Legal Department

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January 31, 2002

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk and
  Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: **Docket No. 000121-TP (OSS)**

Dear Ms. Bayó:

Enclosed is an original and 10 copies of revisions to BellSouth's Performance Assessment Plan, including the Service Quality Measurement Plan (SQM) and the Self-Effectuating Remedy Plan, which we ask that you file in the captioned matter. After the Plan was filed on January 23, 2002, the Staff brought to BellSouth's attention certain typographic and clerical errors in the Plan. The revisions are being filed to correct these errors, and include the following:

1)   Page iii: In the Revision History Changes section, the first sentence of the last paragraph indicated that the final version would be filed on January 23, 2001. The date was corrected to January 23, 2002.

2)   Page 1-4: The SEEM OSS Legacy Systems Chart did not include the COFFI system included in the SQM systems. This was corrected and added to the PSIMS/ORB as PSIMS/ORB, COFFI.

3)   Page 2-17: Note 6 was added to the final version of the SQM to reflect that the MATRIX is regional in nature and posted to BellSouth's website, which includes Note 6.

4)   Page 3-12: The EELs SQM and SEEM Analog/Benchmark was determined to be Retail DS1/DS3. The SQM was correctly filed on January 23, 2002. Unfortunately, the SEEM was not changed. The SEEM is corrected in this filling.

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5) Page 3-19: The EELs SQM and SEEM Analog/Benchmark was determined to be Retail DS1/DS3. The SQM was correctly filed on January 23, 2002. Unfortunately, the SEEM was not changed. The SEEM is corrected in this filing.

6) Page 3-23: The Staff's letter dated January 10, 2002 proposed removal of the first sentence in the definition. This was done. Inadvertently, the first sentence of the Business Rules was also deleted. This has been corrected and added back with this filing.

7) Page 3-37: The EELs SQM and SEEM Analog/Benchmark was determined to be Retail DS1/DS3. The SQM was correctly filed on January 23, 2002. Unfortunately, the SEEM was not changed. The SEEM is corrected in this filing.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

J. Phillip Carver (LA)
J. Phillip Carver (LA)

Enclosures

cc: All parties of record
Marshall M. Criser, III
Nancy B. White
R. Douglas Lackey

CERTIFICATE OF SERVICE
Docket No. 000121-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

Federal Express and (*) Hand Delivery this 31st day of January, 2002 to the following:

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**(+) Signed Protective
Agreement**

#237366

TYPOGRAPHICAL, CLERICAL, AND INADVERTENT ERRORS BROUGHT TO BELLSOUTH'S ATTENTION BY THE FLORIDA PUBLIC SERVICE COMMISSION STAFF RE: THE FLORIDA SQM FILED JANUARY 23, 2002.

Page iii: In the Revision History Changes section, the first sentence of the last paragraph indicated the final version would be filed on January 23, 2001. The date was corrected to January 23, 2002

Page 1-4: The SEEM OSS Legacy Systems Chart did not include the COFFI system included in the SQM systems. This was corrected and added to the PSIMS/ORB as PSIMS/ORB, COFFI.

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Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the web site. The Florida Public Service Commission (FPSC) has access to the web site. In addition, a copy of the Monthly State Summary reports will be filed with the FPSC as soon as possible after the last day of each month.

Revision History

Version	Issue Date	Changes
V0.01	Feb. 27, 2001	Initial BellSouth Proposal
V1.00 DRAFT	Sep. 20, 2001	This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP.
V1.01	Oct. 25, 2001	This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP).
V1.02	Nov. 29, 2001	This version reflects the changes based on the FPSC Workshop held on Nov. 9, 2001 (Docket No. 000121-TP) and the Memorandum on the Motions For Reconsideration dated Nov. 19, 2001.
V2.00	Jan. 23, 2002	This version incorporates changes based on the PAP Changes document (Florida Self-Effectuating Enforcement Mechanism Administrative Plan BellSouth Telecommunications Staff's Recommended Modifications Needed for Order Compliance.) This is the final version which will be filed in Florida, January 23, 2002 and incorporates the changes directed by the FPSC Staff in the letter dated January 10, 2002

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system. • **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.	• Parity + 2 Seconds

SEEM OSS Legacy Systems

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
Atlas	RNS,ROS	TAG, LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRL		LENS
TAG-CSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB, COFFI		LENS, TAG

OSS-1: Average Response Time and Response Interval (Pre-Ordering/Ordering)

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	▪ Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	▪ Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	▪ Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	▪ Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	▪ Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1

• UNE Loop + Port Combinations
  - Dispatch In
  - Switch Based
	• Retail Residence and Business
	  - Dispatch In
	  - Switch Based

• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch

• UNE xDSL (HDSL, ADSL and UCL)
  - Without Conditioning
  - With Conditioning
	• ADSL Provided to Retail
	  - Without Conditioning
	  - With Conditioning (BellSouth does not offer this service to Retail)

• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• EELs	• Retail DS1/DS3

Last Revised 1/30/02

P-3A: Percent Missed Installation Appointments Including Subsequent Appointments

SEEM Disaggregation	SEEM Analog/Benchmark
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• EELs	• Retail DS1/DS3

P-4A: Average Order Completion and Completion Notice Interval (AOCCNI) Distribution

P-6: % Completions/Attempts without Notice or < 24 hours Notice

Definition

The purpose of this measure is to report if BellSouth is returning a FOC to the CLEC in time for the CLEC to notify their customer of the scheduled date.

Exclusions

- Cancelled Orders
- Expedited Orders
- "0" dated orders or any request where the subscriber requested an earlier due date of < 24 hours prior to the original commitment date. or any LSR received < 24 hours prior to the original commitment date.

Business Rules

For CLEC Results:

Calculation would exclude any successful or unsuccessful service delivery where the CLEC was informed at least 24 hours in advance. BellSouth may also exclude from calculation any LSRs received from the requesting CLEC with less than 24 hour notice prior to the commitment date.

For BellSouth Results:

BellSouth does not provide a FOC to its retail customers.

Calculation

Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice $= (a \div b) \times 100$

- a = Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received < 24 Hours of Original Committed Due Date
- b = All Completions

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch /Non-Dispatch
- Total Orders FOC < 24 Hours
- Total Completed Service Orders
- % FOC < 24 Hours

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Committed Due Date (DD) • FOC End Timestamp • Report Month • CLEC Order Number and PON • Geographic Scope - State / Region	• Not Applicable

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SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP Non-Design	• Retail Residence and Business (POTS - Excluding Switch-Based Orders)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1

• UNE Loop + Port Combinations
  - Dispatch In
  - Switch-Based
	• Retail Residence and Business
	  - Dispatch In
	  - Switch-Based

• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN (Includes UDC)	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Non-Design	• Retail Residence and Business
• UNE Other Design	• Retail Design
• EELs	• Retail DS1/DS3

P-9: % Provisioning Troubles within 30 days of Service Order Completion

1/29/02 Changes to Florida SEEM Administrative Plan

Appendix B:

pp	B-1 & B-31	• Disaggregated B-1 to Resale, UNE, & Interconnection • Disaggregated B-2 to CRIS & CABS
pg	B-31	• Changed B-3 to read "Usage Data Delivery Accuracy" • Disaggregated C-3 to Physical Caged Augment, Physical Caged Initial, Physical Cageless Augment, Physical Cageless Initial, Virtual Combined (State), Virtual Augment, Virtual Initial
pg	B-43	• Changed OSS-1 PSIMS/ORB TAG, LENS to reflect comparison to OASISBIG and inclusion of COFFI/USOC
pp		• Changed all occurrences of ">" to ">" with the exception of MR-5 Out of Service (OOS) > 24 hours...

Appendix D:

pg	D-6	• Changed format of "Calculate Z_j – Mean Measure" illustration for simplified logic
pg	D-13	• Changed format of "Balancing Critical Value – Single-Cell Tests" illustration to reflect agreement amongst all statisticians (Bell, Ford, Mulrow)

Self-Effectuating Enforcement Mechanism Administrative Plan

Florida Plan

Version 2.3

Updated January 30, 2002

Revision History

Date	Version	Author	Contributors	Notes
11 16 01	Version 1.0	Ardene Whittlesey	Craig Duncan David Cornwall	Changes based on discussions with PSC staff: 2.7, add language about data retention 4.1.2, add benchmark 4.1 3, add retail analog, 4.1.6, change ALEC to sub-metric in 2nd sentence 4.2.3, remove entire paragraph & renumber 4.4.1, change last word to incurred 4.4.2, remove final sentence
10/25/01	Version 1.1	Ardene Whittlesey	Dave Coon Leah Cooper David Cornwall Craig Duncan Bill Griffin	Initial Submission to PSC
12/14/01	Version 2.3	Chris Mihok	Edward Mulrow Craig Duncan	Changes to Appendix D: Statistical Formulas and Technical Description (See Florida_Updates.doc).
1/10/02	Version 2.1	Ardene Whittlesey	Wayne Tubaugh	Changes to Section 4.0 of plan, per Wayne.
1/22/02	Version 2.2	Ardene Whittlesey	David Cornwall Craig Duncan Bernadette Gorman	Changes to list of metrics.
1/30/02	Version 2.3	Chris Mihok	David Cornwall Craig Duncan	Changes to SEEM Submet-rics (Appendix B)

Administrative Plan

Appendix A: Fee Schedule

Appendix B: SEEM Submetrics

Appendix C: Statistical Properties and Definitions

Appendix D: Statistical Formulas and Technical Descriptions

Appendix E: BST SEEM Remedy Calculation Procedures

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 BellSouth pursuant to the Order issued by the Florida Public Service Commission (the "Commission") on September 10, 2001 in Docket 000121-TP

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 website at: https://pmap.bellsouth.com

2. Reporting

2.1   In providing services pursuant to the Interconnection Agreements between BellSouth and each ALEC, BellSouth will report its performance to each ALEC in accordance with BellSouth's SQMs.

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

2.3   Final validated SQM reports will be posted no later than the last day of the month after the 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   Final validated SEEM reports will be posted on the 15th day of the month, following the final validated SQM report or the first business day thereafter.

2.5   BellSouth shall pay penalties to the Commission, in the aggregate, for all late SQM reports in the amount of $2000 per day. Such penalty shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the actual publication date of the report.

2.6   BellSouth shall pay penalties to the Commission, in the aggregate, for all incomplete or inaccurate SQM reports in the amount of $400 per day. Such penalty shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the final publication date of the report or the report revision date.

2.7   BellSouth 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.

3. Modification to Measures

3.1   During the first two years of implementation, BellSouth will participate in six-month review cycles starting six months after the date of the Commission order. A collaborative work group, which will include BellSouth, interested ALECs and the Commission will review the Performance Assessment Plan for additions, deletions or other modifications. After two years from the date of the order, the review cycle may, at the discretion of the Commission, be reduced to an annual review.

3.2   BellSouth and the ALECs shall file any proposed revisions to the SEEM plan one month prior to the ⁻beginning of each review period.

3.3   From time to time, BellSouth may be ordered by the Florida Public Service Commission to modify or amend the SQMs or SEEMs. Nothing will preclude any party from participating in any proceeding involving BellSouth's SQMs or SEEMs from advocating that those measures be modified.

3.4   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 Florida Public Service Commission.

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*– competitive level of performance established by the Commission used to evaluate the performance of BellSouth and each ALEC for penalties where no analogous retail process, product or service is feasible.

4.1.3 *Enforcement Measurement retail analog compliance*– comparing performance levels provided to BellSouth retail customers with performance levels provided by BellSouth to the ALEC customer for penalties.

4.1.4 *Test Statistic and Balancing Critical Value* – means by which enforcement will be determined using statistically valid equations. The Test Statistic and Balancing Critical Value properties are set forth in Appendix C, incorporated herein by this reference.

4.1.5 *Cell* – grouping of transactions at which like-to-like comparisons are made. For example, all BellSouth retail ISDN services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to ALEC resold ISDN 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 Appendix C, incorporated herein by this reference.

4.1.6 *Delta* – measure of the meaningful difference between BellSouth performance and submetric performance. For individual submetrics the Delta value shall be determined using Ford's Delta Function as ordered by the Florida Public Service Commission. See Appendix C, incorporated herein by this reference.

4.1.7 *Tier-1 Enforcement Mechanisms* – self-executing liquidated damages paid directly to each ALEC when BellSouth delivers non-compliant performance of any one of the Tier-1 Enforcement Measurement Elements for any month as calculated by BellSouth.

4.1.8 *Tier-2 Enforcement Mechanisms* – assessments paid directly to the Florida Public Service Commission or its designee. Tier 2 Enforcement Mechanisms are triggered by three consecutive monthly failures in Tier 2 enforcement measurement elements in which BellSouth performance is out of compliance or does not meet the benchmarks for the aggregate of all ALEC data as calculated by BellSouth for a particular Tier-2 Enforcement Measurement Element.

4.1.9 *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%.

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 ALEC.

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 performance and the payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be used as evidence that BellSouth 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 failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for each ALEC for the State of Florida 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 utilizing BellSouth generated data. The method of calculation is set forth in Appendix D, incorporated herein by this reference.

