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September 6, 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: FPSC Docket No. 000121A-TP

Dear Mrs. Bayo:

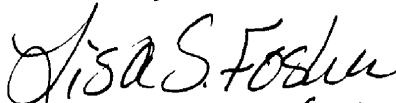
Pursuant to the Commission's Orders PSC-02-0989-PAA-TP, issued July 22, 2002, and PSC-02-1094-PAA-TP, issued August 9, 2002, in FPSC Docket No. 000121A-TP, enclosed are updated pages to BellSouth's Service Quality Measurement Plan (SQM) as well as an updated pages to the Self-Effectuating Enforcement Mechanism (SEEM) Administrative Plan.

The enclosed SQM pages reflect the six additional change control measures as ordered by the Commission. The enclosed SEEM plan pages have been revised to:

- Update the Administrative Plan, Section 4.3.2.2, to add a sentence stating that Tier 2 payments will be made for Flow Through for each month BellSouth fails to meet the benchmark
- Update Appendix A – Fee Schedule to add a specific line for Flow Through
- Update Appendix B – SEEM Submetrics, Table B-2: Tier 2 Submetrics to incorporate CM-6, CM-7 and CM-11.

I have enclosed the original and 15 copies for filing, along with an extra copy of this letter which I would appreciate your stamping "Filed" and returning to me. Thank you for your assistance in this matter.

Sincerely,


Lisa S. Foshee 

Enclosures

cc: All Parties of Record
Marshall M. Criser III

DOCUMENT NUMBER DATE

09453 SEP-6 8

FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

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

U. S. Mail this 6th day of September, 2002 to the following:

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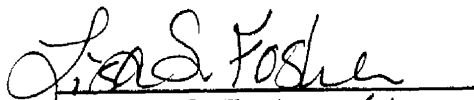
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Lisa S. Foshee (KAD)

**(+) Signed Protective
Agreement**

#237366

BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

**Measurement Descriptions
Version 2.01**

Florida Ordered New Measures

Issue Date: August 30, 2002



Florida Ordered New Measures

CM-6: Percent of Software Errors Corrected in X (10, 30, 45) Business Days

Definition

Measures the percent of Software Errors corrected by BellSouth in X (10, 30, 45) business days within the report period.

Exclusions

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

Business Rules

This metric is designed to measure BellSouth's performance in correcting identified Software Errors within the specified interval. The clock starts when a Software Error is validated per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops when the error is corrected and notice is posted to the Change Control Website. Software defects are defined as Type 6 Change Requests in the Change Control Process.

Calculation

Percent of software Errors Corrected in X (10, 30, 45) Business Days = $(a / b) \times 100$

- a = Total number of Software Errors corrected where "X" = 10, 30, or 45 business days.
- b = Total number of Software Errors requiring correction where "X" = 10, 30, or 45 business days.

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days

Data Retained

- Report Period
- Total Completed
- Total Completed Within X Business Days
- Disputed, Rejected or Reclassified Software Errors

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Region95% within interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation

SEEM Analog/Benchmark

- Region95% within interval



Florida Ordered New Measures

CM-7: Percent of Change Requests Accepted or Rejected Within 10 days

Definition

Measures the percent of Change Requests other than Type 1 or Type 6 Change Requests, submitted by CLECs that are Accepted or Rejected by BellSouth in 10 business days within the report period.

Exclusions

Change Requests that are canceled or withdrawn before a response from BellSouth is due.

Business Rules

The Acceptance/Rejection interval starts when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. The clock ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the same reporting period.

Calculation

Percent of Change Requests Accepted or Rejected within 10 Business Days = $(a / b) \times 100$

- a = Total number of Change Requests accepted or rejected within 10 business days.
- b = Total number of Change Requests submitted in the reporting period.

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Requests Accepted or Rejected
- Total Requests

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Region95% within interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation

SEEM Analog/Benchmark

- Region95% within interval



Florida Ordered New Measures

CM-8: Percent Change Requests Rejected

Definition

Measures the percent of Change Requests other than (Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected by reason within the report period.

Exclusions

Change Requests that are cancelled or withdrawn by CLEC before a response from BellSouth is due.

Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. These reasons are: Cost, Technical Feasibility, and Industry Direction. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the same reporting period.

Calculation

Percent Change Requests Rejected = $(a / b) \times 100$

- a = Total number of Change Requests rejected.
- b = Total number of Change Requests submitted within the report period.

