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October 29, 2002

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

RE: Docket 000121B – Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (SPRINT – FLORIDA TRACK)

Dear Ms. Bayo:

As requested by Staff, enclosed please find additional information which Sprint is submitting in the above captioned docket.

If there are any questions regarding this material, please contact me at 847-0173.

Sincerely,

Sandy Khazraee

Sandra A. Khazraee

Enclosures

cc: Lisa Harvey

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October 29, 2002

Ms. Lisa S. Harvey
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Docket 000121B – Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (SPRINT – FLORIDA TRACK)

Dear Ms. Harvey:

Attached is a copy of the Nevada 2002 PMP and PIP, otherwise known as the Nevada "cookbook" or the Nevada remedy plan (Attachment A). Also provided for your review are two documents which explain Sprint's Performance Measurement Plan Compliance Methodolgy (Attachment B) and the Benchmark Calculation Methodology (Attachment C).

Sprint's service quality measurement results for the period January 2002 through September 2002 are found in Attachment D. These are the same results as those previously provided on October 7 for January through August with the addition of the September results.

In response to some specific questions asked by staff, the following responses are provided.

1. Regarding appointment scheduling which shows up as TBD and your question regarding the ACM (Appointment Control Module), will this be measured separately?

The ACM time will not be measured separately, it is imbedded in the order process. ACM was implemented 7/22/02 and schedules on a parity-by-design basis.

2. Please provide some explanations regarding Measure 34 - Billing accuracy. What was Sprint's intent in committing to proposing benchmarks in Nevada in 2003?

Sprint was testing the rolling 6-month calculation methodology. By 2003 we will have accumulated enough data under the new methodology to propose a

benchmark. Some submeasures are benchmark instead of parity because there is no parity comparison for those submeasures.

3. Measure 43 - Sprint stopped reporting in October 2000 - what is the history of this one?

Sprint stopped reporting because this was not considered to be of value to the CLECs. Also, we found it was parity-by-design because notification was sent to Sprint retail reps and CLECs in the same e-mail.

If you have any additional questions, please call me at (850) 847-0173.

Sincerely,

Sandra A. Khazraee

Enclosure

Attachment "A"

2002 Sprint

Performance Incentive Plan

August 12, 2002

Overview

The Telecommunications Act of 1996 ("the Act"), and the FCC's associated rules, require incumbent local exchange carriers ("ILECs") to provide competitive local exchange carriers ("CLECs") with nondiscriminatory access to operations support systems ("OSS"). In the August 1996 Local Competition First Report and Order, the FCC commented generally that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves. In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Regional Bell Operating Company's ("RBOC's") §271 application, and clarified that for those OSS sub-functions with retail analogs, a RBOC "must provide access to competing carriers that is equal to the level of access that the RBOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness." The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."

In efforts to promote regulations to encourage a competitive environment, state commissions have held proceedings to investigate procedures and methods necessary to determine whether interconnection, unbundled access, and resale services provided by an ILEC to CLECs, are at least equal in quality to that provided by the ILEC to itself or to any subsidiary, affiliate, or any other party. The scope of these state commission proceedings typically include measures, reporting, comparative analogs, benchmarks, statistical tests, audits, and incentives.

This document, the Sprint Performance Incentive Plan, is intended to address statistical tests and incentives. The details and methodologies within this document provide sufficient and reasonable incentives for promoting compliant service. However, due to the dynamic nature of the industry, it is important that the results of implementing such a plan be evaluated on an annual basis. The purpose of such evaluations would be to verify that the Performance Incentive Plan yielded sufficient and reasonable incentive structures given actual performance.

The original version of this document was entitled "2001 Sprint Performance Incentive Plan", dated January 23, 2002, and reflected the Stipulation agreement in proceeding 01-1049/01-3001. Sprint, Nevada Commission Staff, the Bureau of Consumer Protection (BCP), and intervening CLECs agreed to that Stipulation, which was subsequently adopted by the Nevada Commission. This updated version of that document is entitled "2002 Sprint Performance Incentive Plan", dated August 9, 2002, and reflects Sprint's annual proposal for necessary document updates in accordance with NAC 704.680303[1].

[1] Not later than January 31 of each year following the year in which the plans of a nonrural incumbent local exchange carrier are approved by the commission pursuant to this section, the nonrural incumbent local exchange carrier shall file a request for review by the commission of the plans. The commission may, upon good cause shown, conduct a hearing and issue an order in accordance with this section on a request for the renewal of the approval of the commission of the plan, Para 4.

1. General Principles

1.1 The Sprint Performance Incentive Plan (the "PIP") described herein is to be associated with the state commission approved Sprint Performance Measurement Plan (the "PMP").

1.2 The PIP incorporates incentive structures for parity measures (those measurements where the level of service that Sprint provides to CLECs can be compared to the level of service Sprint provides to its retail customers), and for benchmark measures (those measurements for which there is no comparable level of service between the service Sprint provides to CLECs and the service Sprint provides to its retail customers).

1.3 Sprint will apply monthly compliance incentives on a submeasure basis for each CLEC entitled to receive incentives under the provisions of this plan. A submeasure is the individual, disaggregated reported result for each measurement defined in Sprint's PMP.

1.4 For parity measurements, Sprint will use statistical testing to determine whether any submeasure differences between Sprint's retail results and Sprint's results for the individual CLEC, are statistically significant.

1.4.1 For parity measurements, where a submeasurement difference between Sprint's retail results and the results for the individual CLEC is found to be statistically significant, a measure of severity (see Attachment D) will be used to determine the appropriate compliance incentive amount.

1.5 For benchmark measurements, Sprint's performance results for each CLEC will be compared to the benchmark defined in the PMP, without the use of statistical testing for significance. If Sprint's performance results for the CLEC are observed to be at a level of service that does not meet the benchmark, compliance incentives will be assessed.

1.5.1 For benchmark measurements, the level of compliance incentive owed by Sprint increases, as the difference increases between the established benchmark and Sprint's actual performance results for each CLEC. A measure of severity (see Attachment D) will be used to determine the appropriate compliance incentive amount.

1.6 The determination of compliance is further subject to certain Mitigation Provisions as described in Section 8 of this PIP.

1.7 Compliance incentives are not applicable for specific (sub)measurements per the PMP:

1.7.1 For any measurement or submeasurement classified in the PMP as "Diagnostic Only", "Parity by Design" or with benchmark level "TBD".

2. Parity Measure Compliance Incentives

2.1 Compliance incentives for parity submeasures are based on a measure of severity, D_P (called "D sub P", see Attachment D), associated with a difference between the service performance levels Sprint provides to each individual CLEC and the service performance levels Sprint provides to its retail customers, and are applied when service is determined to be out of parity.

2.2 Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates, as defined in Attachment A.

2.3 Compliance incentives will be applied according to the Statistical Testing Methodology set forth in section 9 of this document, with subsequent application of relevant materiality thresholds set forth in Attachment E.

2.4 The compliance incentive owed increases as $|D_P|$ increases (the more negative D_P is, the more severe the difference). The following table sets forth the compliance incentive severity levels:

PARITY MEASURES		
Measure of severity	**Severity Level**	**Incentive Amount per Submeasure per Month**
$0 < \|D_P\| < .5$	Minor	See Attachment C
$.5 <= \|D_P\| < 2$	Moderate	See Attachment C
$\|D_P\| >= 2$	Severe	See Attachment C

2.5 The compliance incentive owed is also dependent upon the "priority ranking" of the measure as set forth in Attachment C.

2.6 The magnitude of the compliance incentives for a particular CLEC depends upon the number of relevant transactions the CLEC has per submeasure as set forth in Attachment C.

3. Benchmark Measure Compliance Incentives

3.1 Compliance incentives for benchmark submeasures are based on a measure of severity, D_B (called "D sub B", see Attachment D), associated with the difference between the service performance levels Sprint provides to each individual CLEC, and the benchmark standard.

3.2 Incentives will apply to Sprint service performance levels that do not achieve the benchmarks. No statistical evaluation is performed for benchmark submeasures to

determine compliance. The level of compliance incentive owed increases as D_B increases.

3.3 The following table sets forth the compliance incentive due for benchmark *proportion* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK PROPORTION MEASURES		
Performance Level	**Severity Level**	**Incentive Amount per Submeasure per Month**
$0 < D_B < 5$	Minor	See Attachment C
$5 <= D_B < 15$	Moderate	See Attachment C
$D_B >= 15$	Severe	See Attachment C

3.4 A different performance level is appropriate for benchmark *mean* measures. The following table sets forth the compliance incentive due for benchmark *mean* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK MEAN MEASURES		
Performance Level	**Severity Level**	**Incentive Amount per Submeasure per Month**
$0 < D_B < 25$	Minor	See Attachment C
$25 <= D_B < 50$	Moderate	See Attachment C
$D_B >= 50$	Severe	See Attachment C

3.5 For *proportion* and *mean* benchmark measures, the compliance incentive owed is also dependent upon the "priority ranking" of the measure as set forth in Attachment C.

3.6 The magnitude of compliance incentives for a particular CLEC is dependent upon the number of relevant transactions a CLEC has per submeasure as set forth in Attachment C.

4. Chronic Incentive Amounts

4.1 A chronic state begins when Sprint misses either a parity submeasure or a benchmark submeasure for three (3) consecutive activity months for a specific CLEC.

4.1.1 For the purposes of calculating chronic incentive amounts, a single no-activity month counts as neither compliant nor non-compliant.

4.2 A chronic state ends when either of the following occurs:

4.2.1 Once in a state of chronic non-compliance, Sprint must achieve one (1) month of compliant service to "exit" the chronic state.

4.2.2 In the determination of chronic non-compliance, three (3) consecutive months of no-activity counts as one compliant month. In other words, three (3) consecutive months of no-activity "wipes the slate clean".

4.3 While in a state of chronic non-compliance, Sprint calculates the incentive amount by applying a multiplier to the incentive amount for the current month as determined using the Schedule of Compliance Incentives as set forth in Attachment C.

4.3.1 In the 3rd consecutive month of non-compliance (i.e. the first month of chronic non-compliance) a multiplier of three (3) is applied to the incentive amount for the current month as determined using the Schedule of Compliance Incentives (see Attachment C). This multiplier is used for the 4th and 5th consecutive months of non-compliance as well.

4.3.2 In the 6th consecutive month of non-compliance a multiplier of six (6) is applied to the incentive amount for the current month as determined using the Schedule of Compliance Incentives as set forth in Attachment C. This multiplier is used for all subsequent consecutive months of non-compliance, while Sprint is in a state of chronic non-compliance.

4.3.3 Consider a hypothetical scenario[2] in which Sprint enters into a state of chronic non-compliance, for a particular CLEC, for a particular parity submeasure. The following table shows the months in which Sprint is non-compliant, the months in which Sprint is in a state of *chronic* non-compliance, the measure of severity (D_P), the severity level for each month (based on D_P), and the base calculation for incentive amounts as determined from the Schedule of Compliance Incentives (see Attachment C).

