*_j \mid H_0) = \sum_i \theta_{ji} z_{ji}^2 - \left[E(Z^*_j \mid H_0)\right]^2$$

The actual values of the z's and θ's depend~~s~~ on the type of measure.

Mean Measure

$$N_j = \min(M_j, 1{,}000),\ \ i = 1, \ldots, N_j$$

$$z_{ji} = \min\left\{0, \Phi^{-1}\left(1 - \tfrac{R_i - 0.5}{N_j}\right)\right\} \quad \text{where } R_i \text{ is the rank of sample sum } i$$

$$\theta_j = \frac{1}{N_j}$$

Proportion Measure

$$z_{ji} = \min\left\{0, \frac{n_j\, i - n_{1j}\, a_j}{\sqrt{\dfrac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}\right\}, \quad i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$$

$$\theta_{ji} = HG(i)$$

Rate Measure

$$z_{ji} = \min\left\{0, \frac{i - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}\right\}, \quad i = 0, \ldots, n_j$$

$$\theta_{ji} = BN(i)$$

D.2.5 Calculate the Overall Test Statistic (Z^T)

$$Z^T = \frac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* \mid H_0)}{\sqrt{\sum_j W_j^2 \operatorname{Var}(Z_j^* \mid H_0)}}$$

The Balancing Critical Value

There are four key elements of the statistical testing process:

- the null hypothesis, H_0, that parity exists between ILEC and CLEC services
- the alternative hypothesis, H_a, that the ILEC is giving better service to its own customers
- the Truncated Z test statistic, Z^T, and
- a critical value, *c*

The decision rule[1] is

- If $Z^T < c$ then accept H_a.
- If $Z^T \geq c$ then accept H_0.

There are two types of errors possible when using such a decision rule:

- **Type I Error**: (α)Deciding favoritism exists when there is, in fact, no favoritism.
- **Type II Error**: (β)Deciding parity exists when there is, in fact, favoritism.

The probabilities of each type of error are:

- ~~**Type I Error**: $\alpha = P(Z^T < c \mid H_0)$~~
- ~~**Type II Error**: $\beta = P(Z^T \geq c \mid H$~~

$$\alpha = P(Z^T < c \mid H_0)$$

- **Type I Error**:
- **Type II Error**: $\beta = P(Z^T \geq c \mid H_a)$

We want a balancing critical value, c_B, so that $\alpha = \beta$.

It can be shown that.

$$c_B = \frac{\sum_j W_j M(m_j, se_j) - \sum_j W_j \frac{-1}{\sqrt{2\pi}}}{\sqrt{\sum_j W_j^2 V(m_j, se_j)} + \sqrt{\sum_j W_j^2 \left(\frac{1}{2} - \frac{1}{2\pi}\right)}}$$

where

$$M(\mu, \sigma) = \mu \Phi(\tfrac{-\mu}{\sigma}) - \sigma \phi(\tfrac{-\mu}{\sigma})$$

$$V(\mu, \sigma) = (\mu^2 + \sigma^2)\Phi(\tfrac{-\mu}{\sigma}) - \mu \sigma \phi(\tfrac{-\mu}{\sigma}) - M(\mu, \sigma)^2$$

$\Phi(\cdot)$ is the cumulative standard normal distribution function, ~~and~~ $\phi(\cdot)$ is the standard normal density function, and μ and σ are the formal arguments of functions $M(\cdot,\cdot)$ and $V(\cdot,\cdot)$.

[1] This decision rule assumes that a negative test statistic indicates poor service for the CLEC customer. If the opposite is true, then reverse the decision rule.

This formula assumes that Z_j is approximately normally distributed within cell j. When the cell sample sizes, n_{1j} and n_{2j}, are small this may not be true. It is possible to determine the cell mean and variance under the null hypothesis when the cell sample sizes are small. It is much more difficult to determine these values under the alternative hypothesis. Since the cell weight, W_j will also be small (see calculate weights section above) for a cell with small volume, the cell mean and variance will not contribute much to the weighted sum. Therefore, the above formula provides a reasonable approximation to the balancing critical value.

The values of m_j and se_j will depend on the type of performance measure.

Mean Measure

For mean measures, one is concerned with two parameters in each cell, namely, the mean and variance. A possible lack of parity may be due to a difference in cell means, and/or a difference in cell variances. One possible set of hypotheses that capture this notion, and take into account the assumption that transaction are identically distributed within cells is:

H_0: $\mu_{1j} = \mu_{2j}$, $\sigma_{1j}^2 = \sigma_{2j}^2$

H_a: $\mu_{2j} = \mu_{1j} + \delta_j \sigma_{1j}$, $\sigma_{2j}^2 = \lambda_j \sigma_{1j}^2$.

Where $\delta_j > 0$, λ_j ~~-~~> 1, ~~and~~ j = 1,…,L. ~~(where~~ and parameters δ_j and λ_j correspond~~s~~ to the ~~delta~~Delta and Lambda values defined in section 4.1.6 of the Administrative Plan)

Under this form of alternative hypothesis, the cell test statistic Z_j has mean and standard error given by

$$m_j = \frac{-\delta_j}{\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

and

$$se_j = \sqrt{\frac{\lambda_j n_{1j} + n_{2j}}{n_{1j} + n_{2j}}}$$

Proportion Measure

For a proportion measure there is only one parameter of interest in each cell, the proportion of transaction possessing an attribute of interest. A possible lack of parity may be due to a difference in cell proportions. A set of hypotheses that take into account the assumption that transactions are identically distributed within cells while allowing for an analytically tractable solution is:

H_0: $$\frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = 1$$

H_a: $$\frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = \psi_j$$ $\psi_j > 1$ and j = 1,…,L.

~~(where~~Where parameters ψ_j corresponds to the ~~psi~~Psi values defined in section 4.1.6 of the Administrative Plan~~)~~.

These hypotheses are based on the "odds ratio." If the transaction attribute of interest is a missed trouble repair, then an interpretation of the alternative hypothesis is that a CLEC trouble repair appointment is ψ_j times more likely to be missed than an ILEC trouble.

Under this form of alternative hypothesis, the within cell asymptotic mean and variance of a_{1j} are given by[1]

$$E(a_{1j}) = n_j \pi_j^{(1)}$$

$$\mathrm{var}(a_{1j}) = \frac{n_j}{\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}}$$

where

$$\pi_j^{(1)} = f_j^{(1)}\left(n_j^2 + f_j^{(2)} + f_j^{(3)} - f_j^{(4)}\right)$$

$$\pi_j^{(2)} = f_j^{(1)}\left(-n_j^2 - f_j^{(2)} + f_j^{(3)} + f_j^{(4)}\right)$$

$$\pi_j^{(3)} = f_j^{(1)}\left(-n_j^2 + f_j^{(2)} - f_j^{(3)} + f_j^{(4)}\right)$$

$$\pi_j^{(4)} = f_j^{(1)}\left(n_j^2\left(\tfrac{2}{\psi_j} - 1\right) - f_j^{(2)} - f_j^{(3)} - f_j^{(4)}\right)$$

$$f_j^{(1)} = \frac{1}{2n_j^2\left(\frac{1}{\psi_j} - 1\right)}$$

$$f_j^{(2)} = n_j n_{1j}\left(\tfrac{1}{\psi_j} - 1\right)$$

$$f_j^{(3)} = n_j a_j\left(\tfrac{1}{\psi_j} - 1\right)$$

$$f_j^{(4)} = \sqrt{n_j^2\left[4n_{1j}\left(n_j - a_j\right)\left(\tfrac{1}{\psi_j} - 1\right) + \left(n_j + \left(a_j - n_{1j}\right)\left(\tfrac{1}{\psi_j} - 1\right)\right)^2\right]}$$

Recall that the cell test statistic is given by

1 Stevens, W. L. (1951) Mean and Variance of an entry in a Contingency Table. *Biometrica*, 38, 468-470.

$$Z_j = \frac{n_j\, a_{1j} - n_{1j}\, a_j}{\sqrt{\dfrac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

Using the equations above, ~~we see~~it can be shown that Z_j has mean and standard error given by

$$m_j = \frac{n_j^2 \pi_j^{(1)} - n_{1j}\, a_j}{\sqrt{\dfrac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

and

$$se_j = \sqrt{\frac{n_j^3 (n_j - 1)}{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)\left(\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}\right)}}$$

Rate Measure

A rate measure also has only one parameter of interest in each cell, the rate at which a phenomenon is observed relative to a base unit, e.g. the number of troubles per available line. A possible lack of parity may be due to a difference in cell rates. A set of hypotheses that take into account the assumption that transactions are identically distributed within cells is:

H_0: $r_{1j} = r_{2j}$

H_a: $r_{2j} = \varepsilon_j r_{1j}$ $\quad \varepsilon_j > 1$ and $j = 1,\ldots,L$.

~~(where~~Where parameters ε_j corresponds to the ~~e~~Epsilon values defined in section 4.1.6 of the Administrative Plan~~)~~.

Given the total number of ILEC and CLEC transactions in a cell, n_j, and the number of base elements, b_{1j} and b_{2j}, the number of ILEC transaction, n_{1j}, has a binomial distribution from n_j trials and a probability of

$$q_j^* = \frac{r_{1j} b_{1j}}{r_{1j} b_{1j} + r_{2j} b_{2j}}$$

Therefore, the mean and variance of n_{1j}, are given by

$$E(n_{1j}) = n_j q_j^*$$

$$\mathrm{var}(n_{1j}) = n_j q_j^* (1 - q_j^*)$$

Under the null hypothesis

$$q_j^* = q_j = \frac{b_{1j}}{b_j}$$

but under the alternative hypothesis

$$q_j^* = q_j^a = \frac{b_{1j}}{b_{1j} + \varepsilon_j b_{2j}}$$

Recall that the cell test statistic is given by

$$Z_j = \frac{n_{1j} - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}$$

Using the relationships above, ~~we see~~it can be shown that Z_j has mean and standard error given by

$$m_j = \frac{n_j \left(q_j^a - q_j\right)}{\sqrt{n_j q_j (1 - q_j)}} = (1 - \varepsilon_j) \frac{\sqrt{n_j b_{1j} b_{2j}}}{b_{1j} + \varepsilon_j b_{2j}}$$

and

$$se_j = \sqrt{\frac{q_j^a (1 - q_j^a)}{q_j (1 - q_j)}} = \sqrt{\varepsilon_j}\, \frac{b_j}{b_{1j} + \varepsilon_j b_{2j}}$$

D.2.6 Determining the Parameters of the Alternative Hypothesis

In this section we have indexed the alternative hypothesis of mean measures by two sets of parameters, λ_j and δ_j (where ~~δ~~λ_j ~~corresponds~~and δ_j correspond to the ~~delta~~Lambda and Delta values defined in section 4.1.6 of the Administrative Plan section). Proportion measures are indexed by parameter ψ_j and rate measures by ε_j (these parameters correspond to the Psi and Epsilon of section 4.1.6). A major difficulty with this approach is that more than one alternative will be of interest; for example we may consider one alternative in which all the δ_j are set to a common non-zero value, and another set of alternatives in each of which just one δ_j is non-zero, while all the rest are zero. There are very many other possibilities. Each possibility leads to a single value for the balancing critical value; and each possible critical value corresponds to many sets of alternative hypotheses, for each of which it constitutes the correct balancing value.

The formulas we have presented can be used to evaluate the impact of different choices of the overall critical value. For each putative choice, we can evaluate the set of alternatives for which this is the correct balancing value. While statistical science can be used to evaluate the impact of different choices of these parameters, there is not much that an appeal to statistical principles can offer in directing specific choices. Specific choices are

best left to telephony experts. Still, it is possible to comment on some aspects of these choices:

Parameter Choices for λ_j – The set of parameters λ_j index alternatives to the null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to a CLEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z testing which is being recommended here is relatively insensitive to all but very large values of the λ_j. Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen. Therefore, λ_j parameters have been set to 1.