Report Structure

- BellSouth Aggregate
- Cost
- Technical Feasibility

Industry Direction

Data Retained

- Report Period
- Requests Rejected
- Total Requests

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- RegionDiagnostic
- Reason – CostDiagnostic
- Reason – Technical FeasibilityDiagnostic
- Reason – Industry DirectionDiagnostic

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation

SEEM Analog/Benchmark

- Not ApplicableNot Applicable



Florida Ordered New Measures

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

Definition

Measures the number of defects in Production Releases. This measure will be presented as the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Production Release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, and Severity 3 defects can be found in the Change Control Process Document.

Exclusions

None

Business Rules

This metric measures the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Production Release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, and 3 defects can be found in the Change Control Process, which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html.

Calculation

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

Report Structure

- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

Data Retained

- Region
- Report Period
- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Region--Number of Type 6 Severity 1 defects 0 Defects
- Region--Number of Type 6 Severity 2 defects
without a mechanized work around 0 Defects
- Region--Number of Type 6 Severity 3 defects 0 Defects

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable Not Applicable



CM-10: Software Validation

Definition

Measures software validation test results for Production Releases of BellSouth Local Interfaces.

Exclusions

None

Business Rules

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

BellSouth will begin to execute the software validation test deck within one (1) business day following a Production Release. Test deck transactions will be executed using Production Release software in the CAVE environment. Within seven (7) business days following completion of the Production Release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

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

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html.

Calculation

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

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

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Production Release Number
- Test Deck Weights
- % Test Deck Weight Failure

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region <= 5%

SQM Analog/Benchmark

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation

- Not Applicable Not Applicable

SEEM Analog/Benchmark



Florida Ordered New Measures

CM-11: Percent of Change Requests Implemented Within 60 weeks of Prioritization

Definition

Measures whether BellSouth provides CLECs timely implementation of prioritized change requests.

Exclusions

- Change requests that are implemented later than 60 weeks with the consent of the CLECs.
- Change requests for which BellSouth has regulatory authority to exceed the interval

Business Rules

This metric is designed to measure BellSouth's performance in implementing prioritized change requests. The clock starts when a change request has been prioritized as described in the Change Control Process. The clock stops when the change request has been implemented by BellSouth and made available to the CLECs. BellSouth will begin reporting this measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure.

Calculation

Percent of Type 5 CLEC initiated Change Requests implemented on time = $(a / b) \times 100$

- a = Total number of prioritized Type 5 CLEC initiated Change Requests that are less than or equal to 60 weeks of age from the date of the release prioritization list
- b = Total number of prioritized Type 5 CLEC initiated Change Requests from the date of the release prioritization list

Percent of Type 4 CLEC initiated Change Requests implemented on time = $(a / b) \times 100$

- a = Total number of prioritized Type 4 CLEC initiated Change Requests that are less than or equal to 60 weeks of age from the date of the release prioritization list
- b = Total number of prioritized Type 4 CLEC initiated Change Requests from the date of the release prioritization list

Report Structure

- BellSouth Aggregate
- Type 4 requests implemented
- Type 5 requests implemented
- % implemented within 16, 32, 48, and 60 weeks

Data Retained

- Region
- Report Month
- Total implemented by type
- Total implemented within 60 weeks

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region95% within interval
- Type 4 requests implemented95% within interval
- Type 5 requests implemented95% within interval

SQM Analog/Benchmark

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation

- Region95% within interval

SEEM Analog/Benchmark

Self-Effectuating Enforcement Mechanism Administrative Plan

Florida Plan

Version 2.6

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 10Percent.

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.

- 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. Unlike the method used for other Tier 2 metrics, which imposes payments after results fall below the benchmark for three consecutive months, Tier 2 payments for Flow Through will be paid each month BellSouth fails to meet the benchmark.
- 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 15th day 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 6Percent 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 39Percent 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	\$850	\$1,050	\$1,250	\$1,400
Collocation	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
IC Trunks	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
LNP	\$1,800	\$2,500	\$3,200	\$3,900	\$4,650	\$5,350
Maintenance and Repair	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
Maintenance and Repair UNE	\$4,750	\$6,650	\$8,550	\$10,450	\$12,350	\$14,250
Ordering	\$450	\$650	\$850	\$1,050	\$1,250	\$1,400
Flow Through	\$900	\$1,300	\$1,600	\$2,000	\$2,300	\$2,700
Provisioning	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
Provisioning UNE (CCC)	\$4,750	\$6,650	\$8,550	\$10,450	\$12,350	\$14,250
Pre-Ordering	\$250	\$350	\$450	\$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: Liquidated Damages for Tier 2 Measures