Month	Priority Ranking	Compliant	Chronic	D_P	Severity Level	Base Incentive Amount
June	High	No	No	-.08	minor	$ 200
July	High	Yes	No	n/a	n/a	n/a
August	High	No	No	-1.2	moderate	$ 400
September	High	No	No	-3.1	severe	$ 1,300
October	High	No Activity	n/a	n/a	n/a	n/a
November	High	No	Yes	-3.3	severe	$ 1,300
December	High	No	Yes	-1.8	moderate	$ 400
January	High	No	Yes	-1.7	moderate	$400
February	High	No	Yes	-2.4	severe	$ 1,300
March	High	No	Yes	-2.4	severe	$1,300
April	High	Yes	No	n/a	n/a	n/a

[2] The assumption is that the CLEC has 30 or more relevant transactions each month, for the particular submeasure, and this particular submeasure is a High Priority submeasure as set forth in Attachment B.

Given this situation, the actual incentive paid (for this single submeasure[3]) would be calculated as follows:

June	$	200		
July	$	0		
August	$	400		
September	$	1,300		
October	$	0		
November	$	3,900	or	1,300 * 3
December	$	1,200	or	400 * 3
January	$	1,200	or	400 * 3
February	$	7,800	or	1,300 * 6
March	$	7,800	or	1,300 * 6
April	$	0		

4.4 Incentives will not be assessed for a month in which Sprint's performance is in compliance, nor for a month in which a CLEC has no activity for a particular submeasure.

5. Total Cap

5.1 The total amount of compliance incentives owed by Sprint is subject to a monthly Total Cap.

5.1.1 A monthly absolute cap of one-twelfth of 25% of Sprint of Nevada's annual net return will be based upon the most recent ARMIS 43-01 report filed with the FCC.

5.1.1.1 For example, the monthly absolute cap (using 2000 ARMIS reporting) was $1,067,333. This was based on an annual net return figure of $51,232,000. One-twelfth of the annual net return yielded an average monthly net return of $4,269,333. Taking 25% of the average monthly net return yielded the absolute monthly cap of $1,067,333.

5.1.2 The timing of the annual revision of the monthly absolute cap will be the PIP report date following 45 days after ARMIS 43-01 is available in ARMIS[4].

5.1.3 For purposes of this section "net return" is defined to reflect both the interstate and intrastate portions of Net Return derived from local exchange service.

[3] The total amount paid to the CLEC would be based on all submeasures for which the CLEC received non-compliant service.

[4] This allows sufficient time for calculation of the new "net return" figure and implementation of system changes.

5.2 In the event the total amount of compliance incentives Sprint owes the CLECs exceeds the monthly Total Cap, Sprint will allocate to each CLEC an incentive amount based upon the CLEC's percentage of the total calculated compliance incentives due.

5.2.1. For example: suppose the monthly Total Cap is $1,067,333 and the total calculated compliance incentive due to all CLECs for the month is $1,200,000. If the calculated compliance incentive amount for CLEC A is $300,000, then CLEC A would receive an allocated amount of $266,833.30 ($300,000/$1,200,000 = 25%, 25% *$1,067,333 = $266,833.30).

6. Other Compliance Incentives

6.1 Compliance Incentives are applicable to late performance reports that have not been excused by the Commission and/or the CLEC(s), incomplete reports (missing submeasure results on distributed reports), and late causal analysis reports (where applicable).

6.2 Late performance reports are those reports that are not made available for CLEC viewing on the agreed upon date.

6.2.1 The due date for reports will be assumed to be no later than the 15th calendar day of the month, unless otherwise approved by the Commission.

6.2.2 A compliance incentive amount due because of late performance reports is assessed daily as defined in Attachment C (see the Other Incentive Information table).

6.2.3 If Sprint issues late performance reports, Sprint will apply to individual CLECs the compliance incentive amount due because of late performance reports, as well as any incentive amounts assessed due to missing submeasures.

6.2.4 A compliance incentive amount due because of late performance reports will not be included in the determination of chronic incentives, and will not be considered in the determination of whether a state of chronic non-compliance applies.

6.2.5 An incentive amount due because of late performance reports will not be included in the Total Cap.

6.2.6 A late performance report is not assessed incentives for missing submeasure results.

6.3 Incomplete reports are those reports that have missing submeasure results for a CLEC.

6.3.1 The incentive amount for incomplete performance reports will be established by assessing incentives as if each missing submeasure, per CLEC, were severely non-compliant (see Attachment C for severe incentive amounts).

6.3.2 Missing submeasure results will be considered a severe non-compliant situation, in all respects. A missing submeasure can, therefore, be included in the determination of chronic incentives.

6.3.3 An incentive amount due because of missing submeasure results would be included in the Total Cap, if applicable.

6.3.4 When appropriate, incentives may be applied for missing submeasure results, in addition to incentives applied for late performance reports.

6.4 If applicable, any incentives due as a result of late causal analysis reports are assessed per CLEC, on a daily basis, per Attachment C (see the Other Incentive Information table).

6.4.1 An incentive amount due because of late causal analysis reports will not be included in the determination of chronic incentives, and will not be considered in the determination of whether a state of chronic non-compliance applies.

6.4.2 An incentive amount due because of late causal analysis reports will not be included in the Total Cap.

7. Application of Compliance Incentives

7.1. In recognition of the potential for loss of competitive opportunities, revenues and goodwill which a CLEC might sustain from Sprint service performance levels that are not in compliance, Sprint agrees to pay the CLEC incentives as set forth in this PIP.

7.2 The payment of any incentives will be subject to the conditions set forth in Section 2 of NRS 704.281.

7.3 The compliance incentives provided in this PIP are not penalties, but are incentives intended to promote compliant service.

7.4 Sprint will apply incentives in the form of crediting invoices.

7.4.1 Sprint will calculate the total compliance incentive due each CLEC on a monthly basis. Sprint will credit a CLEC's Billing Account Number(s) ("BAN(s)") in the billing cycle that begins forty-five (45) calendar days after the issuance of monthly performance reports.

7.4.2 If requested by the CLEC, a check payout will occur when Sprint owes the CLEC more money than the CLEC owes Sprint, utilizing the total of all BANs.

8. Mitigation Provisions

8.1 The use of statistical testing for parity measures helps to mitigate the risks of Sprint paying incentives due simply to random variation in processes. However, due to the nature of the statistical tests, the expectation is that incentives will periodically be assessed even when a state of consistent parity exists (called a Type I error). To mitigate the impacts of Type I errors, Sprint may utilize the following forgiveness plan to negate compliance incentives on seemingly non-compliant parity submeasures. This forgiveness plan is applied separately for each submeasure and each CLEC as follows:

8.1.1 Sprint's compliance incentive obligation to the CLECs will be forgiven on a submeasure basis only when certain criteria are met. These criteria are:

8.1.1.1 For every submeasure, per CLEC, the first accrued forgiveness will occur upon the first month of activity, and again every six (6) months of activity thereafter.

8.1.1.1.1 Each forgiveness must be used within six (6) months upon accrual. In other words, an accrued forgiveness is lost if not used within six (6) months.

8.1.1.2 If there is no activity for a particular submeasure, per CLEC, for twenty-four (24) consecutive months, the process of accruing forgivenesses will begin again upon the next month of activity. In other words, Sprint will not track inactivity beyond twenty-four (24) months for the purpose of accruing forgivenesses.

8.1.1.3 A forgiveness can only be used to offset the compliance incentive amount due for the same submeasure, and CLEC, for which the forgiveness was originally accrued.

8.1.1.4 If a forgiveness is available to be used, it must be used at the first opportunity, with the following exceptions:

8.1.1.4.1 A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.

8.1.1.4.2 Available forgivenesses may offset neither a severe nor a chronic non-compliance.

8.2 Sprint may perform a limited root-cause analysis process within 45 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions. When a root-cause analysis is invoked, Sprint will have the

burden of proving that but for the occurrence of an "exceptional condition" Sprint would have succeeded on the submeasure.

8.2.1 Examples of these exceptional conditions include, but are not limited to the following:

8.2.1.1 Significant activity by a third party external to and not controlled by Sprint (e.g., damaged facilities, third party systems, bomb threats)

8.2.1.2 Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)

8.2.1.3 Environmental events not considered force majeure (e.g., fire or other hazardous condition)

8.2.1.4 Force majeure events

8.2.2 Sprint will continue to calculate and apply compliance incentives to the CLECs during this root cause analysis period.

8.2.3 If the affected CLEC or the Commission approves restatement of results due to an exceptional condition, Sprint will restate the affected results and adjust incentives at the next possible opportunity.

8.2.3.2 Intent to pursue a request for restatement of results from a CLEC will be communicated by Sprint to Commission Staff and the BCP.

8.2.3.3 Sprint will maintain a log for each CLEC on the reporting website. Sprint will maintain a master log for Commission Staff and the BCP that contains information on all CLECs. If results are restated, all relevant information will be posted to the log. Relevant information will include the "original" results, details of any incentive adjustment, and documentation of the exceptional condition.

8.2.4 Sprint will not be required to utilize a forgiveness under section 8.1 of this Plan, if it is determined that a compliance incentive is not warranted due to an exceptional condition under this section.

8.3 Either Sprint or a CLEC may initiate a request for an expedited hearing process in accordance with the Commission's rules to resolve differences associated with the application of incentives to Sprint for failure to meet the requirements of the Plan; however, Sprint must continue to apply incentives to the CLEC during the expedited hearing process. If the subsequent Commission ruling is in favor of Sprint, the application of the incentive will be reversed from the CLEC BAN(s).

8.4 Sprint will implement the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

Small Sample Adjustments to Benchmark Proportion Measures							
90% Benchmark		**95% Benchmark**		**98% Benchmark**		**99% Benchmark**	
Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses
1	0	1 to 3	0	1 to 9	0	1 to 19	0
2 to 9	1	4 to 19	1	10 to 49	1	20 to 97	1
10 to 20	2	20 to 40	2	50 to 99	2	98 to 202	2
21 to 31	3	41 to 63	3	100 to 149	3	203 to 319	3
32 to 44	4	64 to 88	4	150 to 199	4	320 to 445	4
45 to 50	5	89 to 100	5	200 to 250	5	446 to 500	5

For benchmark proportion measures, small samples can result in the need for service beyond the benchmark in order to achieve compliance. For instance, the only way to achieve a 95% benchmark with 19 orders would be to fail on none. One failure would result in performance of 94.7%. The small sample adjustments to benchmark proportion measures would, for example, allow for 1 failure in the 19 orders to achieve compliant performance.