Parameter Choices for δ_j – The set of parameters δ_j are much more important in the choice of the balancing point than was true for the λ_j. The reason for this is that they directly index differences in average service. The truncated Z test is very sensitive to any such differences; hence, even small disagreements among experts in the choice of the δ_j could be very important. Sample size matters here too. For example, setting all the δ_j to a single value – $\delta_j = \delta$ might be fine for tests across individual CLECs where the CLEC customer bases are not too different. Using the same value of δ for the overall state testing does not seem sensible. At the state level we are aggregating over CLECs, so using the same δ as for an individual CLEC would be saying that a "meaningful" degree of disparity is one where the violation is the same (δ) for each CLEC. But the detection of disparity for any component CLEC is important, so the relevant "overall" δ should be smaller.

Parameter Choices for ψ_j *or* ε_j – The set of parameters ψ_j or ε_j are also important in the choice of the balancing point for tests of their respective measures. The reason for this is that they directly index increases in the proportion of service performance. The truncated Z test is sensitive to such increases; but not as sensitive as the case of δ for mean measures. Sample size matters here too. As with mean measures, using the same value of ψ or ε for the overall state testing does not seem sensible.

The bottom line here is that beyond a few general considerations, like those given above, a principled approach to the choice of the alternative hypotheses to guard against must come from elsewhere.

D.2.7 Decision Process

Once Z^T has been calculated, it is compared to the balancing critical value to determine if the ILEC is favoring its own customers over a CLEC's customers.

Appendix E: ~~BellSouth~~AT&T SEEM Remedy Calculation Procedures

E.1 ~~BellSouth~~AT&T SEEM Remedy Procedure

E.1.1 Tier-1 Calculation For Retail Analogs

DETERMINE IF AN INDIVIDUAL CLEC FAILS A TIER~~-~~-1 SUBMETRIC

1. Tier~~-~~-1 is triggered by a monthly failure of any Tier~~-~~-1 Remedy Plan submetric.
2. Calculate the overall test statistic for a CLEC (CLEC1); Example, z^T_{CLEC1} (~~Per~~per Statistical Methodology).
3. Calculate the balancing critical value (Example, ${}^cB_{CLEC1}$) that is associated with the alternative hypothesis (for fixed parameters ~~δ,Ψ,~~λ,δ, ψ, or ε) for that CLEC.
4. If the overall test statistic is equal to or above the balancing critical value, stop here. That is, if ${}^cB_{CLEC1}$ ~~<=~~≤ $z^T_{CLEC1,}$ stop here. Otherwise, go to step 5.

CALCULATE REMEDY PAYMENT FOR CORRECTION OF TEST STATISTIC TO THE ~~BCV~~BALANCING CRITICAL VALUE

5. Select the cell with the most negative ~~z-value~~ Z-Score (let i=1,…,I with i=1 having the most negative ~~z-value~~Z-Score , i=2 having next most negative ~~z-value~~Z-Score , etc. and with i=I when the criterion in step 7 is fulfilled.) and set its ~~z-value~~Z-Score to zero ($z_{CLEC1,i} = 0$).
6. Recalculate the overall test statistic for that CLEC with the adjusted data; Example, $z^T_{CLEC1}{}^*$ (~~Per~~per Statistical Methodology).
7. If the new overall test statistic is equal to or above the balancing critical value, that is, if ${}^cB_{CLEC1}$ ~~<=~~≤ $z^T_{CLEC1}{}^*$, go to step 8. Otherwise, repeat steps 5 – 6 letting i = i + 1.
8. Calculate the Total Affected Volume (TAV) by summing the Total Impacted Volumes (TIV) of each cell whose ~~z-value~~Z-Score was reset to zero except the last cell changed. The imp~~aff~~ected volume for the last cell changed should be interpolated by $TIV_{CLEC1,I,INT} = ({}^cB_{CLEC1} - z^T_{CLEC1,I-1}{}^*) / (z^T_{CLEC1,I}{}^* - z^T_{CLEC1,I-1}{}^*)$ ~~*~~× $TIV_{CLEC1,I}$. The result should be rounded up to the next positive integer and added to $TAV_{CLEC1.}$ That is, $TAV_{CLEC1} = TIV_{CLEC1,1} + TIV_{CLEC1,2} + \ldots + TIV_{CLEC1,I-1} + TIV_{CLEC1,I,INT}$. Note that if $TIV_{CLEC1,I} = 1$ then $TIV_{CLEC1,I,INT} = 1$ and the interpolation step can be omitted. Any transactions that cause the overall test statistic to be between the BCV and zero will be included in the TIV for transactions between the BCV and zero.
9. Calculate the below BCV portion of the payment to CLEC1 by multiplying the result of step 8 (TAV_{CLEC1}) by the appropriate dollar amount from the fee schedule. Thus, $CLEC1_{BCV}$ payment = TAV_{CLEC1} ~~*~~× $$from Fee Schedule. Here the fee should be

derived from Table 1: Fee Schedule for Tier~~-~~-1 Per Transaction Fee Determination (Appendix A) multiplied by the appropriate factor from section 4.3.1.4. This factor is 3/2 if the CLEC aggregate performance passes and 3 if the CLEC aggregate performance fails.

CALCULATE REMEDY PAYMENT FOR CORRECTION OF TEST STATISTIC TO ZERO

~~10.~~ 10. If the current overall adjusted test statistic (calculated in step 6) is equal to or above zero, that is, if $0 <= z^{T}_{CLEC1}{}^{*}$ for i = I, then go to step 14. Otherwise, go to step 11.

11. Select the cell with the most negative remaining z-value (let i=I+1,…, J with i=1+1 having the most negative z-value, i=I+2 having next most negative z-value, etc. and with i=J when the criterion in step 13 is fulfilled.) and set its z-value to zero ($z_{CLEC1,i} = 0$).
12. Recalculate the overall test statistic for that CLEC with the adjusted data; Example, $z^{T}_{CLEC1}{}^{*}$ (Per Statistical Methodology).
13. If the new overall test statistic is equal to or above zero, that is, if ${}^{c}B_{CLEC1} <= z^{T}_{CLEC1}{}^{*}$, go to step 14. Otherwise, repeat steps 11 – 12 letting i= i+1.
14. Calculate the Total Affected Volume (TAV0) by summing the Total Impacted Volumes (TIV0) of each cell whose z-value was reset to zero except the last cell changed. The affected volume for the last cell changed should be interpolated by $TIV0_{CLEC1,J,INT} = (0 – z^{T}_{CLEC1,J-1}{}^{*}) / (z^{T}_{CLEC1,J}{}^{*} – z^{T}_{CLEC1,J-1}{}^{*}) * TIV0_{CLEC1,J} – TIV_{CLEC1,I,INT}$. The result should be rounded up to the next positive integer and added to $TAV0_{CLEC1}$. That is, $TAV0_{CLEC1}= (TIV_{CLEC1,I} – TIV_{CLEC1,I,INT}) + TIV0_{CLEC1,I+1} + TIV0_{CLEC1,I+2} + … + TIV0_{CLEC1,J-1} + TIV0_{CLEC1,J,INT})$. Note that if $TIV0_{CLEC1,J} = 1$ then $TIV_{CLEC1,J,INT} = 1$ and the interpolation step can be omitted. Also, $TIV_{CLEC1,I} – TIV_{CLEC1,I,INT}$ is the remaining transactions from $TIV_{CLEC1,I}$ that were not used in step 8 and if $TIV_{CLEC1,I} = TIV_{CLEC1,I,INT}$ then $TAV0_{CLEC1} = 0$.
15. Calculate the 0 to BCV portion of the payment to CLEC1 by multiplying the result of step 14 ($TAV0_{CLEC1}$) by the appropriate dollar amount from the fee schedule. Thus, $CLEC1_0$ payment = $TAV0_{CLEC1}$ * $$from Fee Schedule. Here the fee should be derived from Table 1: Fee Schedule for Tier~~-~~-1 Per Transaction Fee Determination (Appendix A) multiplied by the appropriate factor from section 4.3.1.4. This factor is 1/3 if the CLEC aggregate performance passes and 2/3 if the CLEC aggregate performance fails.

CALCULATE TOTAL REMEDY PAYMENT FOR CLEC1

16. The total remedy payment for CLEC1 is found by adding the results from step 9 to the results from step 15. That is $CLEC1_{TOTAL}$ payment = $CLEC1_{BCV}$ payment + $CLEC1_0$ payment.

E.1.2 Example: CLEC1 Percent Repeat Customer Troubles Within 30 Days (PRT) for Resale (DSGN).

Submeasure Category = Provisioning - Resale
Failure Month = Month 1
CLEC Aggregate Result = Failed

	n_I	n_C	I_c	z^T_{CLEC1}	${}^CB_{CLEC1}$		Order Zeroed Out (I/J)	TAV (< BCV)	TAV0 (0 to BCV)
State	312	27	18	-4.10	-1.22				
Cell				$z_{CLEC1,i}$	RANK	$z^T_{CLEC1}{}^*$			
1		1	0	0.75					
2		4	2	-0.69	8				
3		3	3	-1.76	3	-0.65^{Δ}	3	2°	1
4		1	0	0.67					
5		4	3	-1.45	5	$0.80^{\Delta\Delta}$	5		1^{oo}
6		3	3	-3.45	1	-2.46	1	3	
7		2	2	-1.81	2	-1.60	2	2	
8		3	2	-1.09	6				
9		1	1	-1.65	4	-0.13	4		1
10		2	1	-0.84	7				
11		1	0	0.62					
12		2	1	-0.40	9				
Total			**18**					**7**	**3**

$^{\Delta}$Note that after making $z_{CLEC1,I}$ = 0, the overall z^T_{CLEC1}* = -0.65 is greater than the balancing critical value ${}^C\mathbf{B_{CLEC1}}$ **=** -1.22.

$^{\Delta\Delta}$Note that after making $z_{CLEC1,J}$ = 0, the overall z^T_{CLEC1}* = 0.80 is greater than zero.

^{o}For cell#3 the TAV would be calculated with ((-1.22) - (-1.60))/((-0.65) - (-1.60)) × 3 = 1.2 which is rounded up to 2 transactions.

^{oo}For cell#5 the TAV0 would be calculated with ((0) - (-0.13))/((0.80) - (-0.13)) × 4 = 0.56 which is rounded up to 1 transaction.

Remedy payment for $CLEC1_{BCV}$ payment is (7 units) * ($40/unit) * (3 factor) = **$840** when the CLEC aggregate performance fails. Remedy payment for $CLEC1_0$ payment is (3

units) * ($40/unit) * (2/3 factor) = **$80** when the CLEC aggregate performance fails. The total remedy payment is $CLEC_{TOTAL}$ payment = $840 + $80 = **$920**.

