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**BellSouth Interconnection Services**

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Atlanta, Georgia 30375

**Carrier Notification****SN91082435**

Date: June 13, 2001  
To: Competitive Local Exchange Carriers (CLECs)  
Subject: CLECs – April 2001 Conference on Georgia Ordered Performance Measurements

On April 23 and 24, 2001, BellSouth held an open CLEC conference to discuss the Georgia Ordered Performance Measurements. Several questions arose during this meeting. Listed below are the questions along with BellSouth's answers:

**Q1: Measurement: General – Raw Data**

What is the location of the Raw Data on the Performance Measurement Analysis Platform (PMAP) Web site? What does Raw Data look like?

A1: Raw Data is located in the Menu Folder on the PMAP Reporting Screen. There are 24 Raw Data files and each of the fields in these files is described in the Raw Data Users Guide.

**Q2: Measurement: Operations Support System (OSS)-1 – Average Response Time and Response Interval (Pre-Ordering/Ordering)**

For the new measurement points for Local Exchange Navigation System (LENS), Regional Ordering System (ROS) and Regional Negotiations System (RNS), in which data months will the new measurement points take effect?

A2: LENS – April 7, 2001; ROS – May 14, 2001; RNS – June 28, 2001; Telecommunications Access Gateway (TAG) data will be implemented no later than September 1, 2001. These dates are based on BellSouth collecting the appropriate data to capture and report the new measurement points.

**Q3: Measurement: PO-2 – Loop Makeup Service (LMU) – Response Time - Electronic**

When will Raw Data be available?

A3: LMU Electronic Measurement is not a direct feed to PMAP. PMAP Raw Data files cannot be generated unless the data flows directly into the PMAP Processor. BellSouth is working on providing a PMAP Raw Data file, but no implementation date has been scheduled. On May 21, 2001, a manual Raw Data file was posted in the Miscellaneous folder for the month of April 2001. This file can be used until a PMAP Raw Data file is generated.

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**Q4: Measurement: O-6 – CLEC Local Service Request (LSR) Information**

When will Raw Data for Local Number Portability (LNP) be available?

A4: LNP data will be migrated into the PMAP Processor in June 2001 and will become a part of the Raw Data fields at that time. The Telcordia Gateway does not produce the same level of detail on error files for the Flow Through Raw Data. This will require further development to produce and is being studied at this time.

**Q5: Measurement: O-6 – CLEC LSR Information**

Will there be a penalty for late posting of Raw Data?

A5: The order issued by the Georgia Public Service Commission (PSC) in Docket No. 7892-U obligates BellSouth to pay penalties based upon a progressive scale for "Late or Incomplete Performance Reports." However, the order does not require the payment of penalties for the late posting of "Raw Data."

**Q6: Measurement: O-7 – Percent Rejected Service Requests**

When will Raw Data be available?

A6: Raw Data currently exists for this report and can be found in the Raw Data folder on the PMAP Web site located at: <https://www.pmap.bellsouth.com/>. LNP Raw Data will be added in June 2001.

**Q7: Measurement: O-8 – Reject Interval**

For the use of business hours, was this an interpretation from Texas or a Georgia PSC Staff discussion? Does the Georgia PSC order approve excluding hours in calculating this measurement when the Local Carrier Service Center (LCSC) is closed?

A7: This was both a discussion with KPMG to make the Service Quality Measurement (SQM) more explicit, and a copy of the methods used by Southwestern Bell (SBC) in its SQM. BellSouth believes that the use of business hours is consistent with the Georgia PSC's order.

**Q8: Measurement: O-11 - Firm Order Confirmation (FOC) and Reject Response Completeness**

Please review and revise language as related to this CLEC measurement and to the exclusions. It is unclear that there are only two exclusions. The intent is that BellSouth will report on each mode of receipt; only calculating penalties on the Fully Mechanized.

A8: There is no mechanical version control mechanism in Local Order Number (LON), which is the reason BellSouth cannot currently include non-mechanized orders in this measurement. However, BellSouth will add the manual orders to this measurement in June 2001.

**Q9: Measurement: P-5 – Average Completion Notice Interval**

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Explain the last exclusions: Exclude “disconnect and from” (D&F) orders (except “D” orders associated with LNP Standalone)

A9: The agreement to exclude D&F orders is appropriate in this report measurement due to the short completion intervals, except for LNP Standalone. The disconnect order is the only source to measure a ported telephone number of LNP. For this reason, the inclusion of disconnect orders for LNP Standalone is necessary for this report metrics.

Q10: **Measurement: General – Notification**

Will BellSouth continue the process of notifying CLECs if a report is reposted during the month and the CLEC has already pulled the report?

A10: Yes, the same procedures will continue to be followed.

Q11a: **Measurement: OSS-2 – Interface Availability**

What is the impact of one server going down when four are available as in the TAG example provided during the conference?

A11a: One server going down may result in slow response time but would not result in total service outage.

Q11b: **Measurement: OSS-2 – Interface Availability**

Should there be a correlation between the system outage report and the OSS Availability Report?

A11b: **CLEC** reported outages are posted on the BellSouth Web site and include loss of functionality, full outages and degraded service. The Interface Availability Report includes only full outages as described in the SQM.

Q12: **Measurement: General - Format**

What about the location of folders and disaggregations? What will the GA SQM folders look like on the Web?

A12: There will be no GA folders. GA data will be in the regular Ordering, Provisioning, Maintenance and Repair (M&R), Billing, and etc., folders because it represents the standards BellSouth is offering in the region.

Q13: **Measurement: P-3 – Percent Missed Installation Appointments**

Which metric shows the impact of BellSouth’s change in the original due date for facilities, etc?

A13: Missed Installation Appointments (MIA). BellSouth never changes the original due date, therefore, the due date will show up as a MIA for “Company Reasons.”  
BellSouth trusts that these answers clarify the issues that were discussed during the April 23 and 24, 2001 conference.

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Sincerely,

**ORIGINAL SIGNED BY MATEO CAYMOL FOR JIM BRINKLEY**

Jim Brinkley – Senior Director  
BellSouth Interconnection Services