8.5 Sprint will implement materiality thresholds as defined in Attachment E:

8.5.1 Materiality thresholds mitigate situations where benchmark results or parity comparisons misidentify differences as significant. This is due to the fact that small-sample benchmark results, or parity statistical significance, is not necessarily synonymous with business significance. Situations that produce misidentification of differences as significant include but are not limited to the following:

8.5.1.2 Small samples for parity measures. For measures typically associated with small samples, the measure itself can be highly sensitive to small differences in service. Similar to the small sample adjustment used for benchmark proportion measures, small samples for parity measures (especially proportion and rate measures) can result in the need for perfect or near-perfect service in order to be deemed compliant. For example, the measure *Trouble Report Rate* is defined as the number of trouble tickets per month divided by the number of access lines the customer has. Due to small CLEC transaction sizes, a single trouble report for a CLEC with few access lines can produce non-compliance. Since one trouble report for a month does not have a significant impact on the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

8.5.1.3 Large samples for parity measures. Submeasures with a high volume of CLEC transactions produce statistical comparisons that are overly sensitive to small differences between Sprint and CLEC results. This can produce non-compliance when the actual difference in Sprint and

CLEC results is very small. For example, if a CLEC has thousands of submeasure transactions in a month, there may be a statistically significant difference, but only a slight difference in results (i.e., a difference of 0.4% on *Usage Completeness*, a Low Priority measure). Since this type of difference does not significantly impact the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

9. Statistical Testing Methodology for Parity Measurements

9.1 Statistical testing will be conducted when there is at least one transaction each for Sprint retail and individual CLEC.

9.2 The general statistical testing methodology is to conduct a hypothesis test with
H_0 : CLEC performance is "better than or equal to" Sprint performance.
H_1 : CLEC performance is "worse than" Sprint performance.

9.2.1 Calculations are made under the assumption that larger performance measurement values indicate worse service. For measures where this assumption does not hold true (i.e. larger values indicate better service), the calculation of a test statistic will be reversed. In other words, a difference between Sprint and CLEC service will always be shown as a numerically negative difference when CLEC service is worse.

9.3 Any statistical test yielding a p-value will be converted to a z-score for purposes of reporting consistency, and to enable calculation of the severity value.

9.4 A significance level, or Type I error rate, of 10% will be used for testing purposes.

9.4.1 This results in a critical value of –1.2817 for z-scores. Any z-score less than or equal to –1.2817 will result in a rejection of H_0.

9.4.2 Modifications are made to the traditional t-statistic typically used for testing the difference between two means (due to sensitivity to testing assumptions). The "adjusted, asymmetric two-sample t-test" is designed to test the difference between means, without sensitivity to a larger CLEC variance, while adjusting for bias caused by population skewness. Instead of pooling the variances from both Sprint retail and CLEC observations, only using Sprint variance increases the ability of the test statistic to identify a difference in means should the CLEC have a greater variation. A modified z-score is calculated at the cell level by converting the adjusted, asymmetric t-test statistic via the respective probability density function.

9.5 All statistical tests will be performed at the submeasure level, per CLEC.

9.5.1 Statistical comparisons made at the cell-level (see Section 9.6), when applicable, will be aggregated into a single test statistic at the submeasure level.

9.5.2 Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.

9.6 When approved by the Commission on a measurement/submeasurement basis, Sprint's retail data and CLEC data will be compared at levels that provide the most accurate parity comparisons (i.e., wire center, etc...).

9.6.1 For statistical validity, the parity comparison between CLEC and Sprint retail data will be made with data generated from similar processes and conditions. Since the performance data are collected from daily operations, they are "observed" results. These observed results, or observational data, may not be produced under similar procedures and conditions.

9.6.1.1 This level of comparison is to ensure a "like-to-like" comparison, and is referred to as the "cell level". The like-to-like comparison is a necessary condition for achieving correct statistical testing results for both Sprint retail and CLEC data.

9.6.1.1.1 For example, suppose a new CLEC starts operations around a single wire center. For some period of time, a large percentage of the CLEC's service orders are 'N' (New) orders. When compared to Sprint's retail service orders that included 'N', 'C' and 'T' (New, Change, and Transfer) orders, Sprint may be called out of parity erroneously because 'N' orders typically take longer than 'C' or 'T' orders. By comparing only the Sprint 'N' orders to CLEC 'N' orders, a true result can be obtained.

9.6.1.1.2 Cell-level comparisons are for statistical accuracy, and do not necessitate additional detail in the reported submeasure level as defined in the PMP.

9.6.2 Cell level comparisons will be proposed by Sprint and submitted for approval by the Commission on a per-submeasure or per-measure basis.

9.6.2.1 Measurement/submeasurements with Commission-approved cell-level comparisons are listed in Attachment G.

9.6.2.2 When like-to-like comparisons are approved for a specific measure or submeasure, results will be calculated using various statistical techniques appropriate for cell level comparisons (see Attachment A for detailed methodology).

9.6.2.3 When there is more than one cell for a submeasure, the z-scores at the cell level will be aggregated into one overall test statistic, called the "truncated z-score" (see Attachment A), which is used to determine whether a statistically significant difference exists at the submeasure level. A submeasure with a single cell will not be aggregated into the truncated z-score, but will simply use the z-score as calculated for the cell.

9.6.2.4 If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done. In other words, if relative performance between Sprint retail and CLEC service at the cell level is equivalent (for all cells) to relative performance at the reporting level, then the aggregated z-score should be roughly the same as a modified z-score applied at the reporting level.

9.6.2.5 The contribution of each comparison cell should depend on the number of observations in the cell.

9.6.2.6 Cancellation between comparison cells will be limited. In other words, positive outcomes should not be allowed to cancel negative ones.

10. Self-Effectuating Process

10.1 To trigger the intake of new CLECs to the PIP process, incentives will be calculated for CLECs who have placed one or more CLEC orders.

10.2 To trigger removal of CLECs from the PIP process, incentives will not be calculated for any CLEC who meets any of the following conditions:

10.2.1 The CLEC was disconnected as a result of a CLEC-initiated termination or a negotiated disconnection.

10.2.2 There is no billing record of CLEC access lines, and the CLEC does not intend to continue provision of CLEC services as indicated by any of the following:

10.2.2.1 Sprint sends a letter to the CLEC at their last known address requesting confirmation of continuation of CLEC service, and there is no response to the letter within sixty (60) days of receipt.

10.2.2.2 The CLEC sends a negative response to said letter within sixty (60) days of receipt.

Attachment A

Statistical Calculations for Parity Submeasurements

Statistical methods:

SAMPLE SIZE	*TYPE OF MEASURE*	*STATISTICAL METHOD (WITHOUT CELL LEVEL COMPARISONS)*	*STATISTICAL METHOD (WITH CELL LEVEL COMPARISIONS)*
"small"	mean	Permutation Testing	Permutation Testing (p-value converted to a z-score)
	proportion	Fisher's Exact Test (i.e. Hypergeometric)	Standard Z, with finite population correction
	rate	Binomial Test	Standard Z, with finite population correction
"large"	mean	Modified Z, with skewness correction (Sprint variance used, rather than pooled variance)	Modified Z, with skewness correction (Sprint variance used, rather than pooled variance)
	proportion	Standard Z, with finite population correction	Standard Z, with finite population correction
	rate	Standard Z, with finite population correction	Standard Z, with finite population correction

Statistical functions definitions:

$\Phi^{-1}(x)$ Inverse cumulative standard normal distribution function.

$pt(t,df)$ Cumulative distribution function of a t-statistic with df degrees of freedom.

$BN(x,n,p)$ Binomial distribution density function. The probability of observing x of n successes with a probability p of success.

$CBN(x,n,p)$ Cumulative binomial distribution function.

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

$HG(q,m,n,k)$ Hypergeometric distribution density function where q represents the number of red balls out of a sample of size k drawn from an urn containing m red balls and n black ones.

$CHG(q,m,n,k)$ Cumulative hypergeometric distribution.

$$CHG(q,m,n,k) = P(H \le q) = \begin{cases} 0(q < \max(0, k-m)) \\ \sum_{h=\max(0,k-m)}^{q} HG(h)(\max(0,k-m) \le q \le \min(k,m)) \\ 1(q > \min(k,m)) \end{cases}$$

$rank(x)$ Ranks the input variables. In case of ties, the average rank is calculated.

$choose(n,k)$ Calculates the binomial coefficients.

Global variable definitions:

L	=	The total number of occupied cells.[5]
j	=	An index counter indicating cell number.
n_{1j}	=	The number of Sprint transactions in cell j.
n_{2j}	=	The number of CLEC transactions in cell j.
n_j	=	The total number of transactions in cell j.
X_{1jk}	=	Individual Sprint transactions in cell j.
X_{2jk}	=	Individual CLEC transactions in cell j.
Φ^{-1}	=	Inverse cumulative standard normal distribution function.

Mean Performance Measures[6]

At this time, the following calculations will apply to parity submeasures contained in measures 6, 7, 13, 14, 21, 28, and 44. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

Variable definitions:

STATISTIC	*DEFINITION*	*EXPLANATION*
$\bar{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} X_{1jk}$	Sprint sample mean of cell j.	Add observations and divide by the number of observations.
$\bar{X}_{2j} = \frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} X_{2jk}$	CLEC sample mean of cell j.	Add observations and divide by the number of observations.

[5] If comparisons are performed at the submeasure level, L = 1 and only one cell (the submeasure) exists. If comparisons are performed at the cell level, L may exceed 1 and more than one cell may exist (see Attachment G for the list of (sub)measurements approved for comparison at the cell level).

[6] Only perform STEP 4 and STEP 5 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4 and STEP 5).

$s_{1j}^2 = \frac{1}{n_{1j}-1}\sum_{k=1}^{n_{1j}}(X_{1jk}-\bar{X}_{1j})^2$	Sprint sample variance in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1.
$s_{2j}^2 = \frac{1}{n_{2j}-1}\sum_{k=1}^{n_{2j}}(X_{2jk}-\bar{X}_{2j})^2$	CLEC sample variance in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1.
$\gamma_{1j} = \frac{\frac{1}{n_{1j}}\sum_{k=1}^{n_{1j}}\left(X_{1jk}-\bar{X}_{1j}\right)^3}{\left[\frac{1}{n_{1j}}\sum_{k=1}^{n_{1j}}\left(X_{1jk}-\bar{X}_{1j}\right)^2\right]^{3/2}}$	The Sprint sample skewness in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance.
$\gamma_{2j} = \frac{\frac{1}{n_{2j}}\sum_{k=1}^{n_{2j}}\left(X_{2jk}-\bar{X}_{2j}\right)^3}{\left[\frac{1}{n_{2j}}\sum_{k=1}^{n_{2j}}\left(X_{2jk}-\bar{X}_{2j}\right)^2\right]^{3/2}}$	The CLEC sample skewness in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance.
XY_j	Combined Sprint and CLEC samples.	Concatenate the Sprint and CLEC samples into a single variable.

STEP 1: Calculate Cell Weights

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

For each cell, multiply the Sprint sample size and the CLEC sample size, divide by their sum, and take a square root.

If all Sprint and CLEC transactions within a cell have identical performance measures (e.g. service durations), set $W_j = 0$.