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

4.3.1.2   When a measurement has five or more transactions for the ALEC, 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 measurement basis and will escalate based upon the number of consecutive months that BellSouth has reported non-compliance.

4.3.1.4   Fee Schedule for Tier-1 Enforcement Mechanisms is shown on the Performance Measurement Reports in Table-1 of Appendix A, incorporated herein by this reference. Failures beyond Month 6 will be subject to Month 6 fees.

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 for given Enforcement Measurement Elements for three consecutive months based upon the method of calculation set forth in Appendix D, incorporated herein by this reference.

4.3.2.1   Tier-2 Enforcement Mechanisms apply, for an aggregate of all ALEC data generated by BellSouth, on a per measurement basis for a particular Enforcement Measurement Element.

4.3.2.2   Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is shown in Table-2 of Appendix A, incorporated herein by this reference.

4.4   Payment of Tier-1 and Tier-2 Amounts

4.4.1   If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to an ALEC or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission or its designee, BellSouth shall make payment in the required amount by the end of the second month following the month for which disparate treatment was incurred.

4.4.2   For each day after the due date that BellSouth fails to pay an ALEC the required amount, BellSouth will pay the ALEC 6% simple interest per annum.

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 $1,000 per day for deposit in the State's General Revenue Fund.

4.4.4   If an ALEC disputes the amount paid under Tier-1 Enforcement Mechanisms, the ALEC shall submit a written claim to BellSouth within sixty (60) days after the payment due date. BellSouth shall investigate all claims and provide the ALEC written findings within thirty (30) days after receipt of the claim. If BellSouth determines the ALEC is owed additional amounts, BellSouth shall pay the ALEC such additional amounts within thirty (30) days after its findings along with 6% simple interest per annum. However, the ALEC shall be responsible for all administrative costs associated with resolution of disputes that result in no actual payment. Administrative costs are those reasonable costs incurred in the resolution of the disputed matter. Such costs would include, but not be limited to, postage, travel and lodging, communication expenses, and legal costs. If BellSouth and the ALEC have exhausted good faith negotiations and are still unable to reach a mutually agreeable settlement pertaining to the amount disputed, the Commission will settle the dispute. If Commission intervention is required, a mediated resolution will be pursued.

4.4.5   At the end of each calendar year, an independent accounting firm, mutually agreeable to the Florida Public Service Commission and BellSouth, shall certify that all penalties under Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP). These annual audits shall be performed based upon audited data of BellSouth's performance measurements.

4.5   Limitations of Liability

4.5.1   BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively and absolutely capped at 39% of net revenues in Florida, based upon the most recently reported ARMIS data.

4.5.2   BellSouth will not be responsible for an ALEC's acts or omissions that cause performance measures to be missed or failed, including but not limited to, accumulation and submission of orders at unreasonable quantities or times or failure to submit accurate orders or inquiries. BellSouth shall provide the ALEC with reasonable notice of such acts or omissions or provide the ALEC with any such supporting documentation.

4.5.3   BellSouth shall not be obligated for penalties under Tier-1 or Tier-2 Enforcement Mechanisms for noncompliance with a performance measure if such noncompliance was the result of an act or omission by the ALEC that was in bad faith.

4.5.4   BellSouth shall not be obligated for penalties under Tier-1 or Tier-2 Enforcement Mechanism for noncompliance with a performance measure if such noncompliance was the result of any of the following: a Force Majeure event; an act or omission by an ALEC that is contrary to any of its obligations under the Act, Commission rule, or state law; or an act or omission associated with third party systems or equipment.

4.5.5   In addition to these specific limitations of liability, BellSouth may petition the Commission to consider a waiver based upon other circumstances.

4.6   Affiliate Reporting

4.6.1   BellSouth shall provide monthly results for each metric for each BellSouth ALEC affiliate; however, only the Florida Public Service Commission shall be provided the number of transactions or observations for BellSouth ALEC affiliates. Further, BellSouth shall inform the Commission of any changes regarding non-ALEC affiliates' use of its OSS databases, systems, and interfaces.

4.7   Dispute Resolution

4.7.1   Notwithstanding any other provision of the Interconnection Agreement between BellSouth and each ALEC, any dispute regarding BellSouth's performance or obligations pursuant to this Plan shall be resolved by the Commission.

Appendix A: Fee Schedule

1. Tier 1 Fee Schedule

Table A-1 gives Tier 1 payments for Months 1-6. Payments are per affected item.

Table A-1: Liquidated Damages for Tier 1 Measures

Measure	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Billing	$450	$650	$800	$1,000	$1,200	$1,350
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000
IC Trunks	$1,150	$1,600	$2,050	$2,500	$2,950	$3,450
LNP	$1,700	$2,400	$3,100	$3,750	$4,450	$5,150
Maintenance and Repair	$1,150	$1,600	$2,050	$2,500	$2,950	$3,400
Maintenance and Repair UNE	$4,550	$6,400	$8,200	$10,050	$11,900	$13,700
Ordering	$450	$650	$800	$1,000	$1,150	$1,350
Provisioning	$1,150	$1,600	$2,050	$2,500	$2,950	$3,400
Provisioning UNE (CCC)	$4,550	$6,400	$8,200	$10,050	$11,900	$13,700
Pre-Ordering	$250	$300	$400	$500	$600	$700
Change Management	$1,000	$1,000	$1,000	$1,000	$1,000	$1,000

2. Tier 2 Fee Schedule

Table A-2 lists Tier 2 payments for Florida. Payments are per affected item.

Table A-2: Remedy Payments for Tier 2 Measures

Measure	Payment
Billing	$700
Collocation	$15,000
IC Trunks	$5,700
LNP	$5,700
Maintenance and Repair	$3,450
Maintenance and Repair UNE	$10,000
Ordering	$700
Provisioning	$3,450
Provisioning UNE (CCC)	$10,000
Pre-Ordering	$250
Change Management	$1,000

Appendix B: SEEM Submetrics

1. Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetrics.

Table B-1: Tier 1 Submetrics

Item No.	Submetric
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices - CRIS
5	B-2 Mean Time to Deliver Invoices - CABS
6	B-3 Usage Data Delivery Accuracy
7	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
8	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
9	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
11	C-3 Collocation Percent of Due Dates Missed Virtual Combined (State)
12	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
13	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
14	CM-1 Timeliness of Change Management Notices
15	CM-1 Timeliness of Documents Associated with Change
16	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design
17	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
18	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
19	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
20	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
21	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN
22	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
23	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
24	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
25	MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence
26	MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other
27	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop $\geq$ DS1
28	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
32	MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports
33	MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL (ADSL, HDSL, UCL)
34	MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Design
35	MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Non Design
36	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Design
37	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Non-Design
38	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business
39	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex
40	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design
41	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale ISDN
42	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport
43	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks
44	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX
45	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Residence
46	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Combo Other
47	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop $\geq$ DS1
48	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1
49	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)
50	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo
51	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing
52	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports
53	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
54	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Design
55	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Non Design
56	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Design
57	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Non-Design
58	MR-2 Customer Trouble Report Rate - Resale Business
59	MR-2 Customer Trouble Report Rate - Resale Centrex
60	MR-2 Customer Trouble Report Rate - Resale Design
61	MR-2 Customer Trouble Report Rate - Resale ISDN
62	MR-2 Customer Trouble Report Rate - Local Transport
63	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
64	MR-2 Customer Trouble Report Rate - Resale PBX
65	MR-2 Customer Trouble Report Rate - Resale Residence
66	MR-2 Customer Trouble Report Rate - UNE Combo Other
67	MR-2 Customer Trouble Report Rate - UNE Digital Loop $\geq$ DS1
68	MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
69	MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)
70	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combo
71	MR-2 Customer Trouble Report Rate - UNE Line Sharing
72	MR-2 Customer Trouble Report Rate - UNE Switch ports
73	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
74	MR-2 Customer Trouble Report Rate - UNE Other - Design
75	MR-2 Customer Trouble Report Rate - UNE Other - Non Design
76	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Design
77	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design
78	MR-3 Maintenance Average Duration Dispatch - Resale Business
79	MR-3 Maintenance Average Duration Dispatch - Resale Centrex
80	MR-3 Maintenance Average Duration Dispatch - Resale Design
81	MR-3 Maintenance Average Duration Dispatch - Resale ISDN
82	MR-3 Maintenance Average Duration Dispatch - Local Transport
83	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
84	MR-3 Maintenance Average Duration Dispatch - Resale PBX
85	MR-3 Maintenance Average Duration Dispatch - Resale Residence
86	MR-3 Maintenance Average Duration Dispatch - UNE Combo Other
87	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop ≥ DS1
88	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
89	MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
90	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port Combo
91	MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
92	MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
93	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
94	MR-3 Maintenance Average Duration Dispatch - UNE Other - Design
95	MR-3 Maintenance Average Duration Dispatch - UNE Other - Non Design
96	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Design
97	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Non-Design
98	MR-3 Maintenance Average Duration Non Dispatch - Resale Business
99	MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex
100	MR-3 Maintenance Average Duration Non Dispatch - Resale Design
101	MR-3 Maintenance Average Duration Non Dispatch Resale ISDN
102	MR-3 Maintenance Average Duration Non Dispatch - Local Transport
103	MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks
104	MR-3 Maintenance Average Duration Non Dispatch - Resale PBX
105	MR-3 Maintenance Average Duration Non Dispatch - Resale Residence

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
106	MR-3 Maintenance Average Duration Non Dispatch - UNE Combo Other
107	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop ≥ DS1
108	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1
109	MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)
110	MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo
111	MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing
112	MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports
113	MR-3 Maintenance Average Duration Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
114	MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Design
115	MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Non Design
116	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Design
117	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Non-Design
118	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Business
119	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Centrex
120	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Design
121	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale ISDN
122	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport
123	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Interconnection Trunks
124	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX
125	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Residence
126	MR-4 Percent Repeat Trouble within 30 Days Dispatch -UNE Combo Other
127	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop ≥ DS1
128	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1
129	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)
130	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Loop and Port Combo
131	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing
132	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports
133	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE xDSL (ADSL, HDSL, UCL)
134	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Design
135	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Non Design
136	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Design
137	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Non-Design
138	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business
139	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex
140	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design
141	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale ISDN
142	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
143	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks
144	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX
145	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Residence
146	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Combo Other
147	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop ≥ DS1
148	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1
149	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)
150	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo
151	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing
152	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports
153	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)"
154	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Design
155	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Non Design
156	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Design
157	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Non-Design
158	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Business
159	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Centrex
160	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Design
161	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale ISDN
162	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Transport
163	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Interconnection Trunks
164	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX
165	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence
166	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Combo Other
167	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop ≥ DS1
168	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1
169	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)
170	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Loop and Port Combo
171	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing
172	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports
173	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)
174	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Design
175	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Non Design
176	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Design
177	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Non-Design
178	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business
179	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
180	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design
181	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale ISDN
182	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport
183	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks
184	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX
185	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Residence
186	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Combo Other
187	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop ≥ DS1
188	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1
189	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)
190	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo
191	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing
192	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports
193	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
194	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Design
195	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Non Design
196	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Design
197	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
198	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
199	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
200	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Design
201	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Non Design
202	O-11 FOC & Reject Completeness Fully Mechanized Resale Business
203	O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
204	O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
205	O-11 FOC & Reject Completeness Fully Mechanized EEL's
206	O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
207	O-11 FOC & Reject Completeness Fully Mechanized Line Splitting
208	O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
209	O-11 FOC & Reject Completeness Fully Mechanized Local Interconnection Trunks
210	O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
211	O-11 FOC & Reject Completeness Fully Mechanized INP Standalone
212	O-11 FOC & Reject Completeness Fully Mechanized Line Sharing
213	O-11 FOC & Reject Completeness Fully Mechanized Resale PBX
214	O-11 FOC & Reject Completeness Fully Mechanized Resale Residence
215	O-11 FOC & Reject Completeness Fully Mechanized Switch Ports
216	O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
217	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop ≥DS1
218	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1
219	O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN
220	O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
221	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
222	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design
223	O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
224	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
225	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
226	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design
227	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design
228	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Design
229	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Non Design
230	O-11 FOC & Reject Completeness Non Mechanized Resale Business
231	O-11 FOC & Reject Completeness Non Mechanized Resale Centrex
232	O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
233	O-11 FOC & Reject Completeness Non Mechanized EEL's
234	O-11 FOC & Reject Completeness Non Mechanized Resale ISDN
235	O-11 FOC & Reject Completeness Non Mechanized Line Splitting
236	O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
237	O-11 FOC & Reject Completeness Non Mechanized Local Interconnection Trunks
238	O-11 FOC & Reject Completeness Non Mechanized LNP Standalone
239	O-11 FOC & Reject Completeness Non Mechanized INP Standalone
240	O-11 FOC & Reject Completeness Non Mechanized Line Sharing
241	O-11 FOC & Reject Completeness Non Mechanized Resale PBX
242	O-11 FOC & Reject Completeness Non Mechanized Resale Residence
243	O-11 FOC & Reject Completeness Non Mechanized Switch Ports
244	O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other
245	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop ≥DS1
246	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
247	O-11 FOC & Reject Completeness Non Mechanized UNE ISDN
248	O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos
249	O-11 FOC & Reject Completeness Non Mechanized UNE Other Design
250	O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design
251	O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
252	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
253	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
254	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w LNP Non Design
255	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
256	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/ INP Design
257	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Non Design
258	O-11 FOC & Reject Completeness Partially Mechanized Resale Business
259	O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
260	O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
261	O-11 FOC & Reject Completeness Partially Mechanized EEL's
262	O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
263	O-11 FOC & Reject Completeness Partially Mechanized Line Splitting
264	O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
265	O-11 FOC & Reject Completeness Partially Mechanized Local Interconnection Trunks
266	O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
267	O-11 FOC & Reject Completeness Partially Mechanized INP Standalone
268	O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
269	O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
270	O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
271	O-11 FOC & Reject Completeness Partially Mechanized Switch Ports
272	O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
273	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop ≥DS1
274	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1
275	O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN
276	O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
277	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
278	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design
279	O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
280	O-1 Acknowledgement Message Timeliness (Electronically) - EDI
281	O-1 Acknowledgement Message Timeliness (Electronically) - TAG
282	O-2 Acknowledgement Message Completeness - EDI Fully Mechanized
283	O-2 Acknowledgement Message Completeness - TAG Fully Mechanized
284	O-4 Percent flow-through Service Requests (Detail) Total Business
285	O-4 Percent flow-through Service Requests (Detail) Total LNP
286	O-4 Percent flow-through Service Requests (Detail) Total Residence
287	O-4 Percent flow-through Service Requests (Detail) Total UNE
288	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
289	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
290	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
291	O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
292	O-8 Reject Interval Fully Mechanized 2W Analog Loop w INP Design
293	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design
294	O-8 Reject Interval Fully Mechanized Resale Business
295	O-8 Reject Interval Fully Mechanized Resale Centrex
296	O-8 Reject Interval Fully Mechanized Resale Design (Special)
297	O-8 Reject Interval Fully Mechanized EELs
298	O-8 Reject Interval Fully Mechanized Resale ISDN
299	O-8 Reject Interval Fully Mechanized Line Splitting
300	O-8 Reject Interval Fully Mechanized Local Interoffice Transport
301	O-8 Reject Interval Fully Mechanized Local Interconnection Trunks
302	O-8 Reject Interval Fully Mechanized LNP Standalone
303	O-8 Reject Interval Fully Mechanized INP Standalone
304	O-8 Reject Interval Fully Mechanized Line Sharing
305	O-8 Reject Interval Fully Mechanized Resale PBX
306	O-8 Reject Interval Fully Mechanized Resale Residence
307	O-8 Reject Interval Fully Mechanized Switch Ports
308	O-8 Reject Interval Fully Mechanized UNE COMBO Other
309	O-8 Reject Interval Fully Mechanized UNE Digital Loop ≥DS1
310	O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
311	O-8 Reject Interval Fully Mechanized UNE ISDN
312	O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
313	O-8 Reject Interval Fully Mechanized UNE Other Design
314	O-8 Reject Interval Fully Mechanized UNE Other Non Design
315	O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
316	O-8 Reject Interval Non Mechanized 2W Analog Loop Design
317	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
318	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
319	O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
320	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design
321	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design
322	O-8 Reject Interval Non Mechanized Resale Business
323	O-8 Reject Interval Non Mechanized Resale Centrex
324	O-8 Reject Interval Non Mechanized Resale Design (Special)
325	O-8 Reject Interval Non Mechanized EELs
326	O-8 Reject Interval Non Mechanized Resale ISDN
327	O-8 Reject Interval Non Mechanized Line Splitting