~~E.2 Tier-2 Calculation For Retail Analogs~~

1. ~~Tier 2 is triggered by three consecutive monthly failures of any Tier 2 Remedy Plan sub-metric. Determine failure by performing steps 2 – 4 in section E.1.1 for each of the three consecutive months for the aggregate of all CLEC data. If any month passes, no remedies are required.~~
2. ~~If remedies are required, calculate monthly statistical results and affected volumes for the CLEC aggregate performance for each of the three consecutive months as outlined in steps 5 - 8 and 10 - 14 of section E.1.1. Determine average monthly affected volumes for the rolling 3-month period for both the TAV (remedies required for correcting the test statistic back to the BCV) and the TAV0 (remedies required for correcting the test statistic back to zero).~~
3. ~~Calculate the payment to State Designated Agency by multiplying average monthly volumes by the appropriate dollar amount from the Tier-2 fee schedule (Appendix A, Table 2: Tier 2 Per Transaction Fee Determination).~~
4. ~~Therefore, State Designated Agency payment = (average monthly volume TAV * $$ from Fee Schedule) + (average monthly volume TAV0 * $$ from Fee Schedule).~~

~~E.2.1 Example: STATE-A Percent Provisioning Troubles within X Days - UNE Loops Design~~

~~**Submeasure Category = Provisioning – UNE**~~
~~**Failure Month = Month 1**~~
~~**CLEC Aggregate Result = Failed all three months**~~

~~Month 1~~	~~n_i~~	~~n_C~~	~~l_c~~	~~z^T_{CLEC1}~~	~~$^CB_{CLEC1}$~~		~~Order Zeroed Out (I/J)~~	~~TAV (< BCV)~~	~~TAV0 (0–BCV)~~
~~State~~	~~155~~	~~37~~	~~8~~	~~-5.11~~	~~-0.35~~				
~~Cell~~				~~$z_{CLEC1,i}$~~	~~RANK~~	~~$z^T_{CLEC1}{}^*$~~			
~~1~~		~~3~~	~~1~~	~~-1.53~~	~~5~~	~~0.91[AA]~~	~~5~~		~~1[00]~~
~~2~~		~~1~~	~~0~~	~~0.31~~					
~~3~~		~~2~~	~~1~~	~~-2.18~~	~~3~~	~~-1.21~~	~~3~~	~~1~~	
~~4~~		~~1~~	~~1~~	~~-4.52~~	~~2~~	~~-2.39~~	~~2~~	~~1~~	
~~5~~		~~1~~	~~0~~	~~0.28~~					

~~Month 1~~	~~n_i~~	~~n_C~~	~~l_c~~	~~z^T_{CLEC1}~~	~~$^CB_{CLEC1}$~~		~~Order Zeroed Out (I/J)~~	~~TAV (< BCV)~~	~~TAV0 (0–BCV)~~
~~6~~		~~18~~	~~1~~	~~-0.24~~	~~8~~				
~~7~~		~~5~~	~~1~~	~~-0.45~~	~~7~~				
~~8~~		~~1~~	~~1~~	~~-5.39~~	~~1~~	~~-3.74~~	~~1~~	~~1~~	
~~9~~		~~4~~	~~1~~	~~-0.50~~	~~6~~				
~~10~~		~~1~~	~~1~~	~~-2.14~~	~~4~~	~~-0.04~~[Δ]	~~4~~	~~1~~[θ]	~~0~~
~~**Total**~~			~~**8**~~					~~**4**~~	~~**1**~~

~~[Δ]Note that after making $z_{CLEC1,I} = 0$, the overall $z^T_{CLEC1}* = -0.04$ is greater than the balancing critical value $^CB_{CLEC1} = -0.35$.~~

~~[ΔΔ]Note that after making $z_{CLEC1,J} = 0$, the overall $z^T_{CLEC1}* = 0.80$ is greater than zero.~~

~~[θ]For cell#10 the TAV_4 would not be interpolated given that the impacted volume for that cell is only 1.~~

~~[θθ]For cell#1 the TAV_5 would not be interpolated given that the impacted volume for that cell is only 1.~~

~~TAV for month 1 is 4 units, TAV0 for month 1 is 1 unit.~~

~~**Submeasure Category = Provisioning – UNE**~~
~~**Failure Month = Month 2**~~
~~**CLEC Aggregate Result = Failed all three months**~~

~~Month 2~~	~~n_i~~	~~n_C~~	~~l_c~~	~~z^T_{CLEC1}~~	~~$^CB_{CLEC1}$~~		~~Order Zeroed Out (I/J)~~	~~TAV (< BCV)~~	~~TAV0 (0–BCV)~~
~~State~~	~~175~~	~~13~~	~~3~~	~~-0.94~~	~~-0.39~~				
~~Cell~~				~~$z_{CLEC1,i}$~~	~~RANK~~	~~$z^T_{CLEC1}*$~~			
~~1~~		~~2~~	~~1~~	~~-1.58~~	~~2~~				
~~2~~		~~1~~	~~0~~	~~1.00~~					
~~3~~		~~1~~	~~0~~	~~0.25~~					
~~4~~		~~1~~	~~0~~	~~0.26~~					
~~5~~		~~2~~	~~0~~	~~0.46~~					
~~6~~		~~1~~	~~0~~	~~0.20~~					
~~7~~		~~2~~	~~1~~	~~-0.71~~	~~3~~				

~~Month 2~~	~~n_i~~	~~n_C~~	~~I_c~~	~~z^T_{CLEC1}~~	~~$^CB_{CLEC1}$~~		~~Order Zeroed Out (I/J)~~	~~TAV (< BCV)~~	~~TAV0 (0–BCV)~~
~~8~~		~~1~~	~~1~~	~~-4.12~~	~~1~~	~~0.28~~[Δ]	~~1~~	~~1~~[θ]	
~~9~~		~~1~~	~~0~~	~~0.35~~					
~~10~~		~~1~~	~~0~~	~~0.50~~					
~~**Total**~~			~~**3**~~					~~**1**~~	~~**0**~~

~~[Δ]Note that after making $z_{CLEC1,i}$ = 0, the overall z^T_{CLEC1}* = 0.28 is greater than the balancing critical value $^CB_{CLEC1}$ = -0.39. Note that it is also greater than zero. Therefore the total affected volume has been identified.~~

~~[θ]For cell#8 the TAV_1 would not be interpolated given that the impacted volume for that cell is only 1.~~

~~TAV for month 2 is 1 unit, TAV0 for month 2 is 0 units.~~

~~**Submeasure Category = Provisioning – UNE**~~
~~**Failure Month = Month 3**~~
~~**CLEC Aggregate Result = Failed all three months**~~

~~Month 3~~	~~n_i~~	~~n_C~~	~~I_c~~	~~z^T_{CLEC1}~~	~~$^CB_{CLEC1}$~~		~~Order Zeroed Out (I/J)~~	~~TAV (< BCV)~~	~~TAV0 (0–BCV)~~
~~State~~	~~196~~	~~33~~	~~8~~	~~-4.76~~	~~-0.49~~				
~~Cell~~				~~$z_{CLEC1,i}$~~	~~RANK~~	~~z^T_{CLEC1}*~~			
~~1~~		~~2~~	~~0~~	~~0.48~~					
~~2~~		~~4~~	~~1~~	~~-2.55~~	~~**6**~~				
~~3~~		~~2~~	~~0~~	~~0.57~~					
~~4~~		~~1~~	~~1~~	~~-3.00~~	~~**4**~~	~~-0.81~~	~~4~~	~~1~~	
~~5~~		~~1~~	~~1~~	~~-3.16~~	~~**2**~~	~~-2.78~~	~~2~~	~~1~~	
~~6~~		~~1~~	~~0~~	~~0.20~~					
~~7~~		~~1~~	~~1~~	~~-3.32~~	~~**1**~~	~~-3.76~~	~~1~~	~~1~~	
~~8~~		~~2~~	~~1~~	~~-3.00~~	~~**3**~~	~~-1.78~~	~~3~~	~~1~~	
~~9~~		~~1~~	~~1~~	~~-2.92~~	~~**5**~~	~~0.18~~[Δ]	~~5~~	~~1~~[θ]	
~~10~~		~~6~~	~~1~~	~~-0.41~~	~~**7**~~				
~~11~~		~~10~~	~~1~~	~~-0.32~~	~~**8**~~				
~~12~~		~~1~~	~~0~~	~~0.24~~					

~~Month 3~~	~~n_I~~	~~n_C~~	~~I_c~~	~~z^T_{CLEC1}~~	~~$^CB_{CLEC1}$~~		~~Order Zeroed Out (I/J)~~	~~TAV (< BCV)~~	~~TAV0 (0–BCV)~~
~~13~~		~~1~~	~~0~~	~~0.28~~					
~~**Total**~~			~~**8**~~					~~**5**~~	~~**0**~~

~~[A]Note that after making $z_{CLEC1,I} = 0$, the overall $z^T_{CLEC1}* = 0.18$ is greater than the balancing critical value $^CB_{CLEC1} = -0.49$. Note that it is also greater than zero. Therefore the total affected volume has been identified.~~

~~oFor cell#9 the TAV_5 would not be interpolated given that the impacted volume for that cell is only 1.~~

~~TAV for month 3 is 5 units, TAV0 for month 3 is 0 units.~~

~~If the above examples represent performance for each of months 1 through 3, then~~

~~E.2.2 Example: STATE-A Percent Provisioning Troubles within 30 Days - UNE Loops Design~~

~~State~~	~~TAV~~	~~TAV0~~
~~Month 1~~	~~4~~	~~1~~
~~Month 2~~	~~1~~	~~0~~
~~Month 3~~	~~5~~	~~0~~
~~Average TAV(0) for rolling 3 month period~~	~~3.33~~	~~0.33~~
~~Remedy amount per unit (Appendix A Table 2~~	~~$345~~	~~$76~~
~~Remedy Dollars~~	~~$1148.85~~	~~$25.08~~

~~The total remedy paid for this Tier 2 submetric is $1148.85 + $25.08 = $1,173.93 which rounds up to **$1174**.~~

~~E.3~~E.2 Tier-1 Calculation For Benchmarks

1. For each CLEC with five or more observations, calculate monthly performance results for the State.
2. CLEC~~s~~ having observations (sample sizes) between 5 and ~~30 will use Table I below.~~ the large sample threshold L will use benchmark adjustment calculations described below.
   The only exception will be for Collocation Percent Missed Due Dates.

a. Large sample threshold is defined as L = 5/(B×(1-B)), rounded to the closest larger integer, where B is the benchmark. Large sample thresholds for some values of benchmarks are shown in the table below.

Benchmark B	**Large Sample Threshold L**
90%	56
95%	106
96.5%	149

b. The Equivalent Minimal Benchmark for sample size n=5, EB(5) is based on the smallest number of failures k ≤ n, for which the cumulative binomial distribution CBN(k,n,B) exceeds 5%. The failure allowance is at least 1 for small samples.

Nominal Benchmark	**Equivalent Minimal Benchmark: EB(5)**
90%	60%
95%	80%
96.5%	80%

c. For any CLEC sample size n between 5 and L, the Equivalent Benchmark EB(n) is calculated so that the adjustment percent decreases linearly from EB(5) for n=5 to 0 for n=L, resulting in the following formula:

$$EB(n) = B - (B-EB(5))\times(L-n)/(L-5).$$

d. Effective Benchmark is equal to the nominal Benchmark for large samples and to the Equivalent Benchmark for small samples.

~~Small Sample Size Table (95% Confidence)~~

~~Sample Size~~	~~Equivalent 90% Benchmark~~	~~Equivalent 95% Benchmark~~
~~5~~	~~60.00%~~	~~80.00%~~
~~6~~	~~66.67%~~	~~83.33%~~
~~7~~	~~71.43%~~	~~85.71%~~
~~8~~	~~75.00%~~	~~75.00%~~
~~9~~	~~66.67%~~	~~77.78%~~

~~Sample Size~~	~~Equivalent 90% Benchmark~~	~~Equivalent 95% Benchmark~~
~~18~~	~~77.78%~~	~~83.33%~~
~~19~~	~~78.95%~~	~~84.21%~~
~~20~~	~~80.00%~~	~~85.00%~~
~~21~~	~~76.19%~~	~~85.71%~~
~~22~~	~~77.27%~~	~~86.36%~~

~~Sample Size~~	~~Equivalent 90% Benchmark~~	~~Equivalent 95% Benchmark~~
~~10~~	~~70.00%~~	~~80.00%~~
~~11~~	~~72.73%~~	~~81.82%~~
~~12~~	~~75.00%~~	~~83.33%~~
~~13~~	~~76.92%~~	~~84.62%~~
~~14~~	~~78.57%~~	~~85.71%~~
~~15~~	~~73.33%~~	~~86.67%~~
~~16~~	~~75.00%~~	~~87.50%~~
~~17~~	~~76.47%~~	~~82.35%~~

~~Sample Size~~	~~Equivalent 90% Benchmark~~	~~Equivalent 95% Benchmark~~
~~23~~	~~78.26%~~	~~86.96%~~
~~24~~	~~79.17%~~	~~87.50%~~
~~25~~	~~80.00%~~	~~88.00%~~
~~26~~	~~80.77%~~	~~88.46%~~
~~27~~	~~81.48%~~	~~88.89%~~
~~28~~	~~78.57%~~	~~89.29%~~
~~29~~	~~79.31%~~	~~86.21%~~
~~30~~	~~80.00%~~	~~86.67%~~

3. If the percentage (or equivalent percentage for small samples) meets the benchmark standard, no remedies are required. Otherwise, go to step 4.

