
BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification**SN91082499**

Date: July 18, 2001

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs - June 2001 Conference on Georgia Ordered Performance Measurements

On June 18, 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.

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

Q1: Does a time-out response for a request represent the full response interval? Is the maximum amount for a time-out response limited to the time-out response interval?

Q2: What is the time-out interval set in each OSS?

A1&2: Electronic Data Interface (EDI) is a batch processing vehicle. A time-out interval does not apply to EDI. The 'time-out response' that is referenced in the question seems to be applicable to real time data processing systems. The time-out on the CLEC side is self-limiting for each CLEC. The time-out intervals for other systems are: ATLAS = 25 seconds, CRIS = 300 seconds, DSAP = 25 seconds, LEO = 300 seconds, PSIMS = 300 seconds, RSAG = 300 seconds.

Q3: Referring to the tables found at the bottom of page 1-2 and page 1-3 of the Georgia Ordered Service Quality Measurement (SQM), in the second column labeled 'Contract', are the contracts that are compared on this measurement defined somewhere?

A3: Remote Street Address Guide (RSAG) & Direct Order Entry Support Application Program (DSAP) mapping documents describe the contracts. Telecommunications Access Gateway (TAG) and the Application Program Interface (API) give examples. Please contact your BellSouth account team representative for copies of these guides.

Measurement: OSS-2 – Interface Availability (Pre-Ordering/Ordering)

Q4: Is the Tier II payout on this measure per affected volume or based on number of transactions?

A4: There is no volume or transactions. The payout is based on the number of minutes that the interface is not available compared to the scheduled time. Those minutes are multiplied times the \$20 fee schedule.

Measurement: OSS-4 – Response Interval (Maintenance & Repair)

Q5: What happens to a failed query? What is the time-out period?

A5: Trouble Analysis Facilitation Interface (TAFI), used by both BellSouth and CLECs, is designed to interface with legacy systems. When legacy systems are in use, if the response is not critical to the processing of the report, TAFI processes the report. If the requested information is required to process the report, TAFI makes other attempts to retrieve the required information. If the legacy system does not provide the required information, TAFI drops the report to Maintenance Administrators for manual handling.

Measurement: PO-1 – Loop Makeup (LMU) - Response Time – Manual

Q6: Is the time for loop makeup time-zone sensitive?

A6: The Complex Resale Support Group (CRSG) in Birmingham, Alabama is in the Central time zone. Both the start time and stop time for the LMU-Manual report are taken from the fax machine. Therefore, the time zone is irrelevant.

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

Q7: The LSR Flow-Through Matrix on pages 2-15, 2-16, and 2-17 does not include product type, requisition type, or activity type. Can these fields be added to the matrix and posted separately on the BellSouth Interconnection Services' Web site?

A7: Our Flow Through subject matter expert (SME) will be meeting with the Local Carrier Service Center (LCSC) staff to set up a procedure for adding to the flow through matrix the requisition type, activity type, and product type. BellSouth is anticipating mid-August for implementation.

Measurement: O-7 – Percent Reject Service Requests

Q8: Do you want to count fatal rejects? What do you use for denominator for fully mechanized? It appears that the base is actually separated and put back together in total mechanized.

A8: Fatal rejects are excluded from the LSR received numerator and denominator for fully mechanized LSRs. Because a fatal reject is considered to be an 'invalid LSR', it is not counted, but rather, is listed in a separate column labeled "Volume of Fatal Rejects." This is only applicable to fully mechanized requests. Total mechanized reporting is simply a rollup of fully mechanized and partial mechanized LSRs. Because of this, any exclusions that are applicable on fully mechanized requests would be excluded on total mechanized requests. This includes fatal rejects.

Measurement: P-4 – Average Completion Interval & Order Completion Interval (OCI)

Q9: What field in the Raw Data for this report shows the "L" appointment code? What field on the LSR is marked when an "L" appointment code is negotiated?

A9: The "L" appointment code can be found in the Raw Data file "Provisioning – Order Completion Interval Distribution" in the column labeled so_cmtt_cd. An appointment

code is used internally to indicate the appointment scheduled with a customer. An appointment code is required on all New Connect, Transfer, and Change Orders. The LSR will not contain an appointment code. On a mechanized order, the code will be determined electronically in Direct Order Entry (DOE) or SONGS. On a non-mechanized order, if the service representative overtypes the offered date with a later date, DOE will automatically populate the appointment code of "L".

Measurement: P-9 – Percent Provisioning Orders within 30 days of Service Order Completion

Q10: On a conversion of a BellSouth retail circuit to port/loop combination, where does BellSouth measure outages when the D order is worked and the N order does not go in and a customer complaint is received? Is this a Provisioning Trouble within 30 days, a Percent Missed Installation Appointment or a Missed Installation Appointment? No RRSO, CRO, RO or service order.

A10: Some clarification is needed on this question. Is this question related to P-9 or P-7C? Are you referring to a cutover between a resale and an Unbundled Network Elements (UNE)? Are these designed circuits?

Measurement: P-11 – Service Order Accuracy

Q11: Are there any plans to report the number of mechanized as well as non-mechanized orders in the statistical sample for this measure?

A11: Fully mechanized (flow through) orders are presently, and have always been, included in the sample. Prior to the order issued by the Georgia Public Service Commission (PSC) in Docket No. 7892-U, the report structure was Mechanized/Non-Mechanized. The Georgia Order specified the report structure to be Dispatch/Non-Dispatch. The mechanized and non-mechanized orders are now rolled up into one product disaggregation.

Measurement: Maintenance & Repair-5 – Out of Service (OOS) 24 Hours

Q12: Do CLECs need to do anything different to ensure that Essential Services such as Law Enforcement, Hospitals, etc. get priority treatment? How does BellSouth determine priority of essential services for appointment purposes?

A12: No, as long as the reporting entities indicate that the trouble being reported is for a Law Enforcement, Hospital, etc., that trouble will receive the same priority as those entities receive when BellSouth is the retail carrier.

Measurement: CM-5 – Notification of CLEC Interface Outages

Q13: Where does this measurement appear on the BellSouth Interconnection Services' Web site?

A13: Mean Time to Report appears in the Miscellaneous Folder on the Performance Measurement Analysis Platform (PMAP) Web site. Actual outages posted on the Web site include loss of functionality, full outages and degraded service. The Interface Availability report includes only full outages.

Measurement: CM-3 – Timeliness of Documents Associated with Change

Q14: Is this measurement reported in business days or calendar days?

A14: This measurement is reported in calendar days as documented in the Change Control Process (CCP).

BellSouth trusts that these answers clarify the issues that were discussed during the June 18, 2001 conference.

Sincerely,

ORIGINAL SIGNED BY MATEO CAYMOL FOR JIM BRINKLEY

Jim Brinkley – Senior Director
BellSouth Interconnection Services