Measure	Payment
Billing	\$700
Collocation	\$15,000
IC Trunks	\$5,950
LNP	\$5,950
Maintenance and Repair	\$3,550
Maintenance and Repair UNE	\$10,400
Ordering	\$700
Flow Through	\$1,400
Provisioning	\$3,550
Provisioning UNE (CCC)	\$10,400
Pre-Ordering	\$250
Change Management	\$1,000
Service Order Accuracy	\$50

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 - 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-3 Timeliness of Documents Associated with Change
16	CM-6 Percent of Software Errors Corrected in X (10, 30, 45) Business Days
17	CM-7 Percent of Change Requests Accepted or Rejected Within 10 Days
18	CM-11 Percent of Change Requests Implemented Within 60 Weeks of Prioritization
19	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design
20	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
21	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
22	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
23	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
24	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN
25	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
26	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
27	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
28	MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop $\geq$ DS1
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop $<$ DS1
32	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
33	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
34	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
257	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
258	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Design
259	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Non Design
260	O-11 FOC & Reject Completeness Partially Mechanized Resale Business
261	O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
262	O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
263	O-11 FOC & Reject Completeness Partially Mechanized EEL's
264	O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
265	O-11 FOC & Reject Completeness Partially Mechanized UNE Line Splitting
266	O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
	O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
	O-11 FOC & Reject Completeness Partially Mechanized INP Standalone
269	O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
270	O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
271	O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
272	O-11 FOC & Reject Completeness Partially Mechanized Switch Ports
273	O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
274	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop ≥ DS1
275	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop < DS1
276	O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN Loop
277	O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
278	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
279	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design
280	O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
281	O-12 Speed of Answer in Ordering Center Business Service Center
282	O-12 Speed of Answer in Ordering Center Residence Service Center
283	O-1 Acknowledgement Message Timeliness (Electronically) - EDI
284	O-1 Acknowledgement Message Timeliness (Electronically) - TAG
285	O-2 Acknowledgement Message Completeness - EDI Fully Mechanized
286	O-2 Acknowledgement Message Completeness - TAG Fully Mechanized
287	O-3 Percent flow-through Service Requests (Summary) Business
288	O-3 Percent flow-through Service Requests (Summary) LNP
289	O-3 Percent flow-through Service Requests (Summary) Residence
290	O-3 Percent flow-through Service Requests (Summary) UNE
291	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
292	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
293	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
405	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Design
406	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Non Design
407	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business
408	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Centrex
409	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Design (Special)
410	O-9 Firm Order Confirmation Timeliness Non Mechanized - EELs
411	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale ISDN
412	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting
413	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
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 $\geq$ 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 Loop
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
439	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting
440	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
441	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
442	O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone
443	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
444	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
445	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
446	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
447	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
448	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop $\geq$ DS1
449	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop $<$ DS1
450	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
451	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
452	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
453	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
454	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
455	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS ATLAS
456	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS DSAP
457	OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC LENS
458	OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC TAG
459	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-ADDR
460	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-TN
461	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG ATLAS
462	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS CRIS-CRESCSRL
463	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG CRIS-TAG-CSR
464	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG DSAP
465	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-ADDR
466	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-TN
467	OSS-2 OSS Availability (Pre-Ordering) EDI
468	OSS-2 OSS Availability (Pre-Ordering) LENS
469	OSS-2 OSS Availability (Pre-Ordering) LEO MAINFRAME
470	OSS-2 OSS Availability (Pre-Ordering) LESOG
471	OSS-2 OSS Availability (Pre-Ordering) PSIMS
472	OSS-2 OSS Availability (Pre-Ordering) TAG
473	OSS-2 OSS Availability (Pre-Ordering) LNP (Gateway)
474	OSS-2 OSS Availability (Pre-Ordering) COG
475	OSS-2 OSS Availability (Pre-Ordering) SOG