4. Determine the Volume Proportion by taking the difference between the benchmark and the actual performance result.
5. Calculate the CLEC's Total ~~a~~Affected ~~v~~Volume (TAV) by multiplying the Volume Proportion from step 4 by the Total Impacted CLEC~~1~~ Volume.
6. Calculate the payment to CLEC~~1~~ by multiplying the result of step 5 by the appropriate dollar amount from the fee schedule (Appendix A, Table 1) times the appropriate multiplier (section 4.3.1.5). That is,
CLEC~~1~~'s payment = (CLEC's Total Affected Volume~~CLEC1*~~ x $$ from Fee Schedule * multiplier). For the example that follows, fee amounts are based on an aggregate failure.

E.~~3~~2.1 Example: CLEC~~1~~ Percent Missed Due Dates for Collocations

Submeasure Category = Collocation
Failure Month = Month 1
CLEC Aggregate Result = Failed

	n_C	Benchmark	$PMDD_C$	Volume Proportion	Affected Volume	Fee Schedule	Fee Multiplier	Payout
State	600	~~>=~~ ≥ 95% On Time	92%	.03	18			

Payout for CLEC~~1~~ is (18 units) * ($3165/unit) * (3 factor) = $170,910.

E.43 Tier-1 Calculation For Benchmarks (In The Form Of A Target)

1. For each CLEC with five or more observations calculate monthly performance results for the State.
2. CLEC~~s~~ having observations (sample sizes) between 5 and ~~30~~large sample threshold L will use small sample ~~size table~~adjustments as described above.
3. Calculate the interval distribution based on the same data set used in step 1.
4. If the 'percent within' (or equivalent percentage for small samples) meets the benchmark standard, no remedies are required. Otherwise, go to step 5.
5. Determine the Volume Proportion by taking the difference between benchmark and the actual performance result.
6. Calculate the Total Affected Volume by multiplying the Volume Proportion from step 5 by the Total CLEC~~1~~ Volume.
7. Calculate the payment to CLEC~~1~~ by multiplying the result of step 6 by the appropriate dollar amount from the fee schedule. ~~CLEC1~~That is, CLEC's payment = CLEC's Total Affected ~~Volume$_{CLEC1}$ *~~Volume x $$ from Fee Schedule ~~*~~x multiplier. For the example that follows, assume CLEC aggregate failure.

E.43.1 Example: CLEC-1 Reject Interval – Fully Mechanized

Submeasure Category = Ordering
Failure Month = Month 1
CLEC Aggregate Result = Failed

	n_C	Benchmark	Reject Interval	Volume Proportion	Affected Volume	Fee Schedule	Fee Multiplier	Payout
State	600	97% <= 1 hour	95% <= 1 hour	.02	12			

Payout for CLEC~~1~~ is (12 units) * ($20/unit) * (2.5 factor) = $600

~~E.5 Tier 2 Calculations For Benchmarks~~

~~Tier 2 calculations for benchmark measures are the same as the Tier 1 benchmark calculations, except they are based on the CLEC aggregate performance and the CLEC aggregate data will have failed for three (3) consecutive months.~~

~~E.6~~ E.4 Regional ~~and State~~ Coefficients

This section describes the method of calculating regional ~~and state~~ coefficients.

E.~~6~~4.1 [AKC]

- ~~•.....~~Acknowledgement Completeness (AKC_~~EDI & AKC-TAG~~XML Gateway)
- Regional Coefficient Formula (Tier~~-~~-1)
- Coefficient = (A+B) / (C+D) where:
- ~~•.....~~A = number of valid FOC transactions of the CLEC in the state (fully & partially mechanized)
- ~~•.....~~B = number of valid RI transactions of the CLEC in the state (fully & partially mechanized)
- ~~•.....~~C = total valid FOC transactions of the CLEC in the region (fully & partially mechanized)
- ~~•.....~~D = total valid RI transactions of the CLEC in the region (fully & partially mechanized)

~~**State Coefficient Formula (Tier 2)**~~

~~State Coefficient = (A+B) / (C+D) where:~~

- ~~A = number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)~~
- ~~B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)~~
- ~~C = total valid FOC transactions in the region (fully & partially mechanized)~~
- ~~D = total valid RI transactions in the region (fully & partially mechanized)~~

E.~~6~~4.2 ~~PFT~~ [FT]

- Percent Flow Through CLEC Aggregate - Residence (PFT-RES)
- Percent Flow Through CLEC Aggregate - Business (PFT- BUS)
- Percent Flow Through CLEC Aggregate ~~-~~ – UNE ~~Other (PFT-UOTH)~~ -L (includes UNE-L with LNP)
- Percent Flow Through CLEC Aggregate - LNP (PFT-LNP)
  - Regional Coefficient Formula (Tier~~-~~-1)
  - Coefficient = A / B where:
  - A = number of valid FOC transactions of the CLEC in the state (fully mechanized)
  - B = total valid FOC transactions of the CLEC in the region (fully mechanized)

E.4.3 [SOA]

- Service Order Accuracy [SOA]
- Regional Coefficient Formula (Tier-1)
- Coefficient = A / B where:

- A = number of valid ~~FOC transactions~~SOA orders of the CLEC in the state ~~(fully mechanized)~~;
- B = total valid ~~FOC transactions~~SOA orders of the CLEC in the region ~~(fully mechanized)~~.

~~**State Coefficient Formula (Tier 2)**~~

~~State Coefficient = A / B where:~~

- ~~A = number of valid FOC transactions for all CLECs in the state (fully-mechanized)~~
- ~~B = total valid FOC transactions in the region (fully-mechanized)~~

~~E.6.3 CMN, PSEC, PCRAR, PCRIP~~

- ~~Timeliness of Change Management (CMN)~~
- ~~Percent of Software Errors Corrected in X (10, 30, 45) Business Days - Region (PSEC)~~
- ~~Percent Change Requests Accepted or Rejected in 10 Days - Region (PCRAR)~~
- ~~Percent of Change Request Implemented Within 60 Weeks of Prioritization - Region (PCRIP)~~

~~**State Coefficient Formula (Tier 2)**~~

~~Coefficient = (A+B) / (C+D) where:~~

- ~~A = number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)~~
- ~~B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)~~
- ~~C = total valid FOC transactions in the region (fully & partially mechanized)~~
- ~~D = total valid RI transactions in the region (fully & partially mechanized)~~

~~E.6.4 IA~~

- ~~Interface Availability (IA)~~

~~**State Coefficient Formula (Tier 2)**~~

~~Coefficient = (A+B) / (C+D) where:~~

- ~~A = number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)~~
- ~~B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)~~
- ~~C = total valid FOC transactions in the region (fully & partially mechanized)~~
- ~~D = total valid RI transactions in the region (fully & partially mechanized)~~

Appendix F: BellSouth'sAT&T's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

BellSouthAT&T will make available repostedbe required to repost performance data as reflected in the Service Quality Measurement (SQM) reports and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS),, to the extent technically feasible, under the following circumstances:

1. 1. Those SQM measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAPAT&T performance measurement website advising CLECs when reposted data is available.

2. 2. SQM Performance sub-metric calculations that result in a shift in the statewide aggregate performance from an "in parity" condition to an "out of parity" condition will be available for reposting.

3. 3. SQM Performance sub-metric calculations with benchmarks where statewide aggregate performance is in an "out of parity" condition will be available for reposting whenever there is a >= 2% decline in BellSouth'sAT&T's performance at the sub-metric level.

4. 4. SQM Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a degradation in performance as shown by an adverse change of <=>= .5 in the z-scoreZ-Score at the sub-metric level.

5. 5. Any data recalculations that reflect an improvement in BellSouth'sAT&T's performance will be reposted at BellSouth'sAT&T's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.

6. 6. SQM Performance data will be reposted for a maximum of three months in arrears

from implementation of the change of programming request requirement (RQ) which corrects a detected error. RQs shall not be unreasonably delayed after the date of detectionthe error is detected. As an example, should an error beis discovered during the analysis of the May data month, and this error peformance that triggers a reposting, BellSouthbut the RQ correcting the error is implemented in the calendar month of July with the June data month performance reports, AT&T will correct the data beginning with the month of detection (May) and the the RQ implementation (July), which would be for the June data month performance reports, and will repost the data month performance reports for the three months preceding –data month performance reports – May, April, and March and February.

7. 7. When updated SQM performance data has been reposted or when a payment error in PARIS has been discovered, BellSouthAT&T will recalculate applicable SEEM payments, where technically feasible, for a maximum of three months in arrears from date of detection. Recalculated SEEM payments due to reposted SQM data will be made for the same months that the applicable data was reposted. The three month period for recalculating SEEM payments due to an error in PARIS will be determined in the same manner previously described for the SQM. For example, should an error in PARIS be discovered for the data month of May, BellSouthJune, AT&T will correct data for May and the three preceding months – May, April, and March and February.

8. 8. Any adjustments for underpayment of Tier-1 and Tier 2 calculated remedies resulting from the application of this policy will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier-1 and Tier 2 remedies will be made at BellSouth'sAT&T's discretion.

9. 9. Any adjustments for underpayments resulting from application of this policy will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

When a CLEC believes that an error in its specific data requires reposting where the above statewide thresholds have not been met, the CLEC is responsible for identifying such issues and requesting BellSouthAT&T to repost the data. Any failure to repost inaccurate data should be brought to the attention of the Commission for resolution if it is estimated that the thresholds described in items 3, 4, or 54 have been met at the CLEC-specific level.

Determination of when Reposting Policy Applies

As part of the Change Notification Process, BellSouthAT&T performs an analysis of impacts that are proposed to be made to Performance Measurement Application Platform (PMAP)performance measurement code. These impacts are used to identify changes to its reported SQM results.

To determine this impact, BellSouthAT&T performs a query of the data warehouse to identify those records that would be impacted by the proposed change. Once the number of records areis identified, the measurement is recalculated to determine the impact. This is the general framework for analysis - the specific steps used to evaluate the impact will vary with the issue being analyzed. However, the following example may assist in understanding:

Assume that service orders with an activity code of T were erroneously being included in a particular product disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included is 110 records out of a total of 86,000. In this example, the numerator and denominator would both be reduced by 110 records and the z-scoreZ-Score would be recalculated. If the amount of the change was sufficient to meet criteria 2, 4, or 5 above, the Reposting policy will be invoked.