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
328	O-8 Reject Interval Non Mechanized Local Interoffice Transport
329	O-8 Reject Interval Non Mechanized Local Interconnection Trunks
330	O-8 Reject Interval Non Mechanized LNP Standalone
331	O-8 Reject Interval Non Mechanized INP Standalone
332	O-8 Reject Interval Non Mechanized Line Sharing
333	O-8 Reject Interval Non Mechanized Resale PBX
334	O-8 Reject Interval Non Mechanized Resale Residence
335	O-8 Reject Interval Non Mechanized Switch Ports
336	O-8 Reject Interval Non Mechanized UNE COMBO Other
337	O-8 Reject Interval Non Mechanized UNE Digital Loop ≥DS1
338	O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
339	O-8 Reject Interval Non Mechanized UNE ISDN
340	O-8 Reject Interval Non Mechanized UNE Loop + Port Combos
341	O-8 Reject Interval Non Mechanized UNE Other Design
342	O-8 Reject Interval Non Mechanized UNE Other Non Design
343	O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)
344	O-8 Reject Interval Partially Mechanized 2W Analog Loop Design
345	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
346	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
347	O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
348	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design
349	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design
350	O-8 Reject Interval Partially Mechanized Resale Business
351	O-8 Reject Interval Partially Mechanized Resale Centrex
352	O-8 Reject Interval Partially Mechanized Resale Design (Special)
353	O-8 Reject Interval Partially Mechanized EEL's
354	O-8 Reject Interval Partially Mechanized Resale ISDN
355	O-8 Reject Interval Partially Mechanized Line Splitting
356	O-8 Reject Interval Partially Mechanized Local Interoffice Transport
357	O-8 Reject Interval Partially Mechanized Local Interconnection Trunks
358	O-8 Reject Interval Partially Mechanized LNP Standalone
359	O-8 Reject Interval Partially Mechanized INP Standalone
360	O-8 Reject Interval Partially Mechanized Line Sharing
361	O-8 Reject Interval Partially Mechanized Resale PBX
362	O-8 Reject Interval Partially Mechanized Resale Residence
363	O-8 Reject Interval Partially Mechanized Switch Ports
364	O-8 Reject Interval Partially Mechanized UNE COMBO Other

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
365	O-8 Reject Interval Partially Mechanized UNE Digital Loop ≥DS1
366	O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
367	O-8 Reject Interval Partially Mechanized UNE ISDN
368	O-8 Reject Interval Partially Mechanized UNE Loop – Port Combos
369	O-8 Reject Interval Partially Mechanized UNE Other Design
370	O-8 Reject Interval Partially Mechanized UNE Other Non Design
371	O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
372	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Design
373	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Design
374	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Non Design
375	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Non Design
376	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Design
377	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Non Design
378	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Business
379	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Centrex
380	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Design (Special)
381	O-9 Firm Order Confirmation Timeliness Fully Mechanized - EELs
382	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale ISDN
383	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Splitting
384	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interoffice Transport
385	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interconnection Trunks
386	O-9 Firm Order Confirmation Timeliness Fully Mechanized - LNP Standalone
387	O-9 Firm Order Confirmation Timeliness Fully Mechanized - INP Standalone
388	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Sharing
389	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale PBX
390	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Residence
391	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Switch Ports
392	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Combo Other
393	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop ≥DS1
394	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop <DS1
395	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE ISDN
396	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Loop + Port Combos
397	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Design
398	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Non Design
399	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE xDSL (ADSL, HDSL, UC)
400	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Design
401	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
402	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Non Design
403	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Non Design
404	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Design
405	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Non Design
406	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business
407	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Centrex
408	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Design (Special)
409	O-9 Firm Order Confirmation Timeliness Non Mechanized - EELs
410	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale ISDN
411	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Splitting
412	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
413	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interconnection Trunks
414	O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
415	O-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone
416	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
417	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
418	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
419	O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
420	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
421	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop ≥DS1
422	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1
423	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN
424	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos
425	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
426	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
427	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
428	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
429	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design
430	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design
431	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
432	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design
433	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design
434	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
435	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex
436	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
437	O-9 Firm Order Confirmation Timeliness Partially Mechanized EELs
438	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
439	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Splitting
440	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
441	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interconnection Trunks
442	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
443	O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone
444	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
445	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
446	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
447	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
448	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
449	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop ≥DS1
450	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
451	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN
452	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
453	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
454	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
455	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
456	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop Design
457	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
458	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
459	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
460	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
461	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop Non-Design
462	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Business
463	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch≥ 10 - Resale Centrex
464	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Design
465	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 Resale ISDN
466	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch≥ 10 - Local Transport

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
467	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch≥ .0 - Local Interconnection Trunks
468	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - LNP Standalone
469	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - INP Standalone
470	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale PBX
471	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Residence
472	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Combo Other
473	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
474	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Digital Loop < DS1
475	P-3A Percent Missed Installation Appointments Including Subsequent Appointments ≥ 10 Dispatch - EELs
476	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE ISDN (includes UDC)
477	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Line Sharing
478	P-3A Percent Missed Installation Appointments Including Subsequent Appointments ≥ 10 Dispatch - UNE Line Splitting
479	P-3A Percent Missed Installation Appointments Including Subsequent Appointments ≥ 10 Dispatch - UNE Other Design
480	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - ≥ 10 Dispatch - UNE Other Non Design
481	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Switch ports
482	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL)
483	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch in ≥ 10 - UNE Loop and Port Combo
484	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Switch Based ≥ 10 - UNE Loop and Port Combo
485	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop Design
486	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
487	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w INP Non Design
488	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/INP Design
489	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
490	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop Non-Design
491	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Business
492	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Centrex
493	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Design
494	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 Resale ISDN
495	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Local Transport
496	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch - Local Interconnection Trunks
497	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - LNP Standalone
498	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - INP Standalone
499	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale PBX
500	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 Resale Residence
501	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Combo Other
502	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 UNE Digital Loop ≥ DS1
503	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Digital Loop < DS1
504	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Dispatch - EELs
505	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE ISDN (includes UDC)
506	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Line Sharing
507	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Dispatch - UNE Line Splitting

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
508	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Dispatch - UNE Other Design
509	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Dispatch - UNE Other Non Design
510	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Switch ports
511	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
512	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch in < 10 - UNE Loop and Port Combo
513	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Switch Based < 10 - UNE Loop and Port Combo
514	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop Design
515	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
516	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
517	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
518	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
519	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop Non-Design
520	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale Business
521	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale Centrex
522	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale Design
523	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale ISDN
524	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Local Transport
525	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch - Local Interconnection Trunks
526	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - LNP Standalone
527	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - INP Standalone
528	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale PBX

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
529	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale Residence
530	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - UNE Combo Other
531	P-3A Percent Missed Installation Appointments Including Subsequent Appointments ≥ 10 Non Dispatch - EELs
532	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch ≥ 10 - UNE ISDN (includes UDC)
533	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non-Dispatch ≥ 10 - UNE Loop and Port Combo
534	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch ≥ 10 - UNE Line Sharing
535	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - ≥ 10 Non Dispatch - UNE Line Splitting
536	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
537	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch ≥ 10 - UNE Digital Loop < DS1
538	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - ≥ 10 Non Dispatch - UNE Other Design
539	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - ≥ 10 Non Dispatch - UNE Other Non Design
540	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch ≥ 10 - UNE Switch ports
541	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
542	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch - Dispatch in ≥ 10 - UNE Loop & Port Combos
543	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch - Switch Based ≥ 10 - UNE Loop & Port Combos
544	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - 2 w Analog Loop Design
545	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
546	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - 2 w Analog Loop w/INP Non Design
547	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - 2 w Analog Loop w/INP Design
548	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
549	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - 2 w Analog Loop Non-Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
550	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - Resale Business
551	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - Resale Centrex
552	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - Resale Design
553	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - Resale ISDN
554	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - Local Transport
555	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch - Local Interconnection Trunks
556	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - LNP Standalone
557	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - INP Standalone
558	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - Resale PBX
559	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - Resale Residence
560	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - UNE Combo Other
561	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - < 10 Non Dispatch - EELs
562	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - UNE ISDN (includes UDC)
563	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - UNE Loop and Port Combo
564	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - UNE Line Sharing
565	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - < 10 Non Dispatch - UNE Line Splitting
566	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 UNE Digital Loop ≥ DS1
567	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - UNE Digital Loop < DS1
568	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - < 10 Non Dispatch - UNE Other Design
569	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - < 10 Non Dispatch - UNE Other Non Design
570	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - UNE Switch ports

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Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
571	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
572	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch - Dispatch in < 10 - UNE Loop and Port Combo
573	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch - Switch based < 10 - UNE Loop and Port Combo
574	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop Design
575	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
576	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
577	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
578	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
579	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop Non-Design
580	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Business
581	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Centrex
582	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Design
583	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale ISDN
584	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Local Transport
585	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch - Local Interconnection Trunks
586	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - LNP Standalone
587	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - INP Standalone
588	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale PBX
589	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Residence
590	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Combo Other
591	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Digital Loop ≥ DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
592	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Digital Loop < DS1
593	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - EELs
594	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE ISDN (includes UDC)
595	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Line Sharing
596	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Line Splitting
597	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Other Design
598	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Other Non Design
599	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Switch ports
600	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch - Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
601	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch - Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
602	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch in ≥ 10 - UNE Loop and Port Combo
603	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Switch Based ≥ 10 - UNE Loop and Port Combo
604	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop Design
605	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Design
606	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
607	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/INP Design
608	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/INP Non Design
609	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop Non-Design
610	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Business
611	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Centrex
612	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
613	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 Resale ISDN
614	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Local Transport
615	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch - < 10 - Local Interconnection Trunks
616	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - LNP Standalone
617	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - INP Standalone
618	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale PBX
619	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 Resale Residence
620	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Combo Other
621	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 UNE Digital Loop ≥ DS1
622	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Digital Loop < DS1
623	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - EELs
624	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE ISDN (includes UDC)
625	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Line Sharing
626	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Line Splitting
627	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Design
628	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Non Design
629	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Switch ports
630	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
631	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
632	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch - Dispatch in < 10 - UNE Loop and Port Combo
633	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch - Switch Based < 10 - UNE Loop and Port Combo