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
476	OSS-2 OSS Availability (Pre-Ordering) DOM
477	OSS-3 OSS Availability (Maintenance and Repair) CLEC ECTA
478	OSS-3 OSS Availability (Maintenance and Repair) CLEC TAFI
479	OSS-4 Response Interval (Maintenance and Repair) CRIS
480	OSS-4 Response Interval (Maintenance and Repair) DLETH
481	OSS-4 Response Interval (Maintenance and Repair) DLR
482	OSS-4 Response Interval (Maintenance and Repair) LMOS
483	OSS-4 Response Interval (Maintenance and Repair) LMOSupd
484	OSS-4 Response Interval (Maintenance and Repair) LNP
485	OSS-4 Response Interval (Maintenance and Repair) MARCH
486	OSS-4 Response Interval (Maintenance and Repair) NIW
487	OSS-4 Response Interval (Maintenance and Repair) OSPCM
488	OSS-4 Response Interval (Maintenance and Repair) Predictor
489	OSS-4 Response Interval (Maintenance and Repair) SOCS
490	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Residence
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 Design
493	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale PBX
494	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale Centrex
495	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Resale ISDN
496	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - LNP Standalone
497	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - INP Standalone
498	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop Design
499	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop Non-Design
500	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
501	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
502	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
503	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
504	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Digital Loop < DS1
505	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Digital Loop $\geq$ DS1
506	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Switch ports
507	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Combo Other
508	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
509	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
510	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE ISDN (includes UDC)
511	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Line Sharing
512	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - Local Transport
513	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Line Splitting
514	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Other Design
515	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - UNE Other Non Design
516	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch ≥ 10 - EELs
517	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Residence
518	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Business
519	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Design
520	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale PBX
521	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale Centrex

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
522	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Resale ISDN
523	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - LNP Standalone
524	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - INP Standalone
525	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop Design
526	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop Non-Design
527	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Design
528	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
529	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/INP Design
530	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/INP Non Design
531	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Digital Loop < DS1
532	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Digital Loop ≥ DS1
533	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Switch ports
534	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Combo Other
535	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
536	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
537	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE ISDN (includes UDC)
538	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Line Sharing
539	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Local Transport
540	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Line Splitting
541	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Other Design
542	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Other Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
543	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - EELs
544	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - Resale Residence
545	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - Resale Business
546	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - Resale Design
547	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - Resale PBX
548	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - Resale Centrex
549	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - Resale ISDN
550	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - LNP Standalone
551	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - INP Standalone
552	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop Design
553	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
554	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
555	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
556	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
557	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
558	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
559	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
560	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - UNE Switch ports
561	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - UNE Combo Other
562	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
563	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch $\geq$ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
564	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch $\geq$ 10 - UNE ISDN (includes UDC)
565	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch $\geq$ 10 - UNE Line Sharing
566	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch $\geq$ 10 - Local Transport
567	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch $\geq$ 10 - UNE Line Splitting
568	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch $\geq$ 10 - UNE Other Design
569	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch $\geq$ 10 - UNE Other Non Design
570	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch $\geq$ 10 - EELs
571	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Dispatch in $\geq$ 10 - UNE Loop and Port Combo
572	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Switch Based $\geq$ 10 - UNE Loop and Port Combo
573	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Residence
574	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Business
575	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Design
576	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale PBX
577	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Centrex
578	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale ISDN
579	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - LNP Standalone
580	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - INP Standalone
581	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop Design
582	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop Non-Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
583	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
584	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
585	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
586	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
587	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Digital Loop < DS1
588	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
589	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Switch ports
590	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Combo Other
591	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
592	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
593	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE ISDN (includes UDC)
594	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Line Sharing
595	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Local Transport
596	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Line Splitting
597	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Other Design
598	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Other Non Design
599	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - EELs
600	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
601	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
602	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Local Inter-connection Trunks
603	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Resale Residence

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
604	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - Resale Business
605	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - Resale Design
606	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - Resale PBX
607	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - Resale Centrex
608	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - Resale ISDN
609	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - LNP Standalone
610	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - INP Standalone
611	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - 2 w Analog Loop Design
612	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - 2 w Analog Loop Non-Design
613	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Design
614	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Non Design
615	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Design
616	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Non Design
617	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE Digital Loop < DS1
618	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE Digital Loop $\geq$ DS1
619	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE Switch ports
620	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE Combo Other
621	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
622	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
623	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE ISDN (includes UDC)

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
624	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE Line Sharing
625	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - Local Transport
626	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE Line Splitting
627	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE Other Design
628	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - UNE Other Non Design
629	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $\geq$ 10 - EELs
630	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - Resale Residence
631	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - Resale Business
632	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - Resale Design
633	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - Resale PBX
634	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - Resale Centrex
635	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - Resale ISDN
636	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - LNP Standalone
637	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - INP Standalone
638	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - 2 w Analog Loop Design
639	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - 2 w Analog Loop Non-Design
640	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - 2 w Analog Loop w/LNP Design
641	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - 2 w Analog Loop w/LNP Non Design
642	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - 2 w Analog Loop w/INP Design
643	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - 2 w Analog Loop w/INP Non Design
644	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch $<$ 10 - UNE Digital Loop $<$ DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
645	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Digital Loop ≥ DS1
646	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Switch ports
647	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Combo Other
648	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
649	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
650	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE ISDN (includes UDC)
651	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Line Sharing
652	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Local Transport
653	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Line Splitting
654	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Design
655	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Non Design
656	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - EELs
657	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - Resale Residence
658	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - Resale Business
659	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - Resale Design
660	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - Resale PBX
661	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - Resale Centrex
662	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - Resale ISDN
663	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - LNP Standalone
664	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - INP Standalone