STEP 2: Calculate a Z-statistic for each cell

a. If $W_j = 0$, then set $Z_j = 0$.

b. If $\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$

$$T_j = \begin{cases} t_j + \frac{g}{6}\left(\frac{n_{1j}+2n_{2j}}{\sqrt{n_{1j}\,n_{2j}(n_{1j}+n_{2j})}}\right)\left(t_j^2 + \frac{n_{2j}-n_{1j}}{n_{1j}+2n_{2j}}\right) & t_j \geq t_{min\,j} \\ t_j + \frac{g}{6}\left(\frac{n_{1j}+2n_{2j}}{\sqrt{n_{1j}\,n_{2j}(n_{1j}+n_{2j})}}\right)\left(t_{min\,j}^2 + \frac{n_{2j}-n_{1j}}{n_{1j}+2n_{2j}}\right) & \text{otherwise} \end{cases},$$

where

$$t_j = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}},$$

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

and g is the median value of all values of γ_{1j} over all cells within the submeasure (reporting level) such that

i) $\gamma_{1j} > 0$

ii) $n_{1j} > 6$, and

iii) $n_{1j} > n_{3q}$, where n_{3q} is the 3 quartile of all n_{1j}.in cells where (i) and (ii) are true.

If no cells within a submeasure exist that satisfy conditions (i) - (iii), then set g = 0.

Calculate the p-value from the T_j statistic with $n_{1j} - 1$ degrees of freedom using $P_j = pt(T_j, n_{1j} - 1)$.

Calculate the z-score Z_j from this p-value as $Z_j = \Phi^{-1}(P_j)$.

c. If [$\min(n_{1j}, n_{2j}) \leq 6$ OR $s_{1j}^2 = 0$] AND $W_j > 0$ (from part 1):

1) Calculate the number of possible permutations
Nperms = $choose(n_j, n_{1j})$

2) If $n_{1j} = n_{2j} = 1$, then $Z_j = \begin{cases} 0.6744898 & X_{1j} > X_{2j} \\ 0 & X_{1j} = X_{2j} \\ -0.6744898 & X_{1j} < X_{2j} \end{cases}$

3) If only $n_{1j} = 1$ then let R_0 equal the rank of the Sprint observation in the combined sample XY_j. Calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{n_j}\right)$.

4) If only $n_{2j} = 1$ then let R_0 equal the rank of the CLEC observation in the combined sample XY_j. Calculate $Z_j = -\Phi^{-1}\left(\frac{R_0 - 0.5}{n_j}\right)$.

5) If $\min(n_{1j}, n_{2j}) \geq 2$ and $Nperms \leq 1000$ then
   i) Generate all possible permutations of sizes n_{1j} and n_{2j} from the combined sample XY_j.
   ii) For each permuted sample, calculate the sum of sample of size n_{1j}.
   iii) Let R_0 equal the rank of the observed sum within all of the permuted sums. Calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{Nperms}\right)$.

6) If $\min(n_{1j}, n_{2j}) \geq 2$ and $Nperms > 1000$ then
   i) Generate 1,000 random permutations of sizes n_{1j} and n_{2j} from the combined sample XY_j.
   ii) For each permuted sample, calculate the sum of the sample of size n_{1j}.
   iii) Let R_0 equal the rank of the observed sum within the 1000 permuted sums and calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{1001}\right)$.

STEP 3: Truncate Z-statistic for each cell

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

Note that there is no truncation step if there is only one cell in the submeasure calculation.

STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.

1. If for cell j, $W_j = 0$, set $ExpectedMean_j^{parity}$, $ExpectedVariance_j^{parity}$, and $ExpectedSkew_j^{parity}$ all equal to 0.
2. If $\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$
   a. $ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$.
   b. $ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$

c. $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$

3. If $\min(n_{1j}, n_{2j}) \le 6$ OR $s_{1j}^2 = 0$

   a. Let $N_j = \min(Nperms, 1000)$

   b. For $i = 1,\ldots,N_j; z_{ji} = \min\left\{0, \Phi^{-1}\left(\frac{i-0.5}{N_j}\right)\right\}$.

   c. $\Theta_{ji} = \frac{1}{N_j}$

   d. $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$

   e. $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$

   f. $ExpectedSkew_j^{parity} = \sum_i \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3$

STEP 5: Calculate the initial aggregate test statistic.

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

1. If L = 1, we use the cell modified Z statistic. $Z^T = Z_0^T = Z_1$.

2. If L > 1, do the following.
   a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_j W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_j W_j^2 \times ExpectedVariance_j^{parity}\right)^{\frac{3}{2}}}$$

b. If $Z_0^T > -\frac{1+4g_{agg}^2}{4g_{agg}}$ or $-10^{-6} < g_{agg} < 0$ then $Z^T = Z_0{}^T$.

c. Otherwise

$$Z^T = \frac{-1+\sqrt{1+4g_{agg}^2+4g_{agg}Z_0^T}}{2g_{agg}}$$

Proportion Performance Measures[7]

The following calculations will apply to parity submeasures contained in measures 5, 8, 10, 11, 12, 15, 17a, 20, 22, 23, 26, 31, 32, 33, 34, 37, 38, and 39. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

Variable definitions:

a_{1j}	=	Number of Sprint cases possessing an attribute of interest in cell j.
a_{2j}	=	Number of CLEC cases possessing an attribute of interest in cell j.
a_j	=	Number of cases possessing an attribute of interest in cell j.

NOTE: All measurements made using the number of *misses* (or negative measurement value).

STEP 1: Calculate Cell Weights.

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

For each cell, multiply the Sprint sample size and the CLEC sample size, the proportion of affected transactions and the proportion of non-affected transactions, divide by the total number of transactions, and take a square root.

STEP 2: Calculate a Z-statistic for each cell.

If $W_j = 0$ then set $Z_j = 0$.

Else, calculate the Z-statistic as $Z_j = \dfrac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\dfrac{n_{1j}n_{2j}a_j(n_j - a_j)}{n_j - 1}}}$

STEP 3: Truncate Z-statistic for each cell.

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

Note that there is no truncation step if there is only one cell in the submeasure calculation.

[7] Only perform STEP 4 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4).

STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.

1. If for cell j, $W_j = 0$, set $ExpectedMean_j^{parity}$, $ExpectedVariance_j^{parity}$, and $ExpectedSkew_j^{parity}$ all equal to 0.
2. If $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$.
   a. $ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$.
   b. $ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$.
   c. $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$
3. Else, if $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \le 9$.
   a. Let $i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$.
   b. Calculate $z_{ji} = \min\left\{0, \frac{n_j i - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}\right\}$ for each value of i.
   c. For each value of i, calculate $\Theta_{ji} = HG(i, n_{1j}, n_{2j}, a_j)$.
   d. $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$.
   e. $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$.
   f. $ExpectedSkew_j^{parity} =$
      $$\sum_i \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3$$

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and $\min\left\{\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \le 9\right.$,

   $Z_0^T = \Phi^{-1}(\alpha)$

where $\alpha = CHG(a_{1j}, n_{1j}, n_{2j}, a_j)$.

2. If $L > 1$ or $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$,

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

1. If $L = 1$, we use the cell modified Z statistic. $Z^T = Z_0^T$.

2. If $L > 1$, do the following.

   a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_j W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_j W_j^2 \times ExpectedVariance_j^{parity}\right)^{\frac{3}{2}}}$$

   b. If $Z_0^T > -\frac{1+4g_{agg}^2}{4g_{agg}}$ or $-10^{-6} < g_{agg} < 0$ then $Z^T = Z_0^T$.

   c. Otherwise

$$Z^T = \frac{-1+\sqrt{1+4g_{agg}^2+4g_{agg}Z_0^T}}{2g_{agg}}$$

Rate Performance Measures[8]

The following calculations will apply to parity submeasures contained in measure 19. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

Variable definitions:

b_{1j}	=	Number of Sprint base elements in cell j.
b_{2j}	=	Number of CLEC base elements in cell j.
b_j	=	Total number of base elements cell j.
$r_{1j} = n_{1j} / b_{1j}$	=	Sprint sample rate of cell j.
$r_{2j} = n_{2j} / b_{2j}$	=	CLEC sample rate of call j.
$q_j = b_{1j} / b_j$	=	Relative proportion of Sprint elements for cell j.

STEP 1: Calculate Cell Weights.

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

For each cell, multiply the number of Sprint base elements, the number of CLEC base elements and the number of transactions, divide by the total number of base elements squared, and take a square root.

STEP 2: Calculate a Z-statistic for each cell.

If $W_j = 0$ then set $Z_j = 0$.

Else, calculate the Z-statistic as $Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$

STEP 3: Truncate Z-statistic for each cell.

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

Note that there is no truncation step if there is only one cell in the submeasure calculation.

[8] Only perform STEP 4 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4).

STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.

1. If for cell j, $W_j = 0$, set $ExpectedMean_j^{parity}$, $ExpectedVariance_j^{parity}$, and $ExpectedSkew_j^{parity}$ all equal to 0.

2. If $\min(n_{1j}, n_{2j}) > 15$ *and* $n_j q_j (1-q_j) > 9$

   a. $ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$.

   b. $ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$

   c. $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$

3. If $\min(n_{1j}, n_{2j}) \le 15$ *or* $n_j q_j (1-q_j) \le 9$

   a. Let $i = 0, \ldots, n_j$.

   b. Calculate $z_{ji} = \min\left\{0, \frac{i - n_j q_j}{\sqrt{n_j q_j (1-q_j)}}\right\}$ for each value of i.

   c. For each value of i, calculate $\Theta_{ji} = BN(i, n_j, q_j)$.

   d. $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$.

   e. $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$.

   f.

$$ExpectedSkew_j^{parity} = \sum_i \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3$$

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and ($\min(n_{1j}, n_{2j}) \le 15$ or $n_j q_j (1-q_j) \le 9$),

   $Z_0^T = \Phi^{-1}(\alpha)$

   where $\alpha = CBN(n_{1j}, n_j, q_j)$.

2. If L > 1 or $\min(n_{1j}, n_{2j}) > 15$ *or* $n_j q_j (1-q_j) > 9$,

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

1. If L = 1, we use the cell modified Z statistic. $Z^T = Z_0^T$.

2. If L > 1, do the following.
   a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_j W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_j W_j^2 \times ExpectedVariance_j^{parity} \right)^{\frac{3}{2}}}$$

   b. If $Z_0^T > -\dfrac{1+4g_{agg}^2}{4g_{agg}}$ or $-10^{-6} < g_{agg} < 0$ then $Z^T = Z_0^T$.

   c. Otherwise

$$Z^T = \frac{-1 + \sqrt{1 + 4g_{agg}^2 + 4g_{agg} Z_0^T}}{2g_{agg}}$$

Attachment B

Measurements Classified as High Priority[9]

Measurement Number / Description	
2	Average FOC/LSC Notice Interval
3	Average Reject Notice Interval
5	Percentage of Orders Jeopardized
7	Average Completion Interval
8	Percent Completed Within Standard Interval
9	Coordinated Customer Conversion as a Percentage On-Time
11	Percent of Due Dates Missed
12	% of Due Dates Missed Due to Lack of Facilities (see Section B.1)
15	Provisioning Trouble Reports
17a	Percentage of Troubles in 5 Days for New Orders
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
22	POTS Out of Service Less Than 24 Hours
23	Frequency of Repeat Troubles in 30 Day Period

B.1 Due to the potential double jeopardy associated with Measure 11 and 12, High Priority incentives will not be assessed for both Measure 11 and 12, for a particular common submeasure, for a particular CLEC, in a given month. Measure 12 will only be considered High Priority when a failure occurs for measure 12 but not measure 11 (for a particular common submeasure, for a particular CLEC), in a given month. For example: if a particular CLEC is non-compliant for both measure 11 and measure 12, for a particular common submeasure, then measure 11 would be assessed a High Priority incentive, and measure 12 would be assessed a Low Priority incentive; whereas if the CLEC is non-compliant for measure 12 but not for measure 11, for a particular common submeasure, then measure 12 would be assessed a High Priority incentive.