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
634	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop Design
635	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
636	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
637	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
638	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
639	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop Non-Design
640	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale Business
641	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale Centrex
642	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale Design
643	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 Resale ISDN
644	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Local Transport
645	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch - Local Interconnection Trunks
646	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - LNP Standalone
647	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - INP Standalone
648	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale PBX
649	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 Resale Residence
650	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Combo Other
651	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - EELs
652	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE ISDN (includes UDC)
653	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution-Dispatch ≥ 10 - UNE Loop and Port Combo
654	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Line Sharing

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
655	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Line Splitting
656	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 UNE Digital Loop ≥ DS1
657	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Digital Loop < DS1
658	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Other Design
659	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Other Non Design
660	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Switch ports
661	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
662	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
663	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch - Dispatch in ≥ 10 - UNE Loop and Port Combo
664	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch - Switch Based ≥ 10 - UNE Loop and Port Combo
665	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop Design
666	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop Non-Design
667	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
668	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
669	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop w/INP Design
670	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop w/INP Non Design
671	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale Business
672	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale Centrex
673	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale Design
674	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 Resale ISDN
675	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Local Transport

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
676	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch - Local Interconnection Trunks
677	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - LNP Standalone
678	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - INP Standalone
679	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale PBX
680	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale Residence
681	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Combo Other
682	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - EELs
683	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE ISDN (includes UDC)
684	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Loop and Port Combo
685	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Line Sharing
686	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Line Splitting
687	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Digital Loop ≥ DS1
688	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Digital Loop < DS1
689	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Other Design
690	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Other Non Design
691	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Switch ports
692	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
693	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
694	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch - Dispatch in < 10 - UNE Loop and Port Combo
695	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch - Switch-based < 10 - UNE Loop and Port Combo
696	P-7A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL1 IDLC

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
697	P-7A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL1 Non Time Specific
698	P-7A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL 1 Time Specific
699	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 IDLC
700	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Non Specific
701	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Specific
702	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
703	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch
704	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch
705	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch
706	P-7 Coordinated Customer Conversions Internal Unbundles Loops with INP
707	P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP
708	P-8 Cooperative Acceptance Testing - % of xDSL Loc ADSL
709	P-8 Cooperative Acceptance Testing - % of xDSL Loc HDSL
710	P-8 Cooperative Acceptance Testing - % of xDSL Loc Other
711	P-8 Cooperative Acceptance Testing - % of xDSL Loc UNE UCL
712	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop Design
713	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
714	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non-Design
715	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop Non-Design
716	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
717	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/INP Non-Design
718	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Business
719	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Centrex
720	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
721	P-9 % Provisioning Troubles w in 30 days of Service Order Completion Dispatch ≥ 10 Resale ISDN
722	P-9 % Provisioning Troubles w in 30 days of Service Order Completion Dispatch ≥ 10 - Local Transport
723	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Local Interconnection Trunks
724	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 LNP Standalone
725	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 INP Standalone
726	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale PBX
727	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 Resale Residence
728	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Combo Other
729	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
730	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Digital Loop < DS1
731	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - EELs
732	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE ISDN (includes UDC)
733	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Sharing
734	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Splitting
735	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Design
736	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Non Design
737	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Switch ports
738	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL)
739	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion - Dispatch - Dispatch in ≥ 10 - UNE Loop and Port Combo
740	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion - Dispatch - Switch Based ≥ 10 - UNE Loop and Port Combo
741	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
742	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
743	P-9 % Provisioning Troubles w in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
744	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
745	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Design
746	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Non-Design
747	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
748	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
749	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
750	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 Resale ISDN
751	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
752	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Local Interconnection Trunks
753	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
754	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone
755	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
756	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence
757	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
758	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop ≥ DS1
759	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
760	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs
761	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
-762	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
763	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
764	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
765	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
766	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
767	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <10 - UNE xDSL (ADSL, HDSL. UCL)
768	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Dispatch in < 10 - UNE Loop and Port Combo
769	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Switch Based < 10 - UNE Loop and Port Combo
770	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop Design
771	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
772	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non-Design
773	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop Non-Design
774	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
775	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop w/INP Non-Design
776	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale Business
777	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale Centrex
778	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale Design
779	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale ISDN
780	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Local Transport
781	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Local Interconnection Trunks
782	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 LNP Standalone
783	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 INP Standalone
784	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale PBX
785	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 Resale Residence

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
786	P-9 % Provisioning Troubles w in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Combo Other
787	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - EEL's
788	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE ISDN (includes UDC)
789	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Loop and Port Combo
790	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Line Sharing
791	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Line Splitting
792	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 UNE Digital Loop ≥ DS1
793	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Digital Loop < DS1
794	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Other Design
795	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Other Non Design
796	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Switch ports
797	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
798	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Dispatch in ≥ 10 UNE Loop & Port Combos
799	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Switch Based ≥ 10 UNE Loop & Port Combos
800	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop Design
801	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
802	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
803	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop Non-Design
804	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/INP Design
805	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/INP Non-Design
806	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Business
807	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
808	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Design
809	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale ISDN
810	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Local Transport
811	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Local Interconnection Trunks
812	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 LNP Standalone
813	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 INP Standalone
814	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale PBX
815	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale Residence
816	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Combo Other
817	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - EEL's
818	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE ISDN (includes UDC)
819	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Loop and Port Combo
820	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Line Sharing
821	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Line Splitting
822	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 UNE Digital Loop ≥ DS1
823	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Digital Loop < DS1
824	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Design
825	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Non Design
826	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Switch ports
827	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
828	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Dispatch in < 10 - UNE Loop and Port Combo
829	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Switch-based < 10 - UNE Loop and Port Combo

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
830	TGP-2 Trunk Group Performance ALEC Specific

2. Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices - CRIS
5	B-2 Mean Time to Deliver Invoices - CABS
6	B-3 Usage Data Delivery Accuracy
7	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
8	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
9	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
11	C-3 Collocation Percent of Due Dates Missed Virtual Combined (State)
12	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
13	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
14	CM-1 Timeliness of Change Management Notices
15	CM-1 Timeliness of Documents Associated with Change
16	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design
17	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
18	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
19	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
20	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
21	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN
22	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
23	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
24	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
25	MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence
26	MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other
27	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop ≥ DS1
28	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing
32	MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports
33	MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL (ADSL, HDSL, UCL)
34	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
35	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Non-Design
36	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business
37	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex
38	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design
39	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale ISDN
40	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport
41	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks
42	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX
43	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Residence
44	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Combo Other
45	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop $\geq$ DS1
46	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1
47	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)
48	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo
49	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing
50	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports
51	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
52	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Design
53	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Non-Design
54	MR-2 Customer Trouble Report Rate - Resale Business
55	MR-2 Customer Trouble Report Rate - Resale Centrex
56	MR-2 Customer Trouble Report Rate - Resale Design
57	MR-2 Customer Trouble Report Rate - Resale ISDN
58	MR-2 Customer Trouble Report Rate - Local Transport
59	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
60	MR-2 Customer Trouble Report Rate - Resale PBX
61	MR-2 Customer Trouble Report Rate - Resale Residence
62	MR-2 Customer Trouble Report Rate - UNE Combo Other
63	MR-2 Customer Trouble Report Rate - UNE Digital Loop $\geq$ DS1
64	MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1
65	MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)
66	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combo
67	MR-2 Customer Trouble Report Rate - UNE Line Sharing
68	MR-2 Customer Trouble Report Rate - UNE Switch ports
69	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
70	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Design
71	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
72	MR-3 Maintenance Average Duration Dispatch - Resale Business
73	MR-3 Maintenance Average Duration Dispatch - Resale Centrex
74	MR-3 Maintenance Average Duration Dispatch - Resale Design
75	MR-3 Maintenance Average Duration Dispatch - Resale ISDN
76	MR-3 Maintenance Average Duration Dispatch - Local Transport
77	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
78	MR-3 Maintenance Average Duration Dispatch - Resale PBX
79	MR-3 Maintenance Average Duration Dispatch - Resale Residence
80	MR-3 Maintenance Average Duration Dispatch - UNE Combo Other
81	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop $\geq$ DS1
82	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
83	MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
84	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port Combo
85	MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
86	MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
87	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
88	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Design
89	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Non-Design
90	MR-3 Maintenance Average Duration Non Dispatch - Resale Business
91	MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex
92	MR-3 Maintenance Average Duration Non Dispatch - Resale Design
93	MR-3 Maintenance Average Duration Non Dispatch - Resale ISDN
94	MR-3 Maintenance Average Duration Non Dispatch - Local Transport
95	MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks
96	MR-3 Maintenance Average Duration Non Dispatch - Resale PBX
97	MR-3 Maintenance Average Duration Non Dispatch - Resale Residence
98	MR-3 Maintenance Average Duration Non Dispatch - UNE Combo Other
99	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop $\geq$ DS1
100	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1
101	MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)
102	MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo
103	MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing
104	MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports
105	MR-3 Maintenance Average Duration Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
106	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Design
107	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Non-Design
108	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Business

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
109	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Centrex
110	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Design
111	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale ISDN
112	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport
113	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Interconnection Trunks
114	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX
115	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Residence
116	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Combo Other
117	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop $\geq$ DS1
118	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1
119	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)
120	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Loop and Port Combo
121	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing
122	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports
123	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE xDSL (ADSL, HDSL, UCL)
124	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Design
125	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Non-Design
126	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business
127	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex
128	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design
129	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch Resale ISDN
130	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport
131	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks
132	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX
133	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Residence
134	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Combo Other
135	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop $\geq$ DS1
136	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1
137	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)
138	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo
139	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing
140	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports
141	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
142	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Design
143	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Non-Design
144	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Business
145	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Centrex

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
146	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Design
147	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale ISDN
148	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Transport
149	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Interconnection Trunks
150	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX
151	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Residence
152	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Combo Other
153	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop ≥ DS1
154	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1
155	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)
156	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Loop and Port Combo
157	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing
158	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports
159	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)
160	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Design
161	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Non-Design
162	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business
163	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex
164	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design
165	MR-5 Out of Service (OOS) > 24 hours Non Dispatch Resale ISDN
166	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport
167	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks
168	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX
169	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Residence
170	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Combo Other
171	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop ≥ DS1
172	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1
173	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)
174	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo
175	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing
176	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports
177	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
178	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Design
179	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
180	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
181	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
182	O-11 FOC & Reject Completeness Fully Mechanized Resale Business

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
183	O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
184	O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
185	O-11 FOC & Reject Completeness Fully Mechanized EEL's
186	O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
187	O-11 FOC & Reject Completeness Fully Mechanized Line Splitting
188	O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
189	O-11 FOC & Reject Completeness Fully Mechanized Local Interconnection Trunks
190	O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
191	O-11 FOC & Reject Completeness Fully Mechanized Line Sharing
192	O-11 FOC & Reject Completeness Fully Mechanized Resale PBX
193	O-11 FOC & Reject Completeness Fully Mechanized Resale Residence
194	O-11 FOC & Reject Completeness Fully Mechanized Switch Ports
195	O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
196	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop ≥DS1
197	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1
198	O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN
199	O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
200	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
201	O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
202	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
203	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
204	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design
205	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design
206	O-11 FOC & Reject Completeness Non Mechanized Resale Business
207	O-11 FOC & Reject Completeness Non Mechanized Resale Centrex
208	O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
209	O-11 FOC & Reject Completeness Non Mechanized EEL's
210	O-11 FOC & Reject Completeness Non Mechanized Resale ISDN
211	O-11 FOC & Reject Completeness Non Mechanized Line Splitting
212	O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
213	O-11 FOC & Reject Completeness Non Mechanized Local Interconnection Trunks
214	O-11 FOC & Reject Completeness Non Mechanized LNP Standalone
215	O-11 FOC & Reject Completeness Non Mechanized Line Sharing
216	O-11 FOC & Reject Completeness Non Mechanized Resale PBX
217	O-11 FOC & Reject Completeness Non Mechanized Resale Residence
218	O-11 FOC & Reject Completeness Non Mechanized Switch Ports
219	O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
220	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop ≥DS1
221	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
222	O-11 FOC & Reject Completeness Non Mechanized UNE ISDN
223	O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos
224	O-11 FOC & Reject Completeness Non Mechanized UNE Other Design
225	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design
226	O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design
227	O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
228	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
229	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design
230	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design
231	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
232	O-11 FOC & Reject Completeness Partially Mechanized Resale Business
233	O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
234	O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
235	O-11 FOC & Reject Completeness Partially Mechanized EEL's
236	O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
237	O-11 FOC & Reject Completeness Partially Mechanized Line Splitting
238	O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
239	O-11 FOC & Reject Completeness Partially Mechanized Local Interconnection Trunks
240	O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
241	O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
242	O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
243	O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
244	O-11 FOC & Reject Completeness Partially Mechanized Switch Ports
245	O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
246	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop ≥DS1
247	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1
248	O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN
249	O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
250	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
251	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design
252	O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
253	O-12 Speed of Answer in Ordering Center Business Service Center
254	O-12 Speed of Answer in Ordering Center Residence Service Center
255	O-1 Acknowledgement Message Timeliness (Electronically) - EDI
256	O-1 Acknowledgement Message Timeliness (Electronically) - TAG