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
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 - UNE Digital Loop < DS1
672	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE Digital Loop $\geq$ DS1
673	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE Switch ports
674	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE Combo Other
675	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
676	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
677	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
678	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE Line Sharing
679	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - Local Transport
680	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE Line Splitting
681	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE Other Design
682	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - UNE Other Non Design
683	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 - EELs
684	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
685	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
686	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Residence
687	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Business
688	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Design
689	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale PBX
690	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Centrex
691	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale ISDN
692	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - LNP Standalone
693	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - INP Standalone
694	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Design
695	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Non-Design
696	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
697	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
698	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
699	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
700	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop $< DS1$
701	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop $\geq DS1$
702	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Switch ports
703	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Combo Other
704	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
705	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
706	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE ISDN (includes UDC)
707	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Line Sharing
708	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Local Transport
709	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Line Splitting
710	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Other Design
711	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Other Non Design
712	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - EELs
713	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
714	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
715	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution - Local Interconnection Trunks
716	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 IDLC
717	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Non Time Specific
718	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Time Specific
719	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 IDLC
720	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Non Specific
721	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Specific
722	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
723	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch
724	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch
725	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch
726	P-7 Coordinated Customer Conversions Internal Unbundles Loops with INP
727	P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
728	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc ADSL
729	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc HDSL
730	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc Other
731	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc UNE UCL
732	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale Residence
733	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale Business
734	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale Design
735	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale PBX
736	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale Centrex
737	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale ISDN
738	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - LNP Standalone
739	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - INP Standalone
740	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - 2 w Analog Loop Design
741	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - 2 w Analog Loop Non-Design
742	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Design
743	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Non Design
744	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Design
745	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Non Design
746	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - UNE Digital Loop < DS1
747	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - UNE Digital Loop $\geq$ DS1
748	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - UNE Switch ports
749	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - UNE Combo Other

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
750	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
751	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE ISDN (includes UDC)
752	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Sharing
753	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - Local Transport
754	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Line Splitting
755	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Design
756	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - UNE Other Non Design
757	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 - EELs
758	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence
759	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
760	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
761	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
762	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
763	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN
764	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
765	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone
766	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
767	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
768	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
769	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
770	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
771	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Non Design
772	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
773	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop ≥ DS1
774	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
775	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
776	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
777	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
778	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
779	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
780	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
781	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
782	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
783	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs
784	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Residence
785	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Business
786	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Design
787	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale PBX
788	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale Centrex
789	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Resale ISDN
790	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - LNP Standalone
791	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - INP Standalone

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
792	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 - 2$ w Analog Loop Design
793	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 - 2$ w Analog Loop Non-Design
794	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 - 2$ w Analog Loop w/LNP Design
795	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 - 2$ w Analog Loop w/LNP Non Design
796	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 - 2$ w Analog Loop w/INP Design
797	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 - 2$ w Analog Loop w/INP Non Design
798	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE Digital Loop $< DS1$
799	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE Digital Loop $\geq DS1$
800	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE Switch ports
801	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE Combo Other
802	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE xDSL (ADSL, HDSL, UCL)
803	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE ISDN (includes UDC)
804	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE Line Sharing
805	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ Local Transport
806	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE Line Splitting
807	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE Other Design
808	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ UNE Other Non Design
809	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq 10 -$ EELs
810	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in $\geq 10 -$ UNE Loop and Port Combo
811	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based $\geq 10 -$ UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
812	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Residence
813	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Business
814	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Design
815	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale PBX
816	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Centrex
817	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale ISDN
818	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - LNP Standalone
819	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - INP Standalone
820	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Design
821	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Non-Design
822	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
823	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
824	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
825	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
826	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop < DS1
827	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
828	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports
829	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other
830	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
831	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)
832	P-9 Percent 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
833	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport
834	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting
835	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Design
836	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Non Design
837	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - EELs
838	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
839	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
840	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection Trunks
841	P-11 Service Order Accuracy - Resale
842	P-11 Service Order Accuracy - UNE
843	P-11 Service Order Accuracy - UNE-P
844	PO-1 Loop Makeup - Average Response Time - Manual
845	PO-2 Loop Makeup - Average Response Time - Electronic
846	TGP-1 Trunk Group Performance CLEC Aggregate