EXHIBIT C

DOCKET NO. 2001-209-C

DATE OF FILING: 10-27-10

Akerman Senterfitt
ATTORNEYS AT LAW

Dallas
Denver
Fort Lauderdale
Jacksonville
Los Angeles
Madison
Miami
New York
Orlando
Tallahassee
Tampa
Tysons Corner
Washington, DC
West Palm Beach

Suite 1200
106 East College Avenue
Tallahassee, FL 32301

www.akerman.com

850 224 9634 *tel* 850 222 0103 *fax*

March 22, 2010

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: Docket 000121A -- Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (AT&T FLORIDA TRACK)

Dear Ms. Cole:

Please find attached for filing the Settlement Agreement, including the Revised SQM and SEEM Plans attached thereto (the "Settlement"), between the Competitive Carriers of the South, Inc., ("CompSouth"), the identified CompSouth member carriers and BellSouth Telecommunications, Inc. d/b/a AT&T Florida ("AT&T").

The parties to the Settlement maintain that the Settlement reflects a reasonable compromise of all issues currently pending in this docket. Further, the Settlement honors every agreement reached during the course of the staff-held workshops to date; none of those agreements have been altered or undone by the Settlement.

The parties to the Settlement respectfully request that the Commission approve the Settlement as a reasonable resolution to this matter. We look forward to the input of the staff and other interested carriers.

Your assistance is greatly appreciated. Should you have any questions, please do not hesitate to contact me.

Sincerely,

Matthew Feil

Attachments

SETTLEMENT AGREEMENT

This Settlement Agreement ("Settlement Agreement") is made and entered by and between BellSouth Telecommunications, Inc.[1] ("AT&T"), and Competitive Carriers of the South, Inc. ("CompSouth"), and the Individual Members[2] identified in this Settlement Agreement. AT&T, CompSouth, and the Individual Members are referred to herein collectively as "Parties" and individually as a "Party."

WHEREAS, the Parties are currently in the review process of AT&T's Service Quality Measurement ("SQM") and Self Effectuating Enforcement Mechanism ("SEEM") plans pursuant to Florida Public Service Commission Docket Number 000121A-TP; and

WHEREAS, the Parties have made significant progress in negotiating mutually beneficial modifications to the SQM and SEEM plans that the Parties would like to extend to each of the nine states formerly comprising the BellSouth states; and

WHEREAS, AT&T desires the abolishment of both Tier II and non-service impacting penalties[3] associated with the SEEM plan in each of the nine states formerly comprising the BellSouth states; and

WHEREAS, CompSouth seeks assurances that AT&T's wholesale service quality in a state will not degrade if the state regulatory authority decides to abolish Tier II penalties associated with the SEEM plan; and

WHEREAS, the Parties desire to create certainty for a specific period of time as it relates to the SQM and SEEM plans in each of the nine states formerly comprising the BellSouth states;

NOW, THEREFORE, in consideration of the mutual promises, agreements, and covenants contained herein, the sufficiency of which is acknowledged by the Parties, AT&T and CompSouth agree as follows:

---

[1] For purposes of the Settlement Agreement, BellSouth Telecommunications, Inc. means the following entities: BellSouth Telecommunications, Inc. d/b/a AT&T Alabama; BellSouth Telecommunications, Inc. d/b/a AT&T Florida; BellSouth Telecommunications, Inc. d/b/a AT&T Georgia; BellSouth Telecommunications, Inc. d/b/a AT&T Kentucky; BellSouth Telecommunications, Inc. d/b/a AT&T Louisiana; BellSouth Telecommunications, Inc. d/b/a AT&T Mississippi; BellSouth Telecommunications, Inc. d/b/a AT&T North Carolina; BellSouth Telecommunications, Inc. d/b/a AT&T South Carolina; BellSouth Telecommunications, Inc. d/b/a AT&T Tennessee.

[2] For purposes of this Settlement Agreement, Individual Members are: Access Point, Inc.; Birch Communications; Cavalier Telephone; Covad Communications Company; DeltaCom; NuVox Communications, Inc.;tw telecom, Inc. and XO Communications, Inc.

[3] Non-service impacting penalties specifically refer to the following: (a) the automatic penalty of $2,000-per-day for the late posting of SQM reports (SEEM Section 2.5); (b) the $400-per-day penalty for reposting SQM reports (SEEM Section 2.6); and, (c) the $1,000-per-day penalty for each day after the due date for payments made to the Commission (SEEM Section 4.4.3).

I. Specific Terms

(A) Subject to approval of the state regulatory authority for each state as provided in paragraph (F) below, the terms of the Settlement Agreement apply to each of the nine states formerly comprising the BellSouth states, to wit: Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee.

(B) Subject to approval of the state regulatory authority for each state as provided in paragraph (F) below, the Parties have agreed to certain modifications of the SQM and SEEM plans. The SQM and SEEM plans, as modified, are attached hereto as Attachments "A" and "B" respectively (hereinafter "Revised SQM and SEEM Plans"). The Revised SQM and SEEM Plans are incorporated herein by reference and are integral parts of this Settlement Agreement. The Parties will seek approval of the Revised SQM and SEEM Plans and this Settlement Agreement in each of the nine states formerly comprising the BellSouth states. The first request for approval will be made by AT&T at the Florida Public Service Commission. Once approval is received in Florida, AT&T will file the Revised SQM and SEEM Plans and this Settlement Agreement in the remaining eight (8) states in a sequence the Parties will discuss and agree to in advance. Oversight of and enforcement authority for the Revised SQM and SEEM Plans will remain with the state regulatory authority in each state.

(C) AT&T has the burden of obtaining approvals (consistent with paragraph (F) below) for the Revised SQM and SEEM Plans and this Settlement Agreement from the impacted state public utility commissions. CompSouth has no obligation to support approvals, but will not oppose the obtaining of the approvals. In the event AT&T is not successful in obtaining an approval in a specific state, then this Settlement Agreement and attached Revised SQM and SEEM Plans become unilaterally voidable by a Party for that specific state, provided written notice of exercise of that right is given to the other Parties within thirty (30) days of issuance of a final, non-appealable order denying the approval. If any Party exercises its unilateral option to void this Settlement Agreement and attached Revised SQM and SEEM Plans for a state pursuant to this paragraph, then a Party may seek a review of the existing SQM and SEEM plan for that specific state.

(D) The Settlement Agreement, whether approved or pending approval, will not preclude a Party from participating in state public utility commission investigations involving SQM and/or SEEM plans during the Settlement Term in paragraph (E) below. Each Party may provide information on its positions on the issues presented in such proceedings. However, as participants in such proceedings, if the Settlement Agreement has been approved or is pending in the investigating state, the Parties will refer to the Settlement Agreement as a reasonable resolution of any investigated issues within the scope the Settlement Agreement. In the event a state public utilities commission attempts, during the term of this Settlement Agreement, to make non-administrative modifications to

the terms of the attached Revised SQM and SEEM Plans, or attempts to reinstate Tier II penalties associated with the Revised SEEM Plan, then a Party can raise any legal or equitable defenses to such an action.

(E) The term of this Settlement Agreement is for a period of four (4) years from the date of Commission approval (as described in subparagraph (F) below). During the term of the Settlement Agreement ("Settlement Term"), the Parties will not seek any non-administrative changes in the attached Revised SQM and SEEM Plans and will not seek any changes to or challenge the state regulatory authority's jurisdiction, to the extent the state regulatory authority has such jurisdiction, to adopt or to enforce the Revised SQM and SEEM Plans. The restrictions of this paragraph prohibit any such change or challenge sought by either Party before any agency, court or legislature of any of the states referenced in paragraph (A) above and any agency, court or Congress of the United States. At the conclusion of the Settlement Term, the Parties may seek whatever changes to the SQM and SEEM Plans as they deem appropriate.

(F) The Settlement Agreement and attached Revised SQM and SEEM Plans are not effective in a specific state, and no Party has any obligation thereunder, until approved by the applicable state regulatory authority in a final, non-appealable order without any modification to terms objectionable to a Party, in the Party's sole discretion; provided, however, that a Party may not declare as objectionable modification of a state's decision to retain or change all or some of the non-service impacting penalties (as defined in footnote 3 above) or to make changes which are administrative or clarifying in nature. Until the Settlement Agreement and attached Revised SQM and SEEM Plans become effective as provided in this paragraph, the Parties agree to abide by existing commission-approved SQM and SEEM plans. Commencing with the first full data month after the Revised SQM and SEEM plans become effective in a state, the failure month count for the Tier-1 Fee Schedule will be reset to month one (1) for all remedied metrics.

(G) Except upon a CompSouth or Individual Member showing of material error in implementation of the Revised SQM or SEEM Plans in a state, CompSouth and each Individual Member agrees not to initiate a formal audit of the Revised SQM or SEEM Plans for eighteen (18) months after the start of the Settlement Term. This paragraph shall not affect the ability of a state regulatory authority to audit as it deems necessary and justified.

II. No Admission of Liability

It is understood and agreed between the Parties that this Settlement Agreement is a compromise of disputed matters of fact and law, and any recital, payment, credit or refund is not to be construed as an admission of liability on the part of either of the Parties, by whom any alleged liability is expressly denied.

III. Attorney's Fees and Costs

The Parties agree to bear their own attorney's fees and costs.

IV. Warrant of Capacity to Execute Agreement

The Parties represent and warrant that each has the sole right and exclusive authority to execute this Settlement Agreement, to agree to the terms and condition set forth herein and that neither of the Parties has disposed of any of the claims, demands, obligations or causes of action described in this Settlement Agreement. The Parties also warrant that each has acquired the necessary authorizations to execute and be bound by this Settlement Agreement.

V. Governing Law

The Settlement Agreement including all matters of construction, validity and performance shall be governed by, and construed in accordance with, the laws of the state wherein the Settlement Agreement and Revised SQM and SEEM Plans were approved by the state public utilities commission.

VI. Additional Documents

The Parties agree to cooperate fully and execute any and all supplementary documents and to take all additional actions that may be necessary or appropriate to give full force and effect to the terms and intent of this Settlement Agreement.

VII. Counterparts

This Settlement Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

VIII. Advice of Counsel and Reading of Agreement

The Parties acknowledge, represent and warrant that each has been fully advised by its attorney(s) concerning the execution of this Settlement Agreement, that each has fully read and understands the terms of this Settlement Agreement, and that each has freely and voluntarily executed this Settlement Agreement. The Parties acknowledge, represent and warrant that each relies wholly upon its understanding of this Settlement Agreement, that each has been represented by counsel in connection herewith, and that it enters into this Settlement Agreement of its own free will without reliance upon any statement, inducement, promise or representation of the other Party or anyone else not fully expressed herein.

IX. Entire Agreement

This Settlement Agreement reflects the entire agreement and understanding between the Parties with respect to the settlement contemplated herein, supersedes all prior

X. Binding on Successors/Assigns.

Upon the date of execution hereof, this Settlement Agreement shall be binding on both Parties, and their respective successors and assigns.

XI. Headings.

The Preamble and Section headings contained in this Settlement Agreement are for reference purposes only and shall not affect in any way the meaning or interpretation of this Settlement Agreement. However, the contents of the Preamble are considered part of the binding obligations of the Parties, to the extent applicable.

XII. Enforcement and Venue.

The Parties recognize that the power of state regulatory authority to award certain remedies to cure or to prevent breach of this Settlement Agreement, which the state regulatory authority has jurisdiction to approve, may be limited by the constitution or laws of the state. Accordingly, in the event of a breach or threatened breach, a Party may petition for simultaneous enforcement of this Settlement Agreement both at the state regulatory authority and in a state or federal court with jurisdiction over the Parties and territorial jurisdiction over the county where the state regulatory authority has its headquarters, provided, however, that a Party is not entitled to duplicative remedies. Disputes within the scope of the dispute resolution procedures of the Revised SQM and SEEM Plans shall be governed by the dispute resolution procedures in the Revised SQM and SEEM Plans.

IN WITNESS WHEREOF, the Parties have fully executed this Settlement Agreement as of the date of the last signature below.