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
257	O-2 Acknowledgement Message Completeness - EDI Fully Mechanized
258	O-2 Acknowledgement Message Completeness - TAG Fully Mechanized
259	O-3 Percent flow-through Service Requests (Summary) - Total Business
260	O-3 Percent flow-through Service Requests (Summary) - Total LNP
261	O-3 Percent flow-through Service Requests (Summary) - Total Residence
262	O-3 Percent flow-through Service Requests (Summary) - Total UNE
263	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
264	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
265	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
266	O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
267	O-8 Reject Interval Fully Mechanized Resale Business
268	O-8 Reject Interval Fully Mechanized Resale Centrex
269	O-8 Reject Interval Fully Mechanized Resale Design (Special)
270	O-8 Reject Interval Fully Mechanized EEL's
271	O-8 Reject Interval Fully Mechanized Resale ISDN
272	O-8 Reject Interval Fully Mechanized Line Splitting
273	O-8 Reject Interval Fully Mechanized Local Interoffice Transport
274	O-8 Reject Interval Fully Mechanized Local Interconnection Trunks
275	O-8 Reject Interval Fully Mechanized LNP Standalone
276	O-8 Reject Interval Fully Mechanized Line Sharing
277	O-8 Reject Interval Fully Mechanized Resale PBX
278	O-8 Reject Interval Fully Mechanized Resale Residence
279	O-8 Reject Interval Fully Mechanized Switch Ports
280	O-8 Reject Interval Fully Mechanized UNE COMBO Other
281	O-8 Reject Interval Fully Mechanized UNE Digital Loop ≥DS1
282	O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
283	O-8 Reject Interval Fully Mechanized UNE ISDN
284	O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
285	O-8 Reject Interval Fully Mechanized UNE Other Design
286	O-8 Reject Interval Fully Mechanized UNE Other Non Design
287	O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
288	O-8 Reject Interval Non Mechanized 2W Analog Loop Design
289	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
290	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
291	O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
292	O-8 Reject Interval Non Mechanized Resale Business
293	O-8 Reject Interval Non Mechanized Resale Centrex

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
294	O-8 Reject Interval Non Mechanized Resale Design (Special)
295	O-8 Reject Interval Non Mechanized EEL's
296	O-8 Reject Interval Non Mechanized Resale ISDN
297	O-8 Reject Interval Non Mechanized Line Splitting
298	O-8 Reject Interval Non Mechanized Local Interoffice Transport
299	O-8 Reject Interval Non Mechanized Local Interconnection Trunks
300	O-8 Reject Interval Non Mechanized LNP Standalone
301	O-8 Reject Interval Non Mechanized Line Sharing
302	O-8 Reject Interval Non Mechanized Resale PBX
303	O-8 Reject Interval Non Mechanized Resale Residence
304	O-8 Reject Interval Non Mechanized Switch Ports
305	O-8 Reject Interval Non Mechanized UNE COMBO Other
306	O-8 Reject Interval Non Mechanized UNE Digital Loop $\geq$ DS1
307	O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
308	O-8 Reject Interval Non Mechanized UNE ISDN
309	O-8 Reject Interval Non Mechanized UNE Loop + Port Combos
310	O-8 Reject Interval Non Mechanized UNE Other Design
311	O-8 Reject Interval Non Mechanized UNE Other Non Design
312	O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)
313	O-8 Reject Interval Partially Mechanized 2W Analog Loop Design
314	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
315	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
316	O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
317	O-8 Reject Interval Partially Mechanized Resale Business
318	O-8 Reject Interval Partially Mechanized Resale Centrex
319	O-8 Reject Interval Partially Mechanized Resale Design (Special)
320	O-8 Reject Interval Partially Mechanized EEL's
321	O-8 Reject Interval Partially Mechanized Resale ISDN
322	O-8 Reject Interval Partially Mechanized Line Splitting
323	O-8 Reject Interval Partially Mechanized Local Interoffice Transport
324	O-8 Reject Interval Partially Mechanized Local Interconnection Trunks
325	O-8 Reject Interval Partially Mechanized LNP Standalone
326	O-8 Reject Interval Partially Mechanized Line Sharing
327	O-8 Reject Interval Partially Mechanized Resale PBX
328	O-8 Reject Interval Partially Mechanized Resale Residence
329	O-8 Reject Interval Partially Mechanized Switch Ports
330	O-8 Reject Interval Partially Mechanized UNE COMBO Other

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
331	O-8 Reject Interval Partially Mechanized UNE Digital Loop ≥DS1
332	O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
333	O-8 Reject Interval Partially Mechanized UNE ISDN
334	O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
335	O-8 Reject Interval Partially Mechanized UNE Other Design
336	Reject Interval Partially Mechanized UNE Other Non Design
337	O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
338	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop Design
339	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop w/LNP Design
340	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop w/LNP Non Design
341	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop Non Design
342	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Business
343	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Centrex
344	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Design (Special)
345	O-9 Firm Order Confirmation Timeliness Fully Mechanized EEL's
346	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale ISDN
347	O-9 Firm Order Confirmation Timeliness Fully Mechanized Line Splitting
348	O-9 Firm Order Confirmation Timeliness Fully Mechanized Local Interoffice Transport
349	O-9 Firm Order Confirmation Timeliness Fully Mechanized Local Interconnection Trunks
350	O-9 Firm Order Confirmation Timeliness Fully Mechanized LNP Standalone
351	O-9 Firm Order Confirmation Timeliness Fully Mechanized Line Sharing
352	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale PBX
353	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Residence
354	O-9 Firm Order Confirmation Timeliness Fully Mechanized Switch Ports
355	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Combo Other
356	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Digital Loop ≥DS1
357	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Digital Loop <DS1
358	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE ISDN
359	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Loop + Port Combos
360	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Other Design
361	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
362	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop Design
363	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop w/LNP Design
364	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop w/LNP Non Design
365	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop Non Design
366	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Business
367	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Centrex

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
368	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Design (Special)
369	O-9 Firm Order Confirmation Timeliness Non Mechanized EEL's
370	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale ISDN
371	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Splitting
372	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
373	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interconnection Trunks
374	O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
375	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
376	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
377	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
378	O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
379	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
380	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop ≥DS1
381	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1
382	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN
383	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos
384	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
385	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Other Non Design
386	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
387	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
388	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
389	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design
390	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design
391	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
392	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
393	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex
394	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
395	O-9 Firm Order Confirmation Timeliness Partially Mechanized EEL's
396	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
397	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Splitting
398	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
399	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interconnection Trunks
400	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
401	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
402	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
403	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
404	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
405	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
406	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop ≥DS1
407	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
408	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN
409	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
410	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
411	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
412	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
413	OSS-1 Average Respone Time and Response Interval PARITY + 2 SEC LENS ATLAS
414	OSS-1 Average Respone Time and Response Interval PARITY + 2 SEC LENS DSAP
415	OSS-1 Average Response Time and Response Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC LENS
416	OSS-1 Average Response Time and Response Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC TAG
417	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS RSAG-ADDR
418	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS RSAG-TN
419	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG ATLAS
420	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS CRIS-CRESCSRL
421	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG CRIS-TAG-CSR
422	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG DSAP
423	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG RSAG-ADDR
424	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG RSAG-TN
425	OSS-2 Interface Availability (Pre-Ordering) EDI
426	OSS-2 Interface Availability (Pre-Ordering) HAL
427	OSS-2 Interface Availability (Pre-Ordering) LENS
428	OSS-2 Interface Availability (Pre-Ordering) LEO MAINFRAME
429	OSS-2 Interface Availability (Pre-Ordering) LESOG
430	OSS-2 Interface Availability (Pre-Ordering) PSIMS
431	OSS-2 Interface Availability (Pre-Ordering) TAG
432	OSS-3 Interface Availability (Maintenance and Repair) ALEC ECTA
433	OSS-3 Interface Availability (Maintenance and Repair) ALEC TAFI
434	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-CRIS)
435	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-DLETH)
436	OSS-4 Response Interval (Maintenance and Repair) OSS-4-DLR)
437	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-LMOS)
438	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-LMOSupd)

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
439	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-LNP)
440	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-MARCH)
441	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-NIW)
442	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-OSPCM)
443	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-Predictor)
444	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-SOCS)
445	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop Design
446	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
447	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
448	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
449	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
450	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop Non-Design
451	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Business
452	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Centrex
453	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Design
454	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 Resale ISDN DESIGN
455	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 Resale ISDN NON DESIGN
456	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Local Transport
457	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Local Interconnection Trunks
458	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - LNP Standalone
459	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale PBX
460	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Residence
461	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Combo Other
462	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Digital Loop ≥ DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
463	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Digital Loop < DS1
464	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - ≥ 10 Dispatch - EEL's
465	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE ISDN (includes UDC)
466	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Line Sharing
467	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - ≥ 10 Dispatch - UNE Line Splitting
468	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - ≥ 10 Dispatch - UNE Other Design
469	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - ≥ 10 Dispatch - UNE Other Non Design
470	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Switch ports
471	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL)
472	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch in ≥ 10 - UNE Loop and Port Combo
473	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch In < 10 - UNE Loop and Port Combo
474	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop Design
475	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Design
476	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
477	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/INP Design
478	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/INP Non Design
479	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop Non-Design
480	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Business
481	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Centrex
482	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Design
483	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 Resale ISDN

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
484	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Local Transport
485	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch - Local Interconnection Trunks
486	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - LNP Standalone
487	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale PBX
488	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Residence
489	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Combo Other
490	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Digital Loop ≥ DS1
491	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Digital Loop < DS1
492	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Dispatch - EEL's
493	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE ISDN (includes UDC)
494	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Line Sharing
495	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Dispatch - UNE Line Splitting
496	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Dispatch - UNE Other Design
497	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Dispatch - UNE Other Non Design
498	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Switch ports
499	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
500	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch out ≥ 10 - UNE Loop and Port Combo
501	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch Out < 10 - UNE Loop and Port Combo
502	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop Design
503	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
504	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
505	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
506	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
507	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - 2 w Analog Loop Non-Design
508	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale Business
509	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale Centrex
510	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale Design
511	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale ISDN
512	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch ≥ 10 - Local Transport
513	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch - Local Interconnection Trunks
514	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Non Dispatch ≥ 10 - LNP Standalone
515	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - Resale PBX
516	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 Resale Residence
517	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - UNE Combo Other
518	P-3A Percent Missed Installation Appointments Including Subsequent Appointments ≥ 10 Non Dispatch - EEL's
519	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - UNE ISDN (includes UDC)
520	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - UNE Loop and Port Combo
521	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - UNE Line Sharing
522	P-3A Percent Missed Installation Appointments Including Subsequent Appointments ≥ 10 Non Dispatch - UNE Line Splitting
523	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 UNE Digital Loop ≥ DS1
524	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - UNE Digital Loop < DS1
525	P-3A Percent Missed Installation Appointments Including Subsequent Appointments ≥ 10 Non Dispatch - UNE Other Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
526	P-3A Percent Missed Installation Appointments Including Subsequent Appointments ≥ 10 Non Dispatch - UNE Other Non Design
527	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - UNE Switch ports
528	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
529	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - 2 w Analog Loop Design
530	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
531	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
532	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - 2 w Analog Loop w/INP Design
533	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - 2 w Analog Loop w/INP Non Design
534	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - 2 w Analog Loop Non-Design
535	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - Resale Business
536	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - Resale Centrex
537	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - Resale Design
538	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 Resale ISDN
539	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - Local Transport
540	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch - Local Interconnection Trunks
541	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - LNP Standalone
542	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - Resale PBX
543	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 Resale Residence
544	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - UNE Combo Other
545	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Non Dispatch - EEL's
546	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - UNE ISDN (includes UDC)

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
547	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - UNE Loop and Port Combo
548	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - UNE Line Sharing
549	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Non Dispatch - UNE Line Splitting
550	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 UNE Digital Loop ≥ DS1
551	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - UNE Digital Loop < DS1
552	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Non Dispatch - UNE Other Design
553	P-3A Percent Missed Installation Appointments Including Subsequent Appointments < 10 Non Dispatch - UNE Other Non Design
554	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch < 10 - UNE Switch ports
555	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
556	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Switch-based ≥ 10 - UNE Loop and Port Combo
557	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Switch-based < 10 - UNE Loop and Port Combo
558	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop Design
559	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
560	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
561	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
562	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
563	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - 2 w Analog Loop Non-Design
564	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Business
565	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Centrex
566	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Design
567	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale ISDN