[9] All other measurements are classified as Low Priority.

Attachment C

Schedule of Compliance Incentives[10]			
Priority Ranking	Severity Level		
	Minor	Moderate	Severe
Low	$100	$200	$650
High	$200	$400	$1300

C.1 The Schedule of Compliance Incentives is based on thirty (30) or more relevant transactions.

C.2 The number of relevant transactions is a count of the number of observations, for a particular CLEC for a submeasure, which caused a non-compliant result. Such a count is used to determine the incentive amount for those submeasures, for a particular CLEC, deemed non-compliant per a parity or benchmark comparison.

C.2.1 For rate measures (such as a trouble report rate), where the rate is a measure of missed-amount per other-amount, the number of relevant transactions is a count of the CLEC observations contributing to the missed-amount (such as troubles).

C.2.2 For proportion measures (such as percent of due dates missed for ILEC reasons), where the proportion is a measure of problem-amount per total-amount, the number of relevant transactions is a count of the CLEC observations contributing to the problem-amount (such as missed orders). For proportion measures where the proportion is a measure of made-amount per total-amount, the number of relevant transactions is the total amount minus the made-amount.

C.2.3 For mean measures (such as reject notification interval), where the mean is a measure of total-amount per total-count, the number of relevant transactions is a count of the CLEC observations that are "worse" than the Sprint mean (or mean benchmark, as applicable). For example, for a non-compliant mean measure with a *benchmark* of 4.0 seconds, any CLEC observation "worse" than 4.0 seconds would count as a relevant transaction. Likewise, for a non-compliant *parity* measure that reported a Sprint mean of 4.0 seconds, any CLEC observation "worse" than 4.0 seconds would count as a relevant transaction.

C.2.4 For any submeasure for which relevant counts are not available or applicable (e.g., hours or money), it will be assumed that there are thirty

[10] Monthly incentive amounts, assessed per non-compliant submeasure, per CLEC.

(30) or more relevant transactions for the purpose of determining incentive amounts.

C.3 Appropriate "scaling factors" will be applied to base incentive amounts in the Schedule of Compliance Incentives when the number of relevant transactions is less than 30.

C.3.1 For compliance incentives associated with a relevant number of transactions less than ten (10), the relevant transaction count will be defined as "small" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.5 to arrive at the actual incentive amount owed.

C.3.2 For compliance incentives associated with a relevant number of transactions less than thirty (30) and greater than or equal to ten (10), the relevant transaction count will be defined as "medium" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.75 to arrive at the actual incentive amount owed.

C.3.3 For compliance incentives associated with a relevant number of transactions greater than or equal to thirty (30), the relevant transaction count will be defined as "large" and no scaling factor will be applied.

C.4 The relevant transaction ranges will be modified for submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure). These submeasures are specific to DS1, DS3, ISDN/PRI and xDSL and have "orders" as the unit of measure (or the unit of measure is analogous to orders). These submeasures will have modified ranges for number of relevant transactions because there is an expectation of fewer transactions due to concentrated volume per order. Scaling factors will be applied to these submeasures based on these modified ranges.

C.4.1 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions less than five (5), the relevant transaction count will be defined as "small" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.5 to arrive at the actual incentive amount owed.

C.4.2 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions less than ten (10) and greater than or equal to five (5), the relevant transaction count will be defined as "medium" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.75 to arrive at the actual incentive amount owed.

C.4.3 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions greater than or equal to ten (10), the relevant transaction count will be defined as "large" and no scaling factor will be applied.

C.5 For any non-compliant submeasure that cannot be definitively associated with individual CLECs (such non-CLEC specific submeasures will be referred to as "corporate submeasures"), incentives will be assessed using a multiplier based on the estimated number of CLECs to have received non-compliant service, and then allocated amongst all CLECs with activity in a given month. All submeasures in measures 24, 42, and 44 are corporate submeasures.

C.5.1 The total incentive amount for a corporate submeasure will be calculated by multiplying the base incentive amount, per the Schedule of Compliance Incentives, by the estimated number of CLECs receiving non-compliant service for that submeasure.

C.5.1.1 The estimated number of CLECs receiving non-compliant service for a corporate submeasure will be based either on the results of a special study (pending the availability of information), or will be based on the average number of CLECs receiving non-compliant service over all non-corporate, non-compliant submeasures.

C.5.2 Incentives for corporate measures will be paid to all CLECs with activity in the given month. The amount paid will be the total incentive divided by the number of CLECs with activity.

C.5.3 Consider a hypothetical example in which there are three (3) non-compliant submeasures for which there is CLEC-specific information. Suppose that one has 3 CLECs receiving non-compliant service, the second has 2 CLECs receiving non-compliant service, and the third has 7 CLECs receiving non-compliant service. Hence, the average number of CLECs receiving non-compliant service over all non-compliant CLEC-specific submeasures is 4 (or 3 + 2 + 7, divided by 3). If the base incentive amount assessed for a corporate submeasure were $650 (per the Schedule of Compliance Incentives), then the total paid for that corporate submeasure would be $2,600 (or 4 times 650). If there was a total of eight (8) CLECs with activity that month, then each of the eight CLECs would receive $325 (or $2,600 divided by 8) for the non-compliant corporate submeasure.

Other Incentive Information	
Late Reports per Day	Late Causal Analysis per Day
$500	$50

Attachment D

Measures of Severity (parity and benchmark)

Benchmark Measurements:

Definition:

$$D_B = \frac{\mathbf{I} - B}{B} \times 100\%$$

where **I** is Sprint performance (mean, proportion, or rate) in service to a CLEC, and B is the benchmark set as the performance tolerance limit. This calculation assumes that the larger the value of **I**, the worse the service. For measures where this assumption does not hold true, the subtraction in the numerator is reversed. In other words, the numerator should be positive when the service to the CLEC is worse than the benchmark.

Rationale:

Upon determining that Sprint performance (in service to a CLEC) is not meeting the benchmark, the measure of severity will be calculated to represent the percentage difference from the benchmark. For example, if the benchmark is 4 hours and Sprint performance is 5 hours, then $D_B = \frac{5.0 - 4.0}{4.0} \times 100\%$, or $\mathbf{D_B = 25\%}$. For a benchmark mean measure, this result would be considered a "moderate" deviation from the benchmark. Such a measure for compliance is only valid if the benchmark is set appropriately; set as a tolerance limit as opposed to a target.

Parity Measurements:

Definition:

Given Z^T (as calculated in STEP 6, Attachment A, for mean, proportion, and rate measures), define the measure of severity D_P as:

$$D_P = \sqrt{\frac{1}{N_1} + \frac{1}{N_2}} Z^T$$

where N_1 and N_2 are the number of Sprint and CLEC transactions combined from all cells in a submeasure with $W_j > 0$ (where W_j is the cell weight for cell j, as defined in Attachment A). As described in section 9 of this document, Z^T is negative when the CLEC is receiving non-compliant service.

Rationale:

Upon determining that an out-of-parity situation exists for a particular submeasure, for a particular CLEC, a measure of severity will be calculated to reflect the magnitude of the performance difference between Sprint's retail and Sprint's CLEC service. The statistical tests performed to determine whether service is in parity, provide the "yes" or "no" answer to the question of parity service. Further, the z-score itself provides a measure for the degree of

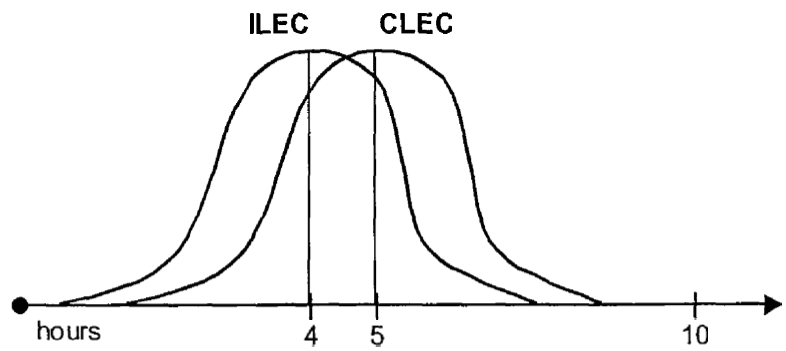
certainty as to whether parity service exists. However, this degree of certainty does not indicate the severity of non-compliance, mainly due to the fact that the z-score is highly dependent on the sample size. If the submeasure has a considerably large sample size, yet a small difference between Sprint's retail and Sprint's CLEC service, the large sample size could cause the z-score to indicate a high confidence in lack of parity. This high confidence told by the z-score indicates that there is a *statistically* significant difference in service for the CLEC, but it does not indicate that there is a significant difference in service from a *business impact* point of view.

A reasonable measure of severity will provide an indication for how different the Sprint's CLEC service is from that of Sprint's service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to Sprint's retail customers, the measure of severity should indicate the difference between Sprint's retail and Sprint's CLEC service. In practice, there are important considerations for appropriately calculating such a measure of severity. First, the measure should be consistent with the results of the z-score, accounting for the differences in calculations that result from small samples, truncating, weighting of cells, and adjustments for skewness. Second, the measure of severity should be applicable to all types of measurements (mean, proportion, and rate). These considerations can be taken into account by utilizing the aggregate, truncated z-score, Z^T; simply adjusting the z-score so as to not include the sensitivity to sample size.

To visualize how this measure of severity works, consider the example of a mean submeasure having a single cell. In this case, it can be shown that D_P is simply the difference in mean performance between the Sprint's retail and Sprint's CLEC service, measured relative to the dispersion (or standard deviation) of Sprint's retail service. As an equation, this yields:

$D_P = \frac{\overline{X}_1 - \overline{X}_2}{s_1}$, where $\overline{X}_1$ is the mean Sprint retail service, $\overline{X}_2$ is the mean Sprint service to CLECs, and s_1 is the standard deviation of Sprint's retail service. Under this example, consider the following graphs depicting a scenario in which a CLEC receives out-of-parity service on two different submeasurements ("Submeasurement A" and "Submeasurement B"):

Submeasurement A

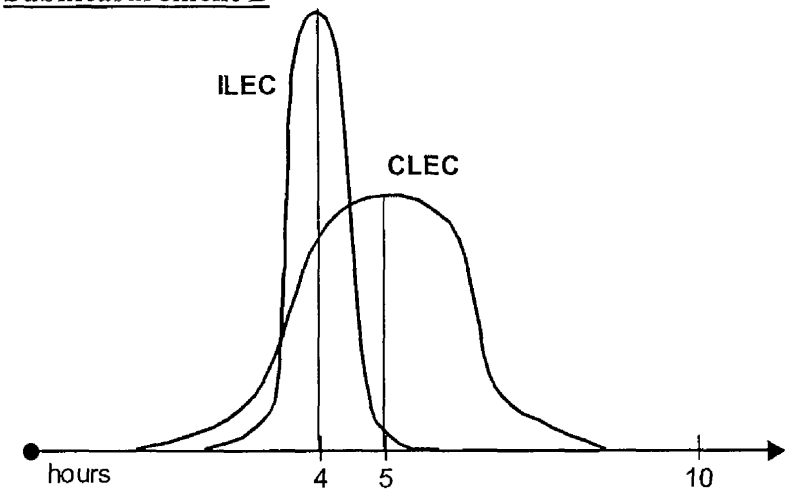


If the service provided on submeasurement A to Sprint's retail customers has a standard deviation of 1.2 hours, then

$D_P = \frac{4.0 - 5.0}{1.2}$, or **$D_P$ = -0.83**.