BellSouth Telecommunications, Inc.	**Competitive Carriers of the South, Inc.**
Ronald M. Pate	
(Signature)	(Signature)
Ronald M. Pate	
(Print Name)	(Print Name)
Director	
(Title)	(Title)
March 12, 2010	
(Date)	(Date)

agreements, arrangements, understandings, communications, representations or warranties, both oral and written, related to the Settlement Agreement and attached Revised SQM and SEEM Plans.

X. Binding on Successors/Assigns.

Upon the date of execution hereof, this Settlement Agreement shall be binding on both Parties, and their respective successors and assigns.

XI. Headings.

The Preamble and Section headings contained in this Settlement Agreement are for reference purposes only and shall not affect in any way the meaning or interpretation of this Settlement Agreement. However, the contents of the Preamble are considered part of the binding obligations of the Parties, to the extent applicable.

XII. Enforcement and Venue.

The Parties recognize that the power of state regulatory authority to award certain remedies to cure or to prevent breach of this Settlement Agreement, which the state regulatory authority has jurisdiction to approve, may be limited by the constitution or laws of the state. Accordingly, in the event of a breach or threatened breach, a Party may petition for simultaneous enforcement of this Settlement Agreement both at the state regulatory authority and in a state or federal court with jurisdiction over the Parties and territorial jurisdiction over the county where the state regulatory authority has its headquarters, provided, however, that a Party is not entitled to duplicative remedies. Disputes within the scope of the dispute resolution procedures of the Revised SQM and SEEM Plans shall be governed by the dispute resolution procedures in the Revised SQM and SEEM Plans.

IN WITNESS WHEREOF, the Parties have fully executed this Settlement Agreement as of the date of the last signature below.

BellSouth Telecommunications, Inc.	**Competitive Carriers of the South, Inc.**
	Susan J. Berlin
(Signature)	(Signature)
	Susan J. Berlin
(Print Name)	(Print Name)
	President
(Title)	(Title)
	3-12-2010
(Date)	(Date)

Access Point, Inc.	**Birch Communications**
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)
Cavalier Telephone	**Covad Communications Company**
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)
DeltaCom, Inc. (for itself and its affiliate Business Telecom, Inc.)	
(Signature)	(Signature)
D. Anthony Mastando (Print Name)	(Print Name)
VP-Reg Affairs/Senior Reg Attny (Title)	(Title)
3/21/10 (Date)	(Date)

Access Point, Inc.	Birch Communications
Richard E. Brown (Signature) RICHARD E. BROWN (Print Name) CEO (Title) 3/12/10 (Date)	(Signature) (Print Name) (Title) (Date)
Cavalier Telephone	**Covad Communications Company**
(Signature) (Print Name) (Title) (Date)	(Signature) (Print Name) (Title) (Date)
DeltaCom	
(Signature) (Print Name) (Title) (Date)	(Signature) (Print Name) (Title) (Date)

Access Point, Inc.	**Birch Communications**
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)
Cavalier Telephone	**Covad Communications Company**
(Signature)	(Signature)
(Print Name) Francie McComb	(Print Name)
(Title) General Counsel EVP Law & Public Policy	(Title)
(Date) 3/12/10	(Date)
DeltaCom	
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)

Access Point, Inc.	**Birch Communications**
(Signature)	(Signature)
(Print Name)	Vincent M. Oddo (Print Name)
(Title)	President / CEO (Title)
(Date)	3/18/2010 (Date)
Cavalier Telephone	**Covad Communications Company**
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)
DeltaCom	
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)

Access Point, Inc.	**Birch Communications**
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)
Cavalier Telephone	**Covad Communications Company**
(Signature)	Katherine K Mudge (Signature)
(Print Name)	Katherine K. Mudge (Print Name)
(Title)	Director, State Affairs & ILEC Relations (Title)
(Date)	3/15/2010 (Date)
DeltaCom	
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)

NuVox Communications, Inc.	
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)
tw telecom, Inc.	**XO Communications, Inc.**
Carolyn Ridley (Signature)	(Signature)
CAROLYN RIDLEY (Print Name)	(Print Name)
VICE PRESIDENT, REGULATORY (Title)	(Title)
3/12/10 (Date)	(Date)

790753

NuVox Communications, Inc.	
Susan J. Berlin (Signature)	(Signature)
Susan J. Berlin (Print Name)	(Print Name)
VP, Senior Regulatory Counsel (Title)	(Title)
3-12-2010 (Date)	(Date)
tw telecom, Inc.	**XO Communications, Inc.**
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)

790753

NuVox Communications, Inc.	
(Signature)	(Signature)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)
tw telecom, Inc.	**XO Communications, Inc.**
(Signature)	(Signature) John Ivanuska
(Print Name)	(Print Name) John IVANUSKA
(Title)	(Title) Director-State Reg. Policy
(Date)	(Date) 3/15/10

790753

EXHIBIT D

DOCKET NO. 2001-209-C

DATE OF FILING: 10-27-10

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (AT&T FLORIDA TRACK)	DOCKET NO. 000121A-TP ORDER NO. PSC-10-0545-PAA-TP ISSUED: August 25, 2010

The following Commissioners participated in the disposition of this matter:

NANCY ARGENZIANO, Chairman
LISA POLAK EDGAR
NATHAN A. SKOP
ART GRAHAM
RONALD A. BRISÉ

NOTICE OF PROPOSED AGENCY ACTION
ORDER APPROVING SETTLEMENT AGREEMENT

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

BACKGROUND

Settlement Agreement

We adopted a wholesale Performance Assessment Plan (Plan) for the purpose of monitoring performance levels of Operations Support Systems (OSS) provided to Competitive Local Exchange Companies (CLECs) by Order No. PSC-01-1819-FOF-TP, issued September 10, 2001, in Docket No. 000121A-TP. The Order also recognized our vested authority, per Section 364.01(3), Florida Statutes, to provide regulatory oversight necessary to ensure effective competition in the telecommunications industry. This docket has remained open since that time to address issues and concerns arising from the OSS performance.

AT&T's wholesale Performance Assessment Plan provides a standard against which performance can be measured over time to detect and correct any degradation of service provided to CLECs. The Performance Assessment Plan is comprised of a Service Quality Measurement (SQM) Plan and a Self-Effectuating Enforcement Mechanism (SEEM) remedy Plan. The SQM Plan includes a comprehensive and detailed description of AT&T's performance

measurements, while the SEEM remedy Plan details the methodology for payments to CLECs (Tier 1 payments) and to the State of Florida (Tier 2 payments) when AT&T's performance fails to meet performance standards. The SQM Plan currently consists of 50 measurements with 35 measures applicable to SEEM payments if AT&T fails to meet the approved performance standards as agreed by the parties.

AT&T is required to participate in review cycles to evaluate AT&T's Performance Assessment Plan, pursuant to Order No. PSC-01-1819-FOF-TP. The purposes of the reviews are to gauge the effectiveness of AT&T's performance measures and to determine whether the current remedy structure is effective in driving AT&T's performance toward the required standards. On May 15, 2009, pursuant to an issued Notice in the docket file, we initiated a fourth review of the Performance Assessment Plan. The Notice requested that interested parties to the docket file proposed redline changes (additions and deletions) to the Performance Assessment Plan (SQM and SEEM Plans). On July 10, 2009, AT&T and the Competitive Carriers of the South (CompSouth) each filed redline changes.

On August 5, 2009, AT&T initiated collaborative conference calls between AT&T and CLECs to review the proposed changes submitted to our staff.[1] The initial AT&T conference call commenced on August 17, 2009, with subsequent weekly calls through the month of September.

On October 1, 2009, a conference call was conducted with AT&T and interested parties to determine the progress made through the collaborative effort. On the call, the parties requested that informal workshops be initiated to discuss in detail the areas of agreement and disagreement. Workshops and collaboration are the process followed in each of the three previous reviews with successful results. The first workshop for the current review was conducted on November 9 and 10, 2009, with a subsequent workshop conducted on December 16 and 17, 2009. Approximately 15 parties are participating in the review, including representatives from CompSouth, Saturn Telecommunications Services (STS), and Florida Cable Telecommunications Association (FCTA).[2]

On March 22, 2010, AT&T and CompSouth filed a Settlement Agreement and revised SQM and SEEM Plans. Both AT&T and CompSouth stated that their settlement embodied all of the agreements made by all parties through the workshop process. However, on a March 24, 2010, conference call, FCTA and STS opposed the agreement and requested additional time to assess the agreement in its entirety.

On July 9, 2010, AT&T and CompSouth filed First Revised SQM and SEEM Plans replacing the attachments filed with the original Settlement Agreement filed on March 22, 2010. The revised SQM and SEEM Plans reflect the agreement reached with STS. The First Revised

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[1] Notification was provided via AT&T Accessible Letter number CLECSE09-134, dated August 5, 2009, re: (BUSINESS PROCESSES) (Call) Collaborative to Discuss Proposed Changes to Service Quality Measures (SQMs) and Self Effectuating Enforcement Mechanisms (SEEM).

[2] FCTA represents cable telephony providers throughout the state of Florida. FCTA's five largest members include Atlantic Broadband, Bright House Networks, Comcast, Cox, and Mediacom.

SQM and SEEM Plans are incorporated into the Settlement Agreement between AT&T and CompSouth.

On July 19, 2010, FCTA filed a letter identifying issues still in dispute. On July 19, 2010, a meeting was held to discuss these issues. During the meeting, the parties agreed to further negotiations. On August 2, 2010, FCTA and AT&T filed a Second Revised SQM and SEEM Plan. The Second Revised SQM and SEEM Plans replace the previously filed versions and will be incorporated into the Settlement Agreement filed on March 22, 2010, by CompSouth. The Settlement Agreement and the Second Revised SQM and SEEM Plans reflect the agreements reached between AT&T, CompSouth, STS, and FCTA.

JURISDICTION

We are vested with jurisdiction over this matter pursuant to Section 364.01(3) and (4)(g), Florida Statutes. Pursuant to Section 364.01(3), Florida Statutes, the Florida Legislature has found that regulatory oversight is necessary for the development of fair and effective competition in the telecommunications industry. To that end, Section 364.01(4)(g), Florida Statutes, provides, in part, that we shall exercise our exclusive jurisdiction in order to ensure that all providers of telecommunications service are treated fairly by preventing anticompetitive behavior. Furthermore, the FCC has encouraged the states to implement performance metrics and oversight for purposes of evaluating the status of competition under the Telecommunications Act of 1996.

DISCUSSION

Settlement Agreement

The Settlement Agreement filed on March 22, 2010, by CompSouth is incorporated by reference and was filed as Document No. 02046-10. The Settlement Agreement was entered into by the parties because of AT&T's desire to abolish Tier 2 and non-service impacting penalties associated with the SEEM Plan in each of the nine states formerly comprising the BellSouth states. CompSouth, FCTA, and other parties sought assurances that AT&T wholesale service quality would not degrade if we decided to abolish Tier 2 penalties. Additionally, the parties desired to create certainty for a specific period of time, as it relates to the SQM and SEEM Plans, in each of the nine former BellSouth states.

A summary of the provisions of the settlement, which includes seven specific terms, is provided below:

1. Subject to approval of the state regulatory authority, the terms of the settlement apply to each of the nine former BellSouth states.
2. Subject to approval of the state regulatory authority, the parties have agreed to modifications of the SQM and SEEM Plans, which are attached to the Settlement Agreement with changes noted.