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
568	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Local Transport
569	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch - Local Interconnection Trunks
570	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - LNP Standalone
571	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale PBX
572	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Residence
573	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Combo Other
574	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
575	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Digital Loop < DS1
576	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - EEL's
577	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE ISDN (includes UDC)
578	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Line Sharing
579	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Line Splitting
580	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Other Design
581	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Other Non Design
582	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Switch ports
583	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
584	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
585	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch in ≥ 10 - UNE Loop and Port Combo
586	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch in < 10 - UNE Loop and Port Combo
587	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop Design
588	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
589	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
590	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/INP Design
591	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/INP Non Design
592	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop Non-Design
593	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Business
594	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Centrex
595	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Design
596	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 Resale ISDN
597	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Local Transport
598	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch - Local Interconnection Trunks
599	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - LNP Standalone
600	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale PBX
601	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Residence
602	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Combo Other
603	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Digital Loop ≥ DS1
604	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Digital Loop < DS1
605	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - EEL's
606	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE ISDN (includes UDC)
607	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Line Sharing
608	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Line Splitting
609	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
610	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Non Design
611	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Switch ports
612	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
613	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
614	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch out ≥ 10 - UNE Loop and Port Combo
615	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch out < 10 - UNE Loop and Port Combo
616	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop Design
617	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
618	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
619	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - 2 w Analog Loop Non-Design
620	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale Business
621	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale Centrex
622	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale Design
623	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 Resale ISDN
624	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Local Transport
625	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch - Local Interconnection Trunks
626	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - LNP Standalone
627	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale PBX
628	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - Resale Residence
629	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Combo Other
630	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - EEL's

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
631	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE ISDN (includes UDC)
632	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE Loop and Port Combo
633	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Line Sharing
634	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Line Splitting
635	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 UNE Digital Loop ≥ DS1
636	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Digital Loop < DS1
637	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Other Design
638	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Other Non Design
639	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥ 10 - UNE Switch ports
640	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
641	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
642	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop Design
643	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop Non-Design
644	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
645	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
646	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop w/INP Design
647	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - 2 w Analog Loop w/INP Non Design
648	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale Business
649	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale Centrex
650	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale Design
651	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 Resale ISDN

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
652	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Local Transport
653	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch - Local Interconnection Trunks
654	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - LNP Standalone
655	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale PBX
656	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - Resale Residence
657	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Combo Other
658	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - EEL's
659	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE ISDN (includes UDC)
660	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Loop and Port Combo
661	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Line Sharing
662	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Line Splitting
663	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Digital Loop ≥ DS1
664	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Digital Loop < DS1
665	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Other Design
666	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Other Non Design
667	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch < 10 - UNE Switch ports
668	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
669	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
670	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Switch-based ≥ 10 - UNE Loop and Port Combo
671	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Switch-based < 10 - UNE Loop and Port Combo
672	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL1 IDLC

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
673	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL1 Non Time Specific
674	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL 1 Time Specific
675	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 IDLC
676	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Non Specific
677	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Specific
678	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
679	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch
680	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch
681	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch
682	P-7 Coordinated Customer Conversions Internal - Unbundles Loops with INP
683	P-7 Coordinated Customer Conversions Internal - Unbundles Loops with LNP
684	P-8 Cooperative Acceptance Testing - % of xDSL Loc ADSL
685	P-8 Cooperative Acceptance Testing - % of xDSL Loc HDSL
686	P-8 Cooperative Acceptance Testing - % of xDSL Loc Other
687	P-8 Cooperative Acceptance Testing - % of xDSL Loc UNE UCL
688	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop Design
689	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
690	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non-Design
691	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - 2 w Analog Loop Non-Design
692	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Business
693	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Centrex
694	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale Design
695	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 Resale ISDN DESIGN
696	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 Resale ISDN NON DESIGN

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
697	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Local Transport
698	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Local Interconnection Trunks
699	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 LNP Standalone
700	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Resale PBX
701	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 Resale Residence
702	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Combo Other
703	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
704	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Digital Loop < DS1
705	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - EEL's
706	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE ISDN (includes UDC)
707	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Sharing
708	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Splitting
709	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Design
710	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Non Design
711	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Switch ports
712	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥10 - UNE xDSL (ADSL, HDSL, UCL)
713	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch in ≥ 10 - UNE Loop and Port Combo
714	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch in < 10 - UNE Loop and Port Combo
715	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
716	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
717	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
718	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design

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Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
719	P-9 % Provisioning Troubles w in 30 days of Service Order Completion Dispatch < 10 - Resale Business
720	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
721	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
722	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN
723	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
724	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Local Interconnection Trunks
725	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
726	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
727	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 Resale Residence
728	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
729	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop ≥ DS1
730	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
731	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EEL's
732	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
733	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
734	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
735	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
736	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
737	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
738	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
739	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch out ≥ 10 - UNE Loop and Port Combo
740	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch out < 10 - UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
741	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop Design
742	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
743	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non-Design
744	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - 2 w Analog Loop Non-Design
745	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale Business
746	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale Centrex
747	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale Design
748	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 Resale ISDN DESIGN
749	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 Resale ISDN NON DESIGN
750	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Local Transport
751	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Local Interconnection Trunks
752	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 LNP Standalone
753	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - Resale PBX
754	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 Resale Residence
755	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Combo Other
756	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - EEL's
757	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE ISDN (includes UDC)
758	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Loop and Port Combo
759	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Line Sharing
760	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Line Splitting
761	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 UNE Digital Loop ≥ DS1
762	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Digital Loop < DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
763	P-9 % Provisioning Troubles w in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Other Design
764	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Other Non Design
765	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE Switch ports
766	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
767	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop Design
768	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
769	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
770	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop Non-Design
771	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Business
772	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Centrex
773	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Design
774	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale ISDN
775	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Local Transport
776	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Local Inter-connection Trunks
777	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - LNP Standalone
778	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale PBX
779	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale Residence
780	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Combo Other
781	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - EEL's
782	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE ISDN (includes UDC)
783	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Loop and Port Combo
784	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Line Sharing

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
785	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Line Splitting
786	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 UNE Digital Loop ≥ DS1
787	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Digital Loop < DS1
788	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Design
789	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Non Design
790	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Switch ports
791	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
792	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Switch-based ≥ 10 - UNE Loop and Port Combo
793	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Switch-based < 10 - UNE Loop and Port Combo
794	P-11 Service Order Accuracy - Resale
795	P-11 Service Order Accuracy - UNE
796	P-11 Service Order Accuracy - UNE - P
797	PO-1 Loop Makeup - Average Response Time - Manual
798	PO-2 Loop Makeup - Average Response Time - Electronic
799	TGP-1 Trunk Group Performance Aggregate

Appendix C: Statistical Properties and Definitions

The statistical process for testing whether BellSouth's (BST) wholesale customers (alternative local exchange carriers or ALECs) are being treated equally with BST'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 appendix describes the properties of a test methodology and the truncated Z statistic for four types of measures.

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
- Aggregate Level Test Statistic
- Production Mode Process
- Balancing
- Trimming

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 ALEC and the ILEC units as comparable as possible

Aggregate Level Test Statistic

Each performance measure of interest should be summarized by one overall test statistic giving the decision make 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.

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.

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.

Trimming

Trimming of extreme observations from BellSouth and ALEC distributions is needed in order to ensure that a fair comparison is made between performance measures. Three conditions are needed to accomplish this goal. These conditions are:

- Trimming should be based on a general rule that can be used in a production setting.
- Trimmed observations should not simply be discarded; they need to be examined and possibly used in the final decision-making process.
- Trimming should only be used on performance measures that are sensitive to "outliers."

Measurement Types

The performance measurements that will undergo testing are of four types: mean, ratio, proportion, and rate. All four 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: Measurements Types and Data

Measurement Type	Data Used to Derive Measure
Mean	Interval measurements
Ratio	
Proportion	Counts
Rate	

2. Testing Methodology – The Truncated Z

The calculation of the Truncated Z statistic is described in Appendix A of the "Louisiana Statistician's Report." The methodology described in this document is the same as that described in the "Statistician's Report;" however, this document contains extra technical details to avoid undefined situations when programming the technique.

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 ALEC 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 sum of the truncated statistics is calculated where a cell's weight depends on the volume of BST and ALEC orders in the cell. The weighted sum is standardized by the subtracting theoretical mean of the truncated distribution, and this is divided by the standard error of the weighted sum. Summaries based on measurement type are given for the calculation of the cell Z statistic.

Mean Measures

For mean measures, an adjusted, asymmetric t statistic is calculated for each like-to-like cell that has at least seven BST and seven ALEC transactions. This statistic is an adjustment to the modified z statistic in order to make the assumption that the statistic is approximately normally distributed more reasonable even for fairly small sample sizes. The adjusted, asymmetric t statistic is part of the methodology described in the "Statistician's Report," and it has been documented for the statistical community in the August 2001 issue of The American Statistician,[1] a peer review statistics journal. The statistic was created for mean performance measure parity tests in order to reduce the number of permutation tests needed for calculating cell statistics. Several sets of BST/CLEC mean measure data from Louisiana were examined in order to determine when the adjustment results give approximately the same results as a permutation test. The result is that a permutation test is used when one or both of the BST and ALEC sample sizes is less than seven. The adjusted, asymmetric t statistic and the permutation calculation are described below.

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 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, the hypergeometric distribution is the exact permutation distribution. In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

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 there are a fixed number of access lines in service for the ALEC, b_{2j}, and a fixed number for BST, 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 the binomial distribution (the limit for the hypergeometric distribution) that is based on the total number of BST and ALEC troubles, n, and the proportion of BST access lines in service, $q_j = b_{1j}/b$

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1. *Balkin, S. D. and Mallows, C. L. (2001), "An Adjusted, Asymmetric Two-Sample t Test," The American Statistician, 55, 203-206.*

In an adjustment cell, if the number of ALEC troubles is greater than 15 and the number of BST troubles is greater than 15, and $n_{ij}q_{ij}(1-q_{ij}) > 9$, 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 ALEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (ALEC plus BST troubles.) In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

Ratio Measures

The current plan contains no measures that call for the use of a Z parity statistic.

Appendix D: Statistical Formulas and Technical Descriptions

We start by assuming that any necessary trimming[2] of the data is complete, and that the data are disaggregated so that the comparison are made within appropriate classes or adjustment cells that define "like" observations.

This appendix contains information on the following:

- Notation and Exact Testing Distributions
- Calculating the Truncated Z
- Balancing Critical Value

1. Notation and Exact Testing Distributions

The basic notation for the construction of the truncated z statistic is detailed below. In these notations the word "cell" should be taken to mean a like-to-like comparison cell that has both of the following:

- one (or more) ILEC observations
- one (or more) ALEC observations

L = the total number of occupied cells

j = $1, \ldots, L$; and index for the cells

n_{1j} = the number of ILEC transactions in cell j

n_{2j} = the number of ALEC transactions in cell j

n_j = the total number of transactions in cell j; $n_{1j} + n_{2j}$

X_{1jk} = individual ILEC transactions in cell j; $k = 1, \ldots, n_{1j}$

X_{2jk} = individual ALEC transactions in cell j; $k = 1, \ldots, n_{2j}$

Y_{jk} = individual transactions (both ILEC and ALEC) 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

In addition to this basic notation, additional notation is necessary for mean and ratio measures. This additional notation, and the notation needed for proportional and rate measures, is given in the following sections.

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2. *When it is determined that a measure should be trimmed, trim the ILEC observations to the largest ALEC value from all ALEC observations in the month under consideration. That is, no ALEC values are removed; all ILEC observations greater than the largest ALEC observation are trimmed.*

Additional Notation for Mean Measures

For mean performance measures, the following additional notation is needed.