So, for submeasurement A, the CLEC receives out-of-parity service that is a "moderate" severity.

Submeasurement B



If the service provided to Sprint's retail customers on submeasurement B has a standard deviation of 0.4 hours, then

$D_P = \frac{4.0 - 5.0}{0.4}$, or $\mathbf{D_P = -2.50}$.

So, for submeasurement B, the CLEC receives out-of-parity service that is a "severe" severity.

Notice that the difference in the mean service is the same for both submeasurements. However, because Sprint's service to its retail customers on submeasurement B has a lower dispersion (or standard deviation) than Sprint's service on submeasurement A, the severity of the mean difference is higher for submeasurement B.

Attachment E

Materiality Thresholds

Materiality thresholds (see Section 8) will be applied as described below.

Measurement 19

The following adjustment table applies to all submeasures in Measurement 19, and will be applied when a statistically significant difference is identified:

Number of CLEC Access Lines (CLEC Denominator)	Permitted Troubles
1 to 24	1
25 to 74	2
75 or more	3

For example: For a CLEC with 100 access lines and 1 trouble, accompanied by a statistically significant difference, this table indicates that more than 3 troubles would be required before a significant business impact would occur. As a note for how *not* to use this table, consider a CLEC with 4 troubles and better than parity service (i.e. the CLEC is receiving better service than the retail results). This table does not indicate that no more than 3 troubles are ever allowable. It is used only when there is a statistically significant difference identified.

Attachment F

"High-Cap" Submeasures with an Ordering Unit of Measure

The following submeasurements[11] will have modified ranges for application of scaling factors (see Section C.4):

Measure	Submeasure Code	Submeasure Description
02	02.01.07	All Electronic - DS-1/ISDN PRI
02	02.01.08	All Electronic - DS-3
02	02.01.101	All Electronic - UNE Loops - xDSL Capable
02	02.02.07	All Manual (FAX) - DS-1/ISDN PRI
02	02.02.08	All Manual (FAX) - DS-3
02	02.02.101	All Manual (FAX) - UNE Loops - xDSL Capable
02	02.03.07	Electronic/Manual Mix - DS-1/ISDN PRI
02	02.03.08	Electronic/Manual Mix - DS-3
02	02.03.101	Electronic/Manual Mix - UNE Loops - xDSL Capable
04	04.01.07.01	All Electronic - DS-1/ISDN PRI - New Service Installation
04	04.01.07.02	All Electronic - DS-1/ISDN PRI - Service Migrations w/o changes
04	04.01.07.03	All Electronic - DS-1/ISDN PRI - Service Migrations w/ changes
04	04.01.07.04	All Electronic - DS-1/ISDN PRI - Move and change activities
04	04.01.07.05	All Electronic - DS-1/ISDN PRI - Feature changes
04	04.01.07.06	All Electronic - DS-1/ISDN PRI - Service Disconnects
04	04.01.08.01	All Electronic - DS-3 - New Service Installation
04	04.01.08.02	All Electronic - DS-3 - Service Migrations w/o changes
04	04.01.08.03	All Electronic - DS-3 - Service Migrations w/ changes
04	04.01.08.04	All Electronic - DS-3 - Move and change activities
04	04.01.08.05	All Electronic - DS-3 - Feature changes
04	04.01.08.06	All Electronic - DS-3 - Service Disconnects
04	04.01.101.01	All Electronic - UNE Loops - xDSL Capable - New Service Installation
04	04.01.101.02	All Electronic - UNE Loops - xDSL Capable - Service Migrations w/o changes
04	04.01.101.03	All Electronic - UNE Loops - xDSL Capable - Service Migrations w/ changes
04	04.01.101.04	All Electronic - UNE Loops - xDSL Capable - Move and change activities
04	04.01.101.05	All Electronic - UNE Loops - xDSL Capable - Feature changes
04	04.01.101.06	All Electronic - UNE Loops - xDSL Capable - Service Disconnects
05	05.07.01	DS-1/ISDN PRI - Lack of facilities
05	05.07.02	DS-1/ISDN PRI - Other
05	05.08.01	DS-3 - Lack of facilities
05	05.08.02	DS-3 - Other
05	05.101.01	UNE Loops - xDSL Capable - Lack of facilities

[11] This list is intended to reflect current measurements that are specific to DS1, DS3, ISDN/PRI and xDSL and have "orders" as the unit of measure (or the unit of measure is analogous to orders). Any relevant updates to the PMP will take precedence over this list.

Measure	Submeasure Code	Submeasure Description
05	05.101.02	UNE Loops - xDSL Capable - Other
06	06.07.01.01	DS-1/ISDN PRI - Lack of facilities - Assignment
06	06.07.01.02	DS-1/ISDN PRI - Lack of facilities - Installation
06	06.07.01.03	DS-1/ISDN PRI - Lack of facilities - Notification Missed Commitment
06	06.07.02.01	DS-1/ISDN PRI - Other - Assignment
06	06.07.02.02	DS-1/ISDN PRI - Other - Installation
06	06.07.02.03	DS-1/ISDN PRI - Other - Notification Missed Commitment
06	06.08.01.01	DS-3 - Lack of facilities - Assignment
06	06.08.01.02	DS-3 - Lack of facilities - Installation
06	06.08.01.03	DS-3 - Lack of facilities - Notification Missed Commitment
06	06.08.02.01	DS-3 - Other - Assignment
06	06.08.02.02	DS-3 - Other - Installation
06	06.08.02.03	DS-3 - Other - Notification Missed Commitment
06	06.101.01.01	UNE Loops - xDSL Capable - Lack of facilities - Assignment
06	06.101.01.02	UNE Loops - xDSL Capable - Lack of facilities - Installation
06	06.101.01.03	UNE Loops - xDSL Capable - Lack of facilities - Notification Missed Commitment
06	06.101.02.01	UNE Loops - xDSL Capable - Other - Assignment
06	06.101.02.02	UNE Loops - xDSL Capable - Other - Installation
06	06.101.02.03	UNE Loops - xDSL Capable - Other - Notification Missed Commitment
07	07.07.01	DS-1/ISDN PRI - Field Work
07	07.07.02	DS-1/ISDN PRI - No Field Work
07	07.08.01	DS-3 - Field Work
07	07.08.02	DS-3 - No Field Work
07	07.101.01	UNE Loops - xDSL Capable - Field Work
07	07.101.02	UNE Loops - xDSL Capable - No Field Work
08	08.07	DS-1/ISDN PRI
08	08.08	DS-3
08	08.101	UNE Loops - xDSL Capable
11	11.07.01	DS-1/ISDN PRI - Field Work
11	11.07.02	DS-1/ISDN PRI - No Field Work
11	11.08.01	DS-3 - Field Work
11	11.08.02	DS-3 - No Field Work
11	11.101.01	UNE Loops - xDSL Capable - Field Work
11	11.101.02	UNE Loops - xDSL Capable - No Field Work
12	12.07.01	DS-1/ISDN PRI - Field Work
12	12.07.02	DS-1/ISDN PRI - No Field Work
12	12.08.01	DS-3 - Field Work
12	12.08.02	DS-3 - No Field Work
12	12.101.01	UNE Loops - xDSL Capable - Field Work
12	12.101.02	UNE Loops - xDSL Capable - No Field Work

Measure	Submeasure Code	Submeasure Description
13	13.07.01	DS-1/ISDN PRI - 1 - 30 days held
13	13.07.02	DS-1/ISDN PRI - 31 - 90 days held
13	13.07.03	DS-1/ISDN PRI - Greater than 90 days held
13	13.08.01	DS-3 - 1 - 30 days held
13	13.08.02	DS-3 - 31 - 90 days held
13	13.08.03	DS-3 - Greater than 90 days held
13	13.101.01	UNE Loops - xDSL Capable - 1 - 30 days held
13	13.101.02	UNE Loops - xDSL Capable - 31 - 90 days held
13	13.101.03	UNE Loops - xDSL Capable - Greater than 90 days held
14	14.07	DS-1/ISDN PRI
14	14.08	DS-3
14	14.101	UNE Loops - xDSL Capable
17a	17a.07	DS-1/ISDN PRI
17a	17a.08	DS-3
17a	17a.101	UNE Loops - xDSL Capable

Attachment G

Parity Measures and Submeasures with Cell-level Comparisons

Cell-level comparisons (using the statistical methodology described in Attachment A) will be applied to the following measurements/submeasurements:

Measurement/Submeasurement Number / Description	**Cell Level (i.e., wire center, etc...)**
None at this time.	n/a

Attachment "A"

Sprint Performance Measurements Report Requirements

Exhibit C

Sprint's "Cookbook"

August 6, 2002

Sprint Performance Measurements

Public Utilities Commission of Nevada

INTRODUCTION

The stipulation agreement filed on February 11, 1999, and approved by the Commission on February 25, 1999, was the work product of the participating Incumbent Local Exchange Carriers (ILECs), Competitive Local Exchange Carriers (CLECs), the Attorney General's Bureau of Consumer Protection, and the Public Utilities Commission of Nevada Staff (collectively, "parties") in Nevada. As a result of discussions on performance measurements conducted during the arbitration of the AT&T/Nevada Bell Interconnection Agreement, the Nevada Commission opened an investigative proceeding into performance measurements on September 24, 1997. The Commission subsequently requested comments from the parties. In order to facilitate discussion by the parties, the Commission sponsored workshops in late May 1998. After the May workshops, the parties continued to identify open issues and clarify some of the consensus that had been tentatively reached. Over the next several months, the parties continued to meet informally and in additional Commission sponsored workshops to discuss and resolve open issues. As a result, the parties have been successful in resolving most of the open issues with respect to performance measurements.

In addition to the collaborative work regarding performance measures, the parties have reached agreement on many of the issues regarding auditing and reporting. Parties have also resolved the appropriate analogs for service group types.

As work on performance incentives is on a separate track, incentives are not included in this filing.

This Revised Performance Measures package addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks, to the degree there is agreement
- auditing and reporting
- review procedures

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EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves.[1] In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[2] The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[3]

In mid -1997, the Public Utilities Commission of Nevada (NEVADA PUC or Commission) initiated Docket 97-9022 to address monitoring the performance of Operations Support Systems (OSS). The stated goal of the Commission's proceeding is to investigate procedures and methods necessary to determine whether interconnection, unbundled access and resale services provided by incumbent local exchange carriers are at least equal in quality to that provided by the local exchange carrier to itself or to any subsidiary, affiliate, or any other party.