3. AT&T will be responsible for seeking approval from other state Commissions for the revised SQM and SEEM Plans and the Settlement Agreement. Parties will not oppose the obtaining of approvals.
4. The Settlement Agreement will not preclude a party from participating in state public utility commission investigations involving SQM or SEEM Plan for the term of the settlement.
5. The term of the settlement is for a period of four (4) years from the date of our approval. During this term, parties will not seek any non-administrative changes in the revised SQM and SEEM Plans. Additionally, the parties will not seek any changes or challenges to state regulatory authority to the extent the state regulatory authority has such jurisdiction to adopt or enforce the revised SQM and SEEM Plans.
6. The Settlement Agreement and revised SQM and SEEM Plans are not effective until approved by state regulatory authority in a final non-appealable order without any modification. Until the Settlement Agreement becomes effective, the parties agree to abide by existing approved SQM and SEEM Plans. Commencing with the first full data month after the revised SQM and SEEM Plans become effective in a state, the failure month count for the Tier 1 Fee schedule will be reset to month 1 for all remedied metrics.
7. Parties agree not to initiate an audit of the revised SQM or SEEM Plan for eighteen months after the start of the settlement term. This paragraph shall not affect the ability of a state regulatory authority to audit, as it deems necessary.

Second Revised SQM and SEEM Plans

The Second Revised SQM and SEEM Plans filed on August 2, 2010, replaced the previously filed Plans[3] in their entirety and are incorporated into the Settlement Agreement filed on March 22, 2010. A copy of the Second Revised SQM and SEEM Plans are incorporated into this Order by reference, as filed in this docket as Document No. 06283-10.

The SQM Plan has been streamlined to eliminate four performance measures, which the parties believe are no longer relevant. Additionally, one new performance measure was added. Some changes were also made to either the calculation or benchmarks for several other measures in the SQM Plan. In addition to changes to the performance measures, the SQM Plan incorporates some changes to the Audit and Dispute Resolution Policy section. The main change limits AT&T's responsibility to pay for only one audit per version of the SQM Plan. Changes have also been made to streamline the AT&T Policy on Reposting Performance Data and the AT&T Data Notification Process.

The SEEM Plan contains the major changes occurring during this review cycle. SEEM Plan revisions include the elimination of Tier 2 remedies, and in return, an increase to Tier 1 remedies. Parties have agreed to increase Tier 1 remedies for specific performance

[3] On March 22, 2010, CompSouth and AT&T filed a Settlement Agreement, which included Revised SQM and SEEM Plans as attachments. The July 9 filing by AT&T replaced these attachments with the First Revised SQM and SEEM Plans. The August 2, 2010, filing replaced these attachments with the Second Revised SQM and SEEM Plans.

measurements by 20 to 35 percent, over current Tier 1 levels, when AT&T fails to meet the performance measurement standards for three consecutive months. The 20 to 35 percent increase is triggered commencing with the third month of failure and continuing with each consecutive month of failure though month six. This revision is similar in structure to the methodology employed by Tier 2 remedies in that AT&T is subject to increased remedies when AT&T fails to meet performance measurement standards for three consecutive months or more.

The parties also eliminated several provisions in the SEEM Plan that impose penalties on AT&T for performance activities that do not have direct impact on the level of service provided to the CLEC. Examples of these non-service impacting penalties include fines for remitting remedy payments after the due date and fines for reposting or late posting performance measurement results to AT&T's performance measurement website.

The SQM and SEEM Plans were also revised to reflect administrative and technological changes which have occurred since the approval of the Plan in July 2007. These changes include replacing references to BellSouth with AT&T and replacing references to outdated system interfaces.

AT&T's Motion to Approve Lifeline Funding and for Modification of SEEM Payments

On October 16, 2009, AT&T filed a Motion for expedited approval of Lifeline Outreach Funding and modification of SEEM penalty payments. In its Motion, AT&T requested that Tier 2 remedy payments be eliminated because they are unfairly discriminatory, unreasonably punitive, and are no longer appropriate based on market conditions. AT&T argued that competition is firmly entrenched, and, as a result, Tier 2 payments no longer serve their intended purpose and should be eliminated.

As a compromise to the elimination of Tier 2 payments proposed in its October 16, 2010 Motion, AT&T proposed a one-time voluntary contribution of $250,000 to be deposited in the AT&T Florida Community Service Fund. The purpose of the Community Service Fund is to promote the awareness of the Lifeline Assistance and Link-up programs. According to AT&T, the Community Service Fund is now depleted and is in need of additional funding in order for Lifeline outreach efforts to continue.

Pursuant to Order No. PSC-10-0016-PCO-TP issued on January 5, 2010, we ordered that any ruling on AT&T's Motion be deferred until the review of AT&T's wholesale Performance Assessment Plan is completed, and all proposed changes to the Plan can be brought back, as a whole for decision. We determined that AT&T's Motion was premature and it would be inappropriate to make a decision on one part of the Performance Assessment Plan without thoughtful consideration as to how other parts are affected.

Although we deferred a ruling on AT&T's Motion, we did order that AT&T shall hold, as a corporate undertaking, any Tier 2 payments that became due and payable under the current SEEM Plan pending final resolution. A review of the transcript from the December 15, 2009,

Agenda Conference indicates that we discussed the corporate undertaking as a "safeguard" for all parties involved.[4]

In the March 22, 2010, Settlement Agreement and the Second Revised SQM and SEEM Plans, parties agreed to eliminate Tier 2 and increase Tier 1 penalties. We believe the increase in Tier 1 remedies is an appropriate financial incentive to warrant AT&T's request to eliminate Tier 2 remedies. As a result, our approval of the Settlement Agreement and the Second Revised SQM and SEEM Plans rends AT&T's October 16, 2009 Motion moot.

Consequently, AT&T shall retain the Tier 2 payments that have accrued during the pendency of this matter. In the alternative, AT&T has confirmed its commitment to make a one-time voluntary contribution of $250,000 to be deposited in the AT&T Florida Community Service Fund.

CONCLUSION

We find that the Settlement Agreement filed on March 22, 2010, the Second Revised SQM and SEEM Plans filed on August 2, 2010, and the removal of Tier 2 remedies acceptable given that Tier 1 remedies were increased to maintain an appropriate financial incentive to ensure AT&T's level of service to CLECs is not diminished.

Under the current SQM and SEEM Plans there are 27 measures subject to both Tier 1 and Tier 2 remedies and an additional eight measures that are Tier 2 only. These eight measurements are unique wherein they measure either system or process performance as a whole and failures cannot be attributed to an individual CLEC. Several of the Tier 2 only measures include the Change Management measures, which have been the subject of many discussions by the parties over the past several years. We will monitor the data for these performance measurements.

The Settlement Agreement also precludes parties from seeking any non-administrative changes to the SQM and SEEM Plans for a four-year period from the date of approval. However, nothing precludes us from seeking such changes should the need arise. Additionally, oversight must be maintained though the data reporting and audit provisions in the SQM and SEEM Plans.

Additionally, AT&T's Motion for Expedited Approval of Lifeline Outreach Funding and Elimination of Tier 2 Remedies is moot, and AT&T shall retain the Tier 2 payments that have accrued since January 2010 and voluntarily deposit a one-time contribution of $250,000 in the AT&T Florida Community Service Fund.

CLOSURE OF THE DOCKET

This Order shall become final upon issuance of a Consummating Order, if no person whose substantial interests are affected timely files a protest within 21 days of the issuance of the Order. The revisions to the SQM and SEEM Plans shall be implemented within 60 days from

[4] Transcript at pages 66 and 69.

the date of the Consummating Order. This docket shall remain open pending the implementation of our decision and for purposes of future performance measure monitoring.

RULING

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the Settlement Agreement filed on March 22, 2010, incorporating the Second Revised SQM and SEEM Plans filed on August 2, 2010, as it relates to Florida only, is approved. It is further

ORDERED that AT&T's Motion to Approve Lifeline Funding and for Modification of SEEM Payments is moot. It is further

ORDERED that AT&T shall retain the Tier 2 payments that have accrued since January 2010 and voluntarily deposit a one-time contribution of $250,000 into the AT&T Florida Community Service Fund. It is further

ORDERED that the revisions to the SQM and SEEM Plans shall be implemented within 60 days from the date of the Consummating Order. It is further

ORDERED that the docket shall remain open pending the implementation of our decision and for purposes of future performance measure monitoring. It is further

ORDERED that this Order shall become final upon issuance of a Consummating Order, if no person whose substantial interests are affected timely files a protest within 21 days of the issuance of the Order.

By ORDER of the Florida Public Service Commission this 25th day of August, 2010.

/s/ Ann Cole
ANN COLE
Commission Clerk

This is an electronic transmission. A copy of the original signature is available from the Commission's website, www.floridapsc.com, or by faxing a request to the Office of Commission Clerk at 1-850-413-7118.

(S E A L)

AJT/PERE

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this Order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on September 15, 2010.

In the absence of such a petition, this Order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this Order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

EXHIBIT E

DOCKET NO. 2001-209-C

DATE OF FILING: 10-27-10

STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

DOCKET NO. P-100, SUB 133k

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of		
Generic Docket to Address Performance	)	ORDER APPROVING
Measurements and Enforcement Mechanisms	)	MODIFICATIONS TO THE
	)	AT&T SQM/SEEM PLANS

BY THE COMMISSION: In North Carolina, BellSouth Telecommunications, Inc., d/b/a AT&T North Carolina (AT&T) operates under a Commission-approved Service Quality Measurement Plan (SQM Plan) and Self-Effectuating Enforcement Mechanism Administrative Plan (SEEM Plan). The SQM Plan was developed to respond to the requirements of Section 251 of the Telecommunications Act of 1996 which requires AT&T to provide non-discriminatory access to competing local providers (CLPs), as AT&T's wholesale customers. The SQM Plan outlines measurements that were produced to evaluate the quality of service delivered to AT&T's wholesale customers. The SEEM Plan outlines self-effectuating monetary penalties paid by AT&T when measurements are missed. The Initial SQM/SEEM Plans were approved by the Commission on May 29, 2003. The SQM/SEEM Plans have been modified periodically, and the last update was filed with the Commission on July 8, 2010.

On August 31, 2010, AT&T filed a Motion to Approve Modifications to its SQM/SEEM Plans. AT&T noted that Section 3.1 of the approved SEEM Plan states:

Section 3 – Review of Measurements and Enforcement Mechanisms

> **3.1** BellSouth will participate in annual review cycles. A collaborative work group, which will include BellSouth, interested CLECs, and the Commission, will review the Performance Assessment Plan for additions, deletions or other modifications.

AT&T noted in its Motion that it is proposing changes to update and streamline the SQM/SEEM Plans. It further noted that the Florida Public Service Commission (Florida PSC) has recently completed its annual review of the Florida SQM/SEEM Plans and given initial approval to certain changes to the Florida SQM/SEEM Plans. AT&T maintained that the Florida PSC approval followed months of extensive and numerous workshops and conference calls, held by the Florida PSC Staff, opened to all interested parties, wherein proposed SQM and SEEM revisions were discussed and debated. AT&T stated that, during the SQM/SEEM review process conducted by the Florida PSC,

AT&T and CompSouth[1] entered into a Settlement Agreement. AT&T maintained that the parties to the Settlement agreed that it reflects a reasonable compromise of all issues. AT&T further noted that, subsequent to the AT&T/CompSouth Settlement Agreement, AT&T reached an agreement with Saturn Telecommunications, Inc., which resulted in additional changes that were incorporated in the First Revised SQM/SEEM Plans. AT&T stated that it also reached a consensus with the Florida Cable Telecommunications Association on further changes which were incorporated in the Second Revised SQM/SEEM Plans.