$\overline{X}_{1j}$ = the ILEC sample mean of cell j

$\overline{X}_{2j}$ = the ALEC sample mean of cell j

s_{1j}^2 = the ILEC sample variance in cell j

s_{2j}^2 = the ALEC sample variance in cell j

$\{Y_{jk}\}$ = a random sample of size n_{2j} from the set of $Y_{j1}, \ldots, Y_{jn}$; $k = 1, \ldots, n_{2j}$

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 can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between "modified Z" and the textbook "pooled Z" is negligible. We therefore propose to use the permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably because for each permutation we need only compute the sum of the ALEC 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

$$CPM(t) = P(\sum_k y_{jk} \leq t) = \frac{\textit{the number of samples with sum} \leq t}{M_j}$$

Notation for Proportion Measures

For proportion 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 ALEC 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

$$HG(h) = P(H = h) = \begin{cases} \dfrac{\dbinom{n_{1j}}{h}\dbinom{n_{2j}}{a_j - h}}{\dbinom{n_j}{a_j}}, & \max(0, a_j - n_{2j}) \leq h \leq \min(a_j, n_{1j}) \\ \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative hypergeometric distribution is

$$CHG(x) = P(H \leq x) = \begin{cases} 0 & x < \max(0, a_j - n_{2j}) \\ \displaystyle\sum_{h=\max(0, a_j - n_{1j})}^{x} HG(h), & \max(0, a_j - n_{2j}) \leq x \leq \min(a_j, n_{1j}) \\ 1 & x > \min(a_j, n_{1j}) \end{cases}$$

Notation for Rate Measures

For rate measures, the notation needed is defined as:

b_{1j} = the number of ILEC base elements in cell j

b_{2j} = the number of ALEC base elements in cell j

b_j = the total number of base elements in cell j; $b_{1j} + b_{2j}$

r_{1j} = the ILED sample rate of cell j; $n_{1j} \div b_{1j}$

r_{2j} = the ILED sample rate of cell j; $n_{2j} \div b_{2j}$

q_j = the relative proportion of ILEC elements for cell j; $b_{1j} \div b_j$

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

$$CBN(x) = P(B \le x) = \begin{cases} 0 & x < 0 \\ \sum_{k=0}^{x} BN(k), & 0 \le x \le n_j \\ 1 & x > n_j \end{cases}$$

2.   Calculating the Truncated Z

The general methodology for calculating an aggregate level test statistic is outlined below. More detailed instructions follow.

- Calculate Cell Weights (W_j)
- Calculate Z_j
- Obtain a Truncated Z Value for Each Cell (Z*j)
- Calculate the Theoretical Mean and Variance of the Truncated Statistic Under the Null Hypothesis of Parity
- Calculate the Aggregate Test Statistic, Z^T

Calculate Cell Weights (W_j)

To 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 depends on the type of measure. The formulas for each type of measure are given below.

W_j for Mean Measures

$$W_j = \sqrt{\frac{n_{1j} n_{2j}}{n_j}}$$

In the special case where all BST and ALEC values in a cell are identical, the weight must be reset to zero, that is $W_j = 0$. For more information, see "Calculate Z_j" on page 5.

W_j for Proportion Measures

$$W_j = \sqrt{\frac{n_{2j}n_{1j}}{n_j} \cdot \frac{a_j}{n_j} \cdot \left(1 - \frac{a_j}{n_j}\right)}$$

W_j for Rate Measures

$$W_j = \sqrt{\frac{b_{1j}b_{2j}}{b_j} \cdot \frac{n_j}{b_j}}$$

Calculate Z_j

In each cell calculate a Z statistic, Z_j, which has mean 0 and variance 1 under the null hypothesis. The formula for the test statistic depends on the type of measure.

Mean Measure

Use the conditions in the following table to determine the method for calculating Z_j. Details of each solution are given below.

Condition 1	Condition 2	Condition 3	Solution
$s_{1j}^2 = 0$	$s_{2j}^2 = 0$	$\overline{X}_{1j} = \overline{X}_{2j}$ [†]	Set $Z_j = 0$ and reset $W_j = 0$.
		$\overline{X}_{1j} \neq \overline{X}_{2j}$	Permutation Test, See Solution 1
	$s_{2j}^2 > 0$	NA	
$s_{1j}^2 > 0$	$\min(n_{1j}, n_{2j}) \leq 6$	NA	
	$\min(n_{1j}, n_{2j}) > 6$	NA	"t" Test, See Solution 2

[†] All values in the cell, from BellSouth and the ALEC, are the same.

Solution 1: Permutation Test

The type of permutation test will depend on M_j, the total number of distinct pairs of samples of size n_{1j} and n_{2j}.

a) $M_j \leq 1000$, Perform an Exact Permutation Test

    i) Calculate the sample sum for all possible samples of size n_{2j}.

    ii) Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.

    iii) Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

    iv) $\alpha = 1 - \dfrac{R_0 - 0.5}{M_j}$

    v) $Z_j = \Phi^{-1}(\alpha)$

b) $M_j > 1000$, Perform a Random Permutation Test

    i) Draw a random sample of 1,000 sample sums from the permutation distribution.

    ii) Add the observed sample sum to the list. There is a total of 1001 sample sums.

    iii) Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.

    vi) Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

    vii) $\alpha = 1 - \dfrac{R_0 - 0.5}{1001}$

    iv) $Z_j = \Phi^{-1}(\alpha)$

Solution 2: Adjusted Asymmetric "t" Test

    i) $t_j = \dfrac{\overline{X}_{1j} - \overline{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$ This is the "modified Z" statistic.

    ii) Find g, the median value of all values of

$$\gamma_{1j} = \frac{n_{1j}}{(n_{1j} - 1)(n_{1j} - 2)} \sum_k \left(\frac{X_{1jk} - \overline{X}_{1j}}{s_{1j}} \right)^3$$

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 $g = 0$.

$\gamma_{1j} > 0$

$n_{1j} > 6$

$n_{1j} \geq n_{3q}$, where n_{3q} is the 3 quartile of all n_{1j} in cells where the first two conditions are true.

iii) If $g = 0$, skip this step. Otherwise, calculate

$$t_{\min j} = \frac{-3\sqrt{n_{1j} n_{2j} n_j}}{g(n_{1j} + 2n_{2j})}$$

iv) $\quad T_j = \begin{cases} t_j & g = 0 \\[2em] t_j + \dfrac{g}{6}\left(\dfrac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j}\, n_{2j}(n_{1j} + n_{2j})}}\right)\left(t_j^2 + \dfrac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}}\right) & g > 0, t_j \geq t_{\min j} \\[2em] t_j + \dfrac{g}{6}\left(\dfrac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j}\, n_{2j}(n_{1j} + n_{2j})}}\right)\left(t_{\min j}^2 + \dfrac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}}\right) & g > 0, t_j < t_{\min j} \end{cases}$

v) $\quad \alpha = P(t_{n_{1j}-1} \leq T_j)$

That is, α is the probability that a t random variable with $n_{1j} - 1$ degrees of freedom, is less than T_j.

vi) $Z_j = \Phi^{-1}(\alpha)$

Proportion Measure

Use the conditions in the following table to determine the method for calculating Z_j.

Condition 1	Condition 2	Condition 3	Solution
$W_j = 0$	NA	NA	$Z_j = 0$
$W_j > 0$	$L = 1$	$\min\left\{ a_{1j}\left(1 - \frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1 - \frac{a_{2j}}{n_{2j}}\right) \right\} \leq 9$	Use the exact hypergeometric test: $\alpha = CHG(a_{1j})$ $Z_j = \Phi^{-1}(\alpha)$
		$\min\left\{ a_{1j}\left(1 - \frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1 - \frac{a_{2j}}{n_{2j}}\right) \right\} > 9$	Use the standardize hypergeometric Z score $Z_j = \dfrac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\dfrac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}$
	$L > 1$	NA	

Rate Measure

Use the conditions in the following table to determine the method for calculating Z_j.

Condition 1	Condition 2	Condition 3	Solution
$W_j = 0$	NA	NA	$Z_j = 0$
$W_j > 0$	$L = 1$	$\min(n_{1j}, n_{2j}) \leq 15$ or $n_j q_j (1 - q_j) \leq 9$	Use the exact binomial test: $\alpha = CBN(a_{1j})$ $Z_j = \Phi^{-1}(\alpha)$
		$\{ \min(n_{1j}, n_{2j}) > 15, \ n_j q_j (1 - q_j) > 9 \}$	Use the standardize binomial Z score
	$L > 1$	NA	$Z_j = \dfrac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$

Obtain a Truncated Z Value 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 are set to 0, and negative values are left alone. However, if there is only one cell, this is unnecessary. Mathematically, this is written as

$$Z_j^* = \begin{cases} Z_j & L = 1 \\ \min(0, Z_j) & \text{otherwise} \end{cases}$$

Recall that L is the total number of occupied cells with positive weight for the test.

Calculate the Theoretical Mean and Variance of the Truncated Statistic Under the Null Hypothesis of Parity

To compensate for the truncation in Obtain a Truncated Z Value for Each Cell (Z*j) an aggregated, weighted sum of the Z_j^* must be centered and scaled properly so that the final aggregate statistic follows a standard normal distribution.

Note: If there is only one occupied cell with positive weight, that is, L = 1, then the following calculations are not needed.

There are three possibilities in this procedure:

1. If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formula for calculating

$$E(Z_j^* | H_0) \text{ and } Var(Z_j^* | H_0)$$

cannot be used. Set both equal to 0.

2. If one of the following statements in the 'If' column is true, use the formulas in the 'Then' column.

Measure Type	If	Then
Mean	$\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$	$E(Z_j^* \mid H_0) = -\dfrac{1}{\sqrt{2\pi}}$
Proportion	$\min\left\{ a_{1j}\left(1 - \frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1 - \frac{a_{2j}}{n_{2j}}\right) \right\} > 9$	and
Rate	$\min\left(n_{1j}, n_{2j}\right) > 15$ and $n_j q_j(1 - q_j) > 9$	$Var(Z_j^* \mid H_0) = \dfrac{1}{2} - \dfrac{1}{2\pi}$

3. 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.

$$E(Z^*_j \mid H_0) = \sum_i \theta_{ji} z_{ji} \qquad Var(Z^*_j \mid H_0) = \sum_i \theta_{ji} z_{ji}^2 - \left[E(Z^*_j \mid H_0) \right]^2$$

and

The actual value of z and θ depends on the type of measure. Use the table below to calculate z and θ.

Measure Type	Formulas
Mean	$N_j = min(M_j, 1,000), \; i = 1, \ldots, N_j$ $z_{ji} = min\left\{0, \Phi^{-1}\left(1 - \frac{R_i - 0.5}{N_j}\right)\right\}$ where R_i is the rank of sample sum i $\theta_j = \dfrac{1}{N_j}$
Proportion	$z_{ji} = min\left\{0, \dfrac{n_j\, i - n_{1j}\, a_j}{\sqrt{\dfrac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}\right\}, \;\; i = max(0, a_j - n_{2j}), \ldots, min(a_j, n_{1j})$ $\theta_{ji} = HG(i)$
Rate	$z_{ji} = min\left\{0, \dfrac{i - n_j\, q_j}{\sqrt{n_j\, q_j(1 - q_j)}}\right\}, \;\; i = 0, \ldots, n_j$ $\theta_{ji} = BN(i)$

Calculate the Aggregate Test Statistic, Z^T

Calculate the aggregate test statistic. Z^T. using the following formula.

$$Z^T = \begin{cases} Z_1 & L = 1 \\ \dfrac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* | H_0)}{\sqrt{\sum_j W_j^2 Var(Z_j^* | H_0)}} & \text{otherwise} \end{cases}$$

3.   Balancing Critical Value

There are four key elements of the statistical testing process:

Symbol	Element	Description
H_0	Null hypothesis	parity exists between ILEC and ALEC services
H_a	alternative hypothesis	the ILEC is giving better service to its own customers
Z^T	truncated Z statistic	
c	critical value	

The decision rule[3] using these elements is summarized below.

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   Deciding favoritism exists when there is, in fact, no favoritism
- Type II Error   Deciding parity exists when there is, in fact, favoritism.

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3. *This decision rule assumes that a negative test statistic indicates poor service for the ALEC customer. If the opposite is true, then reverse the decision rule.*

The probabilities of each type of error are:

- Type I Error $\alpha = P(Z^T < c \mid H_0)$

- Type II Error $\beta = P(Z^T \geq c \mid H_a)$

We want a balancing critical value, c_B, so that $\alpha = \beta$.

It can be shown that

$$c_B = \frac{E(Z^T \mid H_a) - E(Z^T \mid H_0)}{SE(Z^T \mid H_a) + SE(Z^T \mid H_0)}$$

when Z^T is approximately normally distributed. The derivation of the components of this equation depends on the form of the null and alternative hypotheses, as well as other factors.

Test Hypotheses

Measure Type	Null Hypothesis, H_0	Alternative Hypothesis, H_a
Mean	$\mu_{1j} = \mu_{2j}, \ \sigma_{1j}^2 = \sigma_{2j}^2$	$\mu_{2j} = \mu_{1j} + \delta_j \cdot \sigma_{1j}, \ \sigma_{2j}^2 = \lambda_j \cdot \sigma_{1j}^2 \ \delta_j > 0, \ \lambda_j \geq 1$
Proportion	$p_{2j} = p_{1j}$	$\arcsin(\sqrt{p_{2j}}) - \arcsin(\sqrt{p_{1j}}) = \frac{\delta_j}{2}$
Rate	$r_{2j} = r_{1j}$	$\sqrt{r_{2j}} - \sqrt{r_{1j}} = \frac{\delta_j}{2}$

Determining the Parameters of the Alternative Hypothesis

Parameter Choices for δ_j — set of parameters δ_j are important because they directly index differences in service. The Florida commission staff has chosen to use one value across all cells for a submeasure test ($\delta_j = \delta$). The value of δ will be based on the effective number of ALEC transaction used in the test. The following formulae will be used to determine δ.

1)
$$\Omega_j = \begin{cases} \dfrac{W_j}{\sqrt{\frac{2 n_j}{n_j}}} & \text{mean or proportion measure} \\[3ex] \dfrac{W_j}{\sqrt{\frac{b_j b_j}{b_j}}} & \text{rate measure} \end{cases}$$

2)
$$n_e = \frac{\left(\sum_j \Omega_j n_{2j}\right)^2}{\sum_j \Omega_j^2 n_{2j}}$$

Note, that given the definition of W_j for mean measures, Ωj is either 0 or 1. Thus, n_e for mean measures is the total number of ALEC transactions across cells with positive weight. Also, when there is only one occupied cell with positive weight, then $n_e = n_{2j}$, the ALEC sample size in the single cell.

3)
$$\delta = \left(\frac{4}{n_e^2}\right)^{0.155}$$

Parameter Choices for λ_j — set of parameters λ_j index alternatives to the mean measure null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to an ALEC 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 test 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. Hence,

$$\lambda_j = 1 \quad j = 1, \ldots, L$$

Calculate the Mean and Standard Error of Z_j Under the Alternative Hypothesis

Let m_j and se_j be the mean and standard error of Z_j under the alternative hypothesis. The distribution of the cell statistic depends on the measurement type.

Mean Measure

Z_j is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Under the alternative hypothesis, the distribution is approximately normal with mean and variance given in the table below.

Proportion Measure

In this case. Z_j is approximately the same as

$$Z = \frac{\arcsin\left(\sqrt{\frac{a_{1j}}{n_{1j}}}\right) - \arcsin\left(\sqrt{\frac{a_{2j}}{n_{2j}}}\right)}{\frac{1}{2}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

which is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error given in the table below.

Rate Measure

In this case. Z_j is approximately the same as

$$Z = \frac{\sqrt{\frac{n_{1j}}{b_{1j}}} - \sqrt{\frac{n_{2j}}{b_{2j}}}}{\frac{1}{2}\sqrt{\frac{1}{b_{1j}} + \frac{1}{b_{2j}}}}$$

which is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Note that this statistic is approximately the same as

$$Z = \frac{\arcsin\left(\sqrt{\frac{n_{1j}}{b_{1j}}}\right) - \arcsin\left(\sqrt{\frac{n_{2j}}{b_{2j}}}\right)}{\frac{1}{2}\sqrt{\frac{1}{b_{1j}} + \frac{1}{b_{2j}}}}$$

when the BST and CLEC sample rates are close to 0. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error given in the table below.

Measure Type	m_j	se_j
Mean		
Proportion	$-\delta\sqrt{\dfrac{n_{1j}n_{2j}}{n_{1j}+n_{2j}}}$	1
Rate	$-\delta\sqrt{\dfrac{b_{1j}b_{2j}}{b_{1j}+b_{2j}}}$	

Calculate the Critical Value

Single Cell Test (L = 1)

$$c_B = \frac{m_j}{se_j+1} = \frac{m_j}{2} \quad \text{since } se_j = 1 \text{ in all cases.}$$

Multi-Cell Tests (L > 1)

Calculate the critical value according to the following procedure.

1.   Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity, $E(Z_j^*|H_0)$ and $Var(Z_j^*|H_0)$, within each cell.

Condition	$E(Z_j^*|H_0)$	$Var(Z_j^*|H_0)$
$W_j = 0$	0	0
$W_j > 0$	$-\dfrac{1}{\sqrt{2\pi}}$	$\dfrac{1}{2}-\dfrac{1}{2\pi}$

2. Calculate the theoretical mean and variance of the truncated statistic under the alternative hypothesis. $E(Z_j^* | H_a)$ and $Var(Z_j^* | H_a)$, within each cell.

Condition	$E(Z_j^*|H_a)$	$Var(Z_j^*|H_a)$
$W_j = 0$	0	0
$W_j > 0$	$m_j \Phi(-m_j) - \phi(-m_j)$	$(m_j^2 + 1)\Phi(-m_j) - m_j\phi(-m_j) - E(Z_j^* \mid H_a)^2$

Note: $\Phi(\cdot)$ is the cumulative standard normal distribution function, and $\phi(\cdot)$ is the standard normal density function.

3. $$c_B = \frac{\sum_j W_j E(Z_j^* \mid H_a) - \sum_j W_j E(Z_j^* \mid H_0)}{\sqrt{\sum_j W_j^2 Var(Z_j^* \mid H_a)} + \sqrt{\sum_j W_j^2 Var(Z_j^* \mid H_0)}}$$

Appendix E: BST SEEM Remedy Calculation Procedures

Four sample calculations are included in this appendix. These calculations cover the following:

- Tier 1 Calculation for Retail Analogs
- Tier 2 Calculation for Retail Analogs
- Tier 1 Calculation for Benchmarks
- Tier 2 Calculations for Benchmarks

1.   Tier 1 Calculation for Retail Analogs

Complete the steps below to calculate performance for a Tier 1 retail analog. An example follows the procedure.

1.   Calculate the overall test statistic for each ALEC; Z^T_{ALEC-1} (per statistical methodology discussed in Appendix D).

2.   Calculate the balancing critical value ($^C B_{ALEC-1}$) that is associated with the alternative hypothesis (for fixed parameters δ, Ψ, or ε).

3.   Determine parity or disparity by subtracting the value of Step 2 from that of Step 1. $ABS(Z^T_{ALEC-1} - {}^C B_{ALEC-1})$

4.   Determine the relationship of the overall test statistic (from Step 1) and the balancing critical value (from Step 2).

Relationship	Action
$^C B_{ALEC-1} \geq Z^T_{ALEC-1}$	No payment is necessary. End procedure.
$^C B_{ALEC-1} < Z^T_{ALEC-1}$	Go to Step 5.

5.   Determine the payment to ALEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

ALEC Payment = fee ($$) from Tier 1 fee schedule for the appropriate measurement category.

Tier 1 Retail Analog Example:

Percent Missed Installation Appointments, "Dispatch In" < 10 circuits, UNE Loop and Port Combo, Month 1

Note: Statistics are for illustrative purposes only. While the plan is measurement based, the number of transactions are used in the calculations to determine pass or fail status.

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	263	0	1	0	0
2	0	150	0	4	0	0
3	0	847	0	1	0	0
4	108	1771	0	1	0.044565652	0.044466294
5	0	10	0	2	0	0
6	24	104	0	3	0.169841555	0.164306431
7	0	82	0	9	0	0
8	8	114	1	8	0.264906471	0.246518978
9	14	241	2	11	-5.302645611	0.351774499
10	0	198	0	3	0	0
11	17	235	1	11	0.213200716	0.203527695
Total counts	171	4015	3	54	NA	NA

The results are summarized below.

Percent Missed	
BST	4.26%
CLEC	5.56%

Aggregate Z = -3.4923
BCV = -1.83311
Difference = negative (failure)

The metric fails. The payment made to the ALEC for this failure would be based on the fee of $4,550 as listed in the Tier 1 Fee Schedule for Provisioning-UNE (CCC).

2.   Tier 2 Calculation for Retail Analogs

Tier 2 is triggered by three consecutive monthly failures of any Tier 2 remedy plan submetric. Calculate monthly statistical results and failures per submetric as outlined below for the ALEC aggregate performance.

1.   Determine the Tier 2 payment for the state designated agency from the Tier 2 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

State designated agency payment = fee ($$) from Tier 2 Fee Schedule

Example:
Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	22	1	11	-0.57735	0.375
2	3	18	1	10	-1.732051	0.405046
3	1	15	0	9	2.5553	0.213211
4	0	17	1	11	-1.154701	0.213211
Total counts	4	72	3	41	NA	NA

Percent Missed	
BST	5.56%
CLEC	7.32%

Aggregate Z = -1.73205.
BCV =-0.55526
Difference = negative (failure)

The measure fails. The payment made to the state designated agency for this failure would be $3,450, the fee listed in the Tier 2 Fee Schedule.

3.   Tier 1 Calculation for Benchmarks

Use the procedure below to calculate results for benchmarks with five or more observations. An example follows the procedure.

1.   For each ALEC with five or more observations, calculate monthly performance results for the State.
2.   Determine the benchmark.

Sample Size	Benchmark Source
sample size < 5	Invalid sample size. No payment is necessary.
5 < sample size ≤ 30	Use equivalent benchmark from Table E-1 [A]
sample size > 30	SQM

[A] Collocation - Percent Missed Due Dates does not use the small sample size table. Obtain all benchmarks from the SQM.

Table E-1: Small Sample Size Table

90% Sample Size		95% Sample Size		85% Sample Size		97% Sample Size	
Size	Benchmark	Size	Benchmark	Size	95% Equivalent	Size	95% Equivalent
5	60.00%	5	80.00%	5	60.00%	5	80.00%
6	66.67%	6	83.33%	6	66.67%	6	83.33%
7	71.43%	7	85.71%	7	57.14%	7	85.71%
8	75.00%	8	75.00%	8	62.50%	8	87.50%
9	66.67%	9	77.78%	9	66.67%	9	88.89%
10	70.00%	10	80.00%	10	70.00%	10	90.00%
11	72.73%	11	81.82%	11	63.64%	11	90.91%
12	75.00%	12	83.33%	12	66.67%	12	91.67%
13	76.92%	13	84.62%	13	69.23%	13	84.62%
14	78.57%	14	85.71%	14	71.43%	14	85.71%
15	73.33%	15	86.67%	15	66.67%	15	86.67%
16	75.00%	16	87.50%	16	68.75%	16	87.50%
17	76.47%	17	82.35%	17	70.59%	17	88.24%
18	77.78%	18	83.33%	18	72.22%	18	88.89%
19	78.95%	19	84.21%	19	68.42%	19	89.47%
20	80.00%	20	85.00%	20	70.00%	20	90.00%
21	76.19%	21	85.71%	21	71.43%	21	90.48%
22	77.27%	22	86.36%	22	72.73%	22	90.91%
23	78.26%	23	86.96%	23	73.91%	23	91.30%
24	79.17%	24	87.50%	24	70.83%	24	91.67%

Table E-1: Small Sample Size Table (Continued)

90% Sample Size		95% Sample Size		85% Sample Size		97% Sample Size	
Size	Benchmark	Size	Benchmark	Size	95% Equivalent	Size	95% Equivalent
25	80.00%	25	88.00%	25	72.00%	25	92.00%
26	80.77%	26	88.46%	26	73.08%	26	92.31%
27	81.48%	27	88.89%	27	74.07%	27	92.59%
28	78.57%	28	89.29%	28	75.00%	28	89.29%
29	79.31%	29	86.21%	29	72.41%	29	89.66%
30	80.00%	30	86.67%	30	73.33%	30	90.00%

3. Determine whether the monthly performance percentage meets the benchmark standard (or equivalent percentage for small samples).

Monthly Performance and Benchmark Relationship	Action
Monthly performance ≥ benchmark	No payment is necessary; end procedure.
Monthly performance < benchmark	Failure; go to Step 4.

4. Determine the payment to ALEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

ALEC-1 payment= $$ from Tier 1 Fee Schedule

Tier 1 Benchmark, Small Sample Size Example:

Reject Interval Fully Mechanized 2-Wire Analog Loop Non-Design; Benchmark = 97%; Month 1

Numerator	Denominator	CLEC Performance	Benchmark (small sample size of 9)	Pass/Fail
7	9	77.78% ≤ 1 hour	88.89% ≤ 1 hour (small sample size of 9)[A]	fail
[A] The comparison benchmark of 88.89% was obtained from the Table E-1 (the small sample size table) for 97% benchmarks.				

Payment to the ALEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

Tier 1 Benchmark Example:

Reject Interval - Partially Mechanized, Business: Benchmark is 95%, Month 1

Numerator	Denominator	CLEC Performance	Benchmark	Pass/Fail
36	40	90% ≤ 10 hours	95% ≤ 10 hours	fail

Payment to the ALEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

4. Tier 2 Calculations for Benchmarks

Tier-2 calculations for benchmark measures are the same as the Tier 1 benchmark calculations, except the ALEC aggregate data is evaluated over three consecutive months.

1. Accumulate the statewide monthly results for the measurement.
2. Determine whether the current month fails the statewide average.

Current Month Tier 2 Failure	Action
Yes	Go to Step 3.
No	No Tier 2 payment is necessary; end procedure.

3. Determine whether there is a Tier 2 failure.

Tier 2 Failure		Action
One Month Prior to Current Month	Two Months Prior to Current Month	
Failure	Failure	Go to Step 4.
Failure	Pass	No Tier 2 failure, no payment. End of procedure.
Pass	Failure	

4. Determine the payment to the state designated agency by obtaining the appropriate dollar amount from the Tier 2 Fee Schedule (Appendix A) for the fee measurement category containing the submetric being evaluated.

State designated agency payment = Fee ($$) from Tier 2 Fee Schedule for the appropriate measurement category.

Tier 2 Benchmark Example:

Percent Missed Installation Appointments - LNP; Benchmark = 95%

Month	Numerator	Denominator	CLEC Performance (%)	Benchmark (%)	Pass/Fail
Current	1	8	87.5	95	fail
One month prior to Current	3	39	92.31	95	fail
Two months prior to current	4	75	94.6	95	fail

Payment to the state would be $5,700, the fee obtained from the LNP category in the Tier 2 Fee Schedule.