AT&T noted that the proposed SQM/SEEM Plans for North Carolina include all of the changes made to the Florida SQM/SEEM Plans and approved by the Florida PSC. AT&T further maintained that the changes are principally directed to streamline the SQM/SEEM Plans, provide for certainty of the Plans over time, and continue to provide adequate assurances that AT&T will deliver the expected performance to its wholesale customers. AT&T stated that, specifically, the proposed changes to the SQM/SEEM Plans include the following:

(1) elimination of Tier 2 remedies paid by AT&T to the State of North Carolina;

(2) increases to Tier 1 remedies paid by AT&T to CLPs;

(3) other SEEM Plan changes to eliminate several provisions that impose penalties on performance for activities that have no impact on the level of service provided to the CLP; and

(4) miscellaneous changes including modifications, additions, and deletions to the Plan.

AT&T noted that it is seeking approval for the proposed SQM/SEEM Plans throughout AT&T's nine-state southeast region. AT&T requested that the Commission accept and approve the proposed SQM/SEEM Plans as a whole, without any change or conditions, as well as the Settlement Agreement. AT&T stated that the Settlement Agreement provides that the agreement is conditioned on Commission approval of the proposed SQM/SEEM Plans, without a hearing. AT&T asserted that if any objection to Commission approval of the proposed SQM/SEEM Plans results in undue delay or a hearing, AT&T and CompSouth each reserve all rights they may have, including the right to propose further revisions to the proposed SQM/SEEM Plans. AT&T noted that a copy of the proposal described in its Motion has been provided to members of the Public Staff.

On September 7, 2010, the Commission issued an *Order Seeking Comments* on AT&T's Motion. The Commission allowed interested parties to file initial comments no

[1] AT&T stated that for purposes of its instant Motion, individual CompSouth members are: Access Point, Inc.; Birch Communications; Cavalier Telephone; Covad Communications Company; DeltaCom; NuVox Communications, Inc.; tw telecom, Inc.; and XO Communications, Inc.

later than September 30, 2010, and AT&T to file reply comments no later than October 14, 2010.

On September 27, 2010, AT&T filed a new provisioning metric. AT&T noted in Paragraph 6.d. of its August 31, 2010 Motion that

> "[o]ne additional change still needs to be incorporated in the SQM Plan document. As noted in the SQM Plan documentation for P-13B, AT&T agreed 'to provide a new diagnostic disaggregation by simple and complex ports to be implemented congruent with the FCC simple/complex porting rules.' The parties of record in the Florida PSC docket for the SQM/SEEM review are working collaboratively to develop this new measurement. It is anticipated that consensus will be reached soon and an updated SQM Plan document will be provided at that time."

The September 27, 2010 filing reflects the additional change needed to the SQM Plan. AT&T noted that a consensus was reached on the new provisioning metric (P-13F [SIR]: Short Interval 10-Digit Trigger Readiness) which was incorporated into a revised version of the SQM Plan.

On September 30, 2010, initial comments were filed by the Public Staff.

AT&T did not file any reply comments.

The Commission will now address in more detail each change proposed by AT&T in its August 31, 2010 Motion.

Proposed Change No. 1 - Elimination of Tier 2 remedies paid by AT&T to the State

AT&T noted in its Motion that Tier 2 remedies[2] were initially implemented to provide additional assurance, in addition to Tier 1 remedies[3], that AT&T structured and implemented its Operations Support Systems (OSS) and associated processes in a way that enhanced the competitive landscape while preventing "backsliding". AT&T asserted that the North Carolina local telecommunications market is irreversibly open and competitive. AT&T maintained that since Section 271 approval[4] in 2002, AT&T has unquestionably maintained its ordering, provisioning, maintenance and repair, and billing systems and associated processes at levels that support the CLP industry and provide an efficient CLP with a meaningful opportunity to compete. AT&T further noted that the nine states comprising the AT&T Southeast Region have successfully

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[2] Tier 2 remedies are paid to the State of North Carolina.

[3] Tier 1 remedies are paid to individual CLPs.

[4] Section 271 of the Telecommunications Act of 1996 allows an ILEC, such as AT&T, into the interLATA market upon meeting certain conditions.

completed three Federal Communications Commission (FCC) Section 272 biennial compliance audits; the latest – and final – in 2007.

AT&T argued that, with competition firmly entrenched, Tier 2 remedies no longer serve their intended purpose and should be eliminated. AT&T maintained that, importantly, Tier 2 remedies have been eliminated by all states comprising AT&T's Midwest, West, and Southwest regions. Further, AT&T noted, AT&T was never subject to Tier 2 remedies in its East region.

The Public Staff stated in its initial comments that it does not oppose AT&T's request for approval of the modified SQM/SEEM Plans and Settlement Agreement. The Public Staff stated that it believes that the increases to Tier 1 remedies should provide sufficient incentive for AT&T to maintain an adequate level of service to its wholesale customers despite the elimination of Tier 2 penalties.

PROPOSED CHANGE NO. 1 - COMMISSION CONCLUSION: Based on all of the filings in this docket, the Commission concludes that it is appropriate for AT&T to modify its SQM/SEEM Plans to eliminate Tier 2 penalties.

Proposed Change No. 2 - Increases to Tier 1 remedies paid by AT&T to CLPs

AT&T stated in its Motion that it proposes to increase its Tier 1 remedy payments by 20% to 35%, depending on the metric, when the SQM has been missed for three consecutive months or more except for billing and collocation remedied metrics. AT&T asserted that this revision is similar in structure to the current methodology employed for Tier 2 remedies. However, AT&T noted, the proposed revision will provide the remedies directly to the CLPs.

AT&T stated that the revised Tier 1 Fee Schedule provides ample incentive for AT&T North Carolina to continue to provide compliant levels of service and ensure an open market as it has since receiving Section 271 approval. AT&T maintained that those levels of performance continue to provide efficient CLPs with meaningful opportunities to compete, and support open competition for the industry as a whole. AT&T argued that implementation of this SEEM revision will necessitate the failure month count for the Tier 1 Fee Schedule to be reset to month one for all remedied metrics commencing with the first full data month under the revised SEEM Plan.

The Public Staff stated in its initial comments that it does not oppose AT&T's request for approval of the modified SQM/SEEM Plans and Settlement Agreement. The Public Staff stated that it believes that the increases to Tier 1 remedies should provide sufficient incentive for AT&T to maintain an adequate level of service to its wholesale customers despite the elimination of Tier 2 penalties.

PROPOSED CHANGE NO. 2 - COMMISSION CONCLUSION: Based on all of the filings in this docket, the Commission concludes that it is appropriate for AT&T to modify its SQM/SEEM Plans to make increases to Tier 1 remedies paid by AT&T to CLPs.

Proposed Change No. 3 - Other SEEM Plan changes to eliminate several provisions that impose penalties on performance for activities that have no impact on the level of service provided to the CLP

AT&T stated in its Motion that the other proposed revisions to the SEEM Plan eliminate several provisions that impose penalties on performance for activities that have no impact on the level of service provided to the CLP. The following are the specific changes AT&T is requesting to the SEEM Plan:

(a) The $1,000 per day fine for late payments due the Commission is eliminated. The elimination of Tier 2 remedies makes the late payment charge unnecessary. In addition, late payments are the result of inadvertent and unintentional errors in monthly data reporting and occur very rarely. Third, a late payment has no impact on the services AT&T provides to CLPs or the overall competitive landscape.

(b) The $400 per day fine for reposting SQM reports is eliminated. When AT&T discovers or is informed of an inconsistency in the posted SQM performance reports, the data is corrected as quickly as possible and the reports are reposted to the performance measurement website. The primary objective of performance measurement reporting is to provide complete and accurate results, identify omissions and errors should they occur, and correct them expeditiously. The number of measurements and sub-metrics, the volume of data processed and the complexity of the Current Plan imposes significant demands on AT&T that can result in a data restatement. To the extent that omissions and errors are identified, AT&T North Carolina should not be fined for taking action to correct the posted results. Clearly, the CLPs do not experience any discriminatory actions nor can any competitive harm be presumed because of reposting performance reports, particularly where the CLPs were provided better service than originally reported.

(c) The automatic penalty of $2,000 per day for the late posting of SQM reports is eliminated. Historically, late posting of reports is rare; late posting has not occurred in the last six years throughout the nine-state Southeast region. AT&T has made and will make every reasonable effort to meet all deadlines imposed by the SQM Plan. With the volume of data and reports, it is unreasonable to assume that an issue will never arise regarding the posting of a report. Moreover, there is nothing to suggest that late reporting is harmful to the CLPs or to the Commission.

The Public Staff stated in its initial comments that it does not oppose AT&T's request for approval of the modified SQM/SEEM Plans and Settlement Agreement.

PROPOSED CHANGE NO. 3 - COMMISSION CONCLUSION: Based on all of the filings in this docket, the Commission concludes that it is appropriate for AT&T to modify

its SEEM Plan to eliminate several provisions that impose penalties on performance for activities that have no impact on the level of service provided to CLPs.

Proposed Change No. 4 – Miscellaneous changes including modifications, additions, and deletions to the Plans

AT&T stated in its Motion that the proposed SQM/SEEM Plans provide for other modifications, additions, and deletions, as follows:

(a) Administrative changes were made for clarity, such as name change from BellSouth to AT&T, updating website addresses, and grammatical changes.

(b) An Administrative Changes section has been added to both the SQM Plan and the SEEM Plan permitting non-substantive administrative changes to be made without a formal Commission review. Such administrative changes are not without oversight in that AT&T will be required to provide written notice to the Commission regarding all such administrative changes. An administrative change is one that corrects typographical, spelling, grammatical, or computational errors, updates website addresses, and incorporates modifications to architecture implemented in an OSS release following the approved Change Management process.

(c) The annual review requirement has been eliminated. Both the proposed SQM Plan and the proposed SEEM Plan call for a Plan review to be held "periodically or at the request of either party." In view of the maturity of the SQM/SEEM Plans, there is no need for an annual review of the Plans. AT&T noted that the AT&T/CompSouth Settlement Agreement provides that none of the parties to the agreement will seek a review for any non-administrative change to the SQM and SEEM Plans for a period of four years. This provision will give certainty and predictability for AT&T and the CLPs for a period of four years.

(d) The SQM Plan has been re-structured to be independent from the SEEM Plan. This revision results in all references to SEEM being removed from the SQM Plan. In addition, provisions that previously only existed in the SEEM Plan such as Change of Law and Review of Measurements have been added to the SQM Plan.

(e) One additional change still remains to be incorporated into the SQM Plan document. As noted in the SQM Plan documentation, AT&T agreed "to provide a new diagnostic disaggregation by simple and complex ports to be implemented congruent with the FCC simple/complex porting rules." The parties of record in the Florida PSC docket for the SQM/SEEM review are working collaboratively to develop the new measurement. It is anticipated that consensus will be reached soon and an updated SQM Plan document will be provided at that time. On September 27, 2010, AT&T filed the modified Submetric P-13F for which a consensus was reached between the parties.

The Public Staff stated in its initial comments that it does not oppose AT&T's request for approval of the modified SQM/SEEM Plans and Settlement Agreement.

PROPOSED CHANGE NO. 4 - COMMISSION CONCLUSION: Based on all of the filings in this docket, the Commission concludes that it is appropriate for AT&T to modify its SQM/SEEM Plans to make the miscellaneous changes including modifications, additions, and deletions as AT&T proposed in its Motion.

WHEREUPON, based on the discussion above and all of the filings made in this proceeding, the Commission finds it appropriate to grant AT&T's Motion to Approve Modifications to the SQM/SEEM Plans in its entirety, including the Settlement Agreement and AT&T's September 27, 2010 filing of the new provisioning metric P-13F. AT&T shall file a revised, clean version of its modified SQM and SEEM Plans reflecting the appropriate "Effective Date" as soon as practicable.

IT IS, THEREFORE, SO ORDERED.

ISSUED BY ORDER OF THE COMMISSION.

This the 22nd day of October, 2010.

NORTH CAROLINA UTILITIES COMMISSION

Gail L. Mount

Gail L. Mount, Deputy Clerk

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