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. Throughout this past year, the Nevada PUC initiated a series of workshops to address many of these issues. The participating parties have worked in a collaborative fashion to resolve as many issues as possible. This report is not intended to address statistical tests and incentives.

[1] See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

[2] See, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:
"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."[3] See, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

Notes:
These performance measures are not intended to create, modify, or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, nor is it evidence that the ILEC's obligations to such access are defined elsewhere, including the relevant laws, FCC, and Nevada PUC decisions/regulations, tariffs, and interconnection agreements.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

- **Pre-Ordering**

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

Address Verification/Dispatch Required
Request for Telephone Number
Request for Customer Service Record
Service Appointment Scheduling (due date)
Rejected/Failed Queries
Facility Availability
Loop Pre-Qualification

Note: Service Availability information, as required in NAC 704.680305(1)(d), is available in Address Verification/Dispatch Required and Customer Service Record queries.

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

- **Provisioning**

Provisioning is the set of activities required to install, change or disconnect a customer 's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

Data Base Updates

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information that has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to most procedures for auditing and review. Descriptions of these procedures can be found in Sections IV and V.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be binding on the parties and shall not be used for such purposes.

Reservation of Rights

These reservations of rights do not negate the parties' agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues that require further consideration by the parties. This remains an open issue.

ILECs

By agreeing to the performance measures contained in the Stipulation Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;

- reserve the right to contest the level of disaggregation for purpose of assessing penalties;

- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.

- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.

- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

Nevada Performance Measurements

Measurement #	Measurement Title
Pre-Ordering	
01	Average Response Time to Pre Order Queries
Ordering	
02	Average FOC Notice Interval
03	Average Reject Notice Interval
04	Percent of Flow-Through Orders
Provisioning	
05	Percentage of Orders Jeopardized
06	Average Jeopardy Notice Interval
07	Average Completed Interval
08	Percent Completed Within Standard Interval
09	Coordinated Customer Conversion as a Percentage On-Time
11	Percent of Due Dates Missed
12	Percent Due Dates Missed Due to Lack of Facilities
13	Delay Order Interval to Completion Date (For Lack of Facilities)
14	Held Order Interval
15	Provisioning Trouble Reports Prior to Service Order Completion
17A	Percentage Troubles in 5 Days for New Orders
18	Average Completion Notice Interval
Maintenance	
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
22	POTS Out of Service Less Than 24 Hours
23	Frequency of Repeat Troubles in 30-Day Period
Network Performance	
24	Percent Blocking on Common Trunks
25	Percent Blocking on Interconnection Trunks
26	NXX Loaded by LERG Effective Date
Billing	
28	Usage Timeliness
29	Accuracy of Usage Feed (Not reported by Sprint)
30	Wholesale Bill Timeliness
31	Usage Completeness
32	Recurring Charge Completeness
33	Non-Recurring Charge Completeness
34	Bill Accuracy
36	Accuracy of Mechanized Bill Feed (Not reported by Sprint)
Database	

Sprint Performance Measurements Report Requirements

Updates	
37	Database Update Timeliness
38	Percent Database Accuracy
39	E911MS Database Update Interval
Collocation	
40	Time to Respond to a Collocation Request
41	Time to Provide a Collocation Arrangement
Interface	
42	Percentage of Time Interface is Available
43	Average Notification of Interface Outages (Not applicable in Nevada)
44	Center Responsiveness

Pre-Ordering **Measure 1**

Title: Average Response Time to Pre-Order Queries

Area	*Requirement Description*
Description	The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC. • Address Verification/Dispatch Required • Request for Telephone Number (TN) • Request for Customer Service Record - Simple - Complex • Service Appointment Scheduling (due date) • Rejected/Failed Queries • Facility Availability • Loop Pre-qualification
Method of Calculation	**All Electronic:** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period) **All Manual: Loop Pre-qualification and Facility Availability** Sum [((Fax Date and Time Returned) - (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)] X 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliate.
Reported By	By query type and by interface type, including fax
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	**CLEC**	**Competitive Comparison**	
All Electronic:		**Parity**	**Benchmark**
Address Verification/Dispatch Required	Request for Address Verification		6seconds
Request for Telephone Number	Request for Telephone Number		3 seconds
Request for Customer Service Record - **Simple**	Request for Simple CSR		10 seconds
Request for Customer Service Record – **Complex**	Request for Complex CSR		15 seconds
Service Appointment Scheduling	Request for Due Date		TBD
Rejected / Failed Queries	Rejected/Failed Queries		Diagnostic Only
All Manual:			

	Facility Availability	Request for Facility Availability		95% within 3 business days – Diagnostic Only
	Loop Pre-Qualification	Request for Loop Pre-Qualification		95% within 3 business days
Business Rules	• Elapsed time is measured in seconds for electronic pre-order requests. • Results for CLECs with 5 or fewer transactions will be compared with a benchmark of twice the applicable electronic submeasure to determine compliance. • Elapsed time for fully electronic submeasures will be tracked during scheduled interface availability hours. • Exclude transactions that occur during OSS outages.			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint defines Simple CSR queries as a query on an account that has 4 or less lines. • Implementation of systems to comply with Federal National Portability requirements will prevent the capability to query by NPA/NNX in 2002 to obtain Service Availability information as an independent query. Service Availability information is available in Address Verification/Dispatch Required and Customer Service Record queries. • Sprint will provide an analysis of the data for CLECs with 5 or fewer transactions in the 2003 filing. The analysis will include root cause of long response times, as near as can be determined. • Submeasure Facility Availability provides switch verification information and Loop Pre-Qualification provides outside plant loop facility information.			

Ordering **Measure 2**

Title: Average FOC Notice Interval

Area	*Requirement Description*			
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC).			
Method of Calculation	**All Electronic:** Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs Sent in Reporting Period) **Electronic/Manual Mix:** Sum ((FOC Date and Time) – (Receipt Date and Time of receipt of error free order)) / (Number of FOCs sent.)			
Report Period	Monthly			
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.			
Reported By	• Electronically received/electronically handled • Electronically received and manually handled • By Service Group Type			
Geographic Level	Statewide			
Measurable Standards	Disaggregation Level **RESALE**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
	Blind FOC			
	Res POTS All Electronic Electronic/Manual Mix	Res POTS		TBD 4 hrs
	Bus POTS All Electronic Electronic/Manual Mix	Bus POTS		TBD 6 hrs
	ISDN BRI All Electronic Electronic/Manual Mix	ISDN BRI		TBD 6 hrs
	CENTREX All Electronic Electronic/Manual Mix	CENTREX		TBD 13 hrs.
	PBX All Electronic Electronic/Manual Mix	PBX		TBD 13 hrs.
	Intelligent FOC			
	DDS All Electronic Electronic/Manual Mix	DDS		TBD 36 business hrs
	DS1/ISDN PRI All Electronic Electronic/Manual Mix	DS1/ISDN PRI		TBD 36 business hrs
	DS3 All Electronic Electronic/Manual Mix	DS3		TBD 36 business hrs
	VGPL/DS0 All Electronic Electronic/Manual Mix	VGPL/DS0		TBD 36 business hrs
	UNBUNDLED NETWORK ELEMENTS			
	Blind FOC			
	UNE Loops Non-Designed	UNE Loops		

	All Electronic Electronic/Manual Mix	Non-Designed		TBD 6 hrs
	UNE Loops xDSL Provisioned All Electronic Electronic/Manual Mix	UNE Loops xDSL Provisioned		TBD 6 hrs
	UNE Subloops – Voice Grade All Electronic Electronic/Manual Mix	UNE Subloops – Voice Grade		TBD 6 hrs
	UNE Subloops – Data All Electronic Electronic/Manual Mix	UNE Subloops – Data		TBD 13 hrs
	Line Sharing All Electronic Electronic/Manual Mix	Line Sharing		TBD 6 hrs
	LNP All Electronic Electronic/Manual Mix	LNP		TBD 6 hrs
	Intelligent FOC			
	UNE Loops Designed All Electronic Electronic/Manual Mix	UNE Loops Designed		TBD 36 business hrs
	UNE Ports All Electronic Electonic/Manual Mix	UNE Ports		TBD 36 business hrs
	Dark Fiber All Electronic Electronic/Manual Mix	Dark Fiber		TBD 36 business hrs
	EELS All Electronic Electronic/Manual Mix	EELS		TBD 36 business hrs
	UNE Dedicated Transport All Electronic Electronic/Manual Mix	UNE Dedicated Transport		TBD 36 business hrs
	UNE Platform All Electronic Electronic/Manual Mix	UNE Platform		TBD 36 business hrs
	Interconnection Trunks All Electronic Electronic/Manual Mix	Interconnection Trunks		TBD 7 business days
	PROJECTS:			
	Projects All Electronic Electronic/Manual Mix	Projects		TBD Diagnostic Only
Business Rules	• Elapsed time calculated in business hours and excludes non-business days and ILEC published holidays. • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Excludes Loop Pre-Qualification queries that are processed as LSRs. • Manually received and handled FOCs not included. • Denominator includes all FOCs sent regardless of receipt and response time. • CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information			

	provisions. • Sprint has implemented an Intelligent Firm Order Confirmation process for all the Service Group Types listed with 36 business hours as the measurable standard. Sprint will review data for these submeasures to determine applicability as parity submeasures for the 2003 PMP filing. • Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.

Ordering **Measure 3**

Title: Average Reject Notice Interval

Area	*Requirement Description*
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation	**All Electronic** ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected) **Electronic/Manual Mix** ((Business Date and Time of ILEC transmission of Order Rejection) – (Business Date and Time of Order Receipt)) / (# of Electronic/Manual Orders Rejected).
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates

Reported By	• Electronically received, electronically handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders and Facility based UNE orders
	• Electronically received, manually handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders and Facility based UNE orders

Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
All Electronic	Reject Notice		TBD
Electronic/Manual Mix	Reject Notice		6 hrs

Business Rules	• Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays. • Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center • Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day. • Exclude Loop Pre-Qualification queries created as service orders.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Ordering **Measure 4**

Title: Percent of Flow-Through Orders

Area	*Requirement Description*
Description	Measures the percentage of mechanized service orders processed on a flow through basis. The definition of Flow-through for the intent of this measure is to reflect those orders that are able to get to the Firm Order Confirmation status without manual intervention.
Method of Calculation	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received service orders)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By	• Orders that flow through as a percentage of 1) All electronically received orders programmed to flow-through 2) All electronically received orders • By Service Group Types
Geographic Level	Statewide
Measurable Standards	The process to evaluate performance on this measure is under development. Issues, if any, are not yet finally defined. Final resolution depends on completed development of an agreed to Flow-Through Plan.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS		Diagnostic Only
ISDN BRI	ISDN BRI		Diagnostic Only
CENTREX	CENTREX		Diagnostic Only
	PBX		Diagnostic Only
	DDS		Diagnostic Only
DS1/ISDN PRI	DS1/ISDN PRI		Diagnostic Only
DS3	DS3		Diagnostic Only
VGPL/DS0	VGPL/DS0		Diagnostic Only
UNBUNDLED NETWORK			
UNE Loops			
UNE Loops Non-Designed	UNE Loops - Non-Designed		Diagnostic Only
UNE Loops Designed	UNE Loops Designed		Diagnostic Only
UNE Loops xDSL Provisioned	UNE Loops xDSL Provisioned		Diagnostic Only
Line Sharing	Line Sharing		Diagnostic Only
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade		Diagnostic Only
UNE Subloops – Data	UNE Subloops – Data		Diagnostic Only
Dark Fiber	Dark Fiber		Diagnostic Only
UNE Ports	UNE Ports		Diagnostic Only
EELS	EELS		Diagnostic Only
UNE Dedicated Transport			Diagnostic Only
UNE Platform	UNE Platform		Diagnostic Only
LNP	LNP		Diagnostic Only

Business Rules	Excludes Loop Pre-Qualification queries.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of

	Consumer Protection and the CLECs under proprietary information provisions.

Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

Area	*Requirement Description*
Description	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed by the due date committed on the FOC.
Method of Calculation	(Number of Orders Jeopardized) / (Number of Orders Completed) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops - Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	D3	
UNE Port	UNE Port	DS1/ISDN PRI	
EELS	EELS	DS3, DS1/ISDN PRI, VGPL/ DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	

Business Rules	• Excludes delays for customer reasons. • Excludes Loop Pre-Qualification queries.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of

	Consumer Protection and the CLECs under proprietary information provisions.

Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval

Area	*Requirement Description*
Description	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation	Assignment: Jeopardies identified during assignment ((Date and Time of Committed Due Date for the Order) - (Date and Time of Jeopardy Notice) / (Number of Order Jeopardized)) Installation: Jeopardies identified during installation prior to due time ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice) / (Number of Installation Jeopardy Notices) Notification of Missed Commitments: (Due Date and Time of Missed CommitNotice - Due Date and Time of Order) / (Number of Missed Commit Notices)
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By	• By service group type • By jeopardy type
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	

	UNE Subloops - Data	UNE Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	D3	
	UNE Ports	UNE Ports	DS1/ISDN PRI	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/IDSN PRI, DS3	
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Business Rules	• Excludes delays for customer reasons. • Excludes Loop Pre-Qualification queries.			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • If the ILEC policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog. • Interval is reported in business days.			

Provisioning **Measure 7**

Title: Average Completed Interval

Area	*Requirement Description*
Description	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation	(Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders) / (Total new, move and change orders)
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type and field work/no field work where applicable.
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.
Business Rules	• Excludes customer requested due dates beyond interval offered, and

Disaggregation Level	**CLEC**	**Competitive Comparison**	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS,VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops - Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Projects	Projects Diagnostic Only	Projects Diagnostic Only	

	orders delayed for customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries • Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Provisioning **Measure 8**

Title: Percent Completed Within Standard Interval

Area	*Requirement Description*
Description	Measures orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation	[(Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type excluding services with flexible due dates.
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement

Disaggregation Level	**CLEC**	**Competitive Comparison**	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	0 DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Projects	Projects Diagnostic Only	Projects Diagnostic Only	

Business Rules	• Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. • Excludes services with flexible due dates. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries. • Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Provisioning **Measure 9**

Title: Coordinated Customer Conversion as a Percentage On-Time

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the percentage of coordinated cut overs CHC started on time where CLEC has requested timed coordination.

* Note: "On time" means appointment arrival time plus or minus 1 hour. Orders started before appointment arrival time are considered on time if early arrival includes coordination and sign off with the CLEC.</td></tr>
<tr><td>Method of Calculation</td><td>[(Number of coordinated cut overs started on time) / (Count of timed coordinated cut overs completed in reporting period)] x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, and ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>Residence, Business, and LNP conversions</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>
<table>
<tr><th>Disaggregation Level

Resale</th><th>CLEC</th><th colspan="2">Competitive Comparison

Parity</th><th>Benchmark</th></tr>
<tr><td>Res POTS</td><td>Res POTS</td><td colspan="2"></td><td>95% within 1 hour of planned time on due date</td></tr>
<tr><td>Bus POTS</td><td>Bus POTS</td><td colspan="2"></td><td>95% within 1 hour of planned time on due date</td></tr>
<tr><td>LNP</td><td>LNP</td><td colspan="2"></td><td>95% within 1 hour of planned time on due date</td></tr>
</table>
</td></tr>
<tr><td>Business Rules</td><td>• Excludes CLEC caused misses
• Applies to CLEC requested coordinated cut overs only</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.</td></tr>
</table>

Provisioning **Measure 11**

Title: Percent of Due Dates Missed

Area	*Requirement Description*
Description	Measures the percent of new, move and change orders where installation was not completed by the due date.
Method of Calculation	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders) / (Total Number of New, Move and Change Orders)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type and Field Work/No Field Work as appropriate
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DSO	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	

Business Rules	• Excludes customer caused misses. • Due date is defined as either original due date, revised due date, or final due date if the original or revised due date was missed.

	• For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.

Provisioning **Measure 12**

Title: Percent of Due Dates Missed Due to Lack of Facilities

Area	*Requirement Description*
Description	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"
Method of Calculation	[((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders))] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Res POTS	Res POTS	**Res POTS**	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Data	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	

Business Rules	• Due date is defined as either original due date, revised due date, or

	final due date if the original due date, revised due date, or final due date was missed • Excludes customer caused misses. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Provisioning **Measure 13**

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

Area	*Requirement Description*
Description	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
Method of Calculation	Sum ((Completion Date for orders missed due to lack of ILEC facilities) – (Committed Order Due Date for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to lack of ILEC Facilities in the Reporting Period)
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	• By service group type • Disaggregated by 1-30 calendar days, 31-90 calendar days and >90 calendar days
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level Resale	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Res POTS	Res POTS	**Res POTS**	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops - Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DSO	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
Subloops – Data	Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	

Business Rules	Excludes Loop Pre-Qualification queries.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Provisioning **Measure 14**

Title: Held Order Interval

Area	*Requirement Description*
Description	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
Method of Calculation	((Reporting Period Close Date) – (Committed Order Due Date)) / (Number of Orders Pending and Past the Committed Due Date) Note: For all orders pending and past the committed due date.
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Bus. POTS Dispatched	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	

Business Rules	• Excludes customer caused misses. • Excludes Loop Pre-Qualification queries.

	• Interval is measured in business days.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request. • For UNE Loop services, feature only orders are excluded from the retail analog.

Provisioning **Measure 15**

Title: Provisioning Trouble Reports Prior to Service Order Completion

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.</td></tr>
<tr><td>Method of Calculation</td><td>[(Total number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion) / (Total Number of service orders completed in reporting period)] x 100.</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>• By Resale, UNE Loop Non-Designed, UNE Subloops – Voice Grade, and LNP
• By Affecting Service and Out of Service</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for this measurement.
<table>
<tr><th>Disaggregation Level

Resale</th><th>CLEC</th><th>Competitive Comparison

Parity</th><th>Benchmark</th></tr>
<tr><td>Res. Pots
Bus. Pots</td><td>Res POTS
Bus POTS</td><td>Res POTS
Bus POTS</td><td></td></tr>
<tr><td>UNBUNDLED NETWORK ELEMENTS</td><td></td><td></td><td></td></tr>
<tr><td>UNE Loops</td><td></td><td></td><td></td></tr>
<tr><td>UNE Loops Non-Designed</td><td>UNE Loops Non-Designed</td><td>B1 Dispatch Non-Designed</td><td></td></tr>
<tr><td>UNE Subloops – Voice Grade</td><td>UNE Subloops – Voice Grade</td><td>B1 Dispatch Non-Designed</td><td></td></tr>
<tr><td>LNP</td><td>LNP</td><td>LNP</td><td></td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>• Excludes CPE and IEC/CLEC caused troubles
• Excludes Subsequent reports
• Excludes Message Reports (circuit reports for which ILEC has no records)
• Excludes ILEC employee generated reports</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.</td></tr>
</table>

Provisioning **Measure 17a**

Title: Percentage Troubles in 5 Days for New Orders

Area	*Requirement Description*
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.
Method of Calculation	[(Total Number of Customer Trouble reports received within 5 calendar days of service order completion) / (Total Number of new, move and change completed orders)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DSO	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops - Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports

	• Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • Excludes Loop Pre-Qualification queries.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Provisioning **Measure 18**

Title: Average Completion Notice Interval

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the average time per order to issue notification to CLEC of a completed order.</td></tr>
<tr><td>Method of Calculation</td><td>All Electronic:
((Date and Time of Electronic Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed Electronically)

Electronic/Manual Mix:
[((Date and Time of Electronic Completion Notification to CLEC) – (Date and Time of Work Completion))/(Number of Orders Completed That Required Manual Intervention)]x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>Electronic and Electronic/Manual Mix Interface</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison</th></tr>
<tr><th></th><th></th><th>Parity</th><th>Benchmark</th></tr>
<tr><td>All Electronic</td><td>Completion Notice</td><td></td><td>20 minutes</td></tr>
<tr><td>Electronic/Manual Mix</td><td>Completion Notice</td><td></td><td>95% within 24 hrs</td></tr>
</table>
</td></tr>
<tr><td>Business Rules</td><td>• 24-hour clock is used to measure interval for electronic/manual process.
• Excludes weekends and ILEC published holidays
• Excludes Loop Pre-Qualification queries</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.
• Sprint will track fall out rate.</td></tr>
</table>

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	*Requirement Description*
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.
Method of Calculation	[(Total Number of Customer initial and repeat network trouble reports) / (Number of access lines/circuits/UNEs in service at the end of the reporting period)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
Resale		**Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Access line/circuit count taken from previous month • Excludes ILEC employee generated reports
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance — Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*
Description	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation	[(Total network trouble reports not cleared by the commitment time for ILEC reasons) / (Total network trouble reports completed)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	• By service group type • By dispatch and no dispatch
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL /DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports

	• Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Excludes customer caused misses • Includes LNP NXX Code Opening Troubles
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 21**

Title: Average Time to Restore

Area	*Requirement Description*
Description	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	• By service group type • By dispatch and no dispatch
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DSO	
UNE Loops - XDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/ DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Includes LNP NXX Code Opening troubles • Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.</td></tr>
<tr><td>Method of Calculation</td><td>[(Total number of out of service network troubles cleared in less than 24 hours) / (Total number of out of service network troubles reported)] x 100

Note: For non-design services only</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>By POTS Residence and Business (Resale), UNE Loops -Non-Designed, and UNE Subloops – Voice Grade</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for this measurement.
<table>
<tr><th>Disaggregation Level

Resale</th><th>CLEC</th><th colspan="2">Competitive Comparison

Parity</th><th>Benchmark</th></tr>
<tr><td>Res. POTS
Bus. POTS</td><td>Res POTS
Bus POTS</td><td colspan="2">Res POTS
Bus POTS</td><td></td></tr>
<tr><td>UNBUNDLED NETWORK ELEMENTS</td><td></td><td colspan="2"></td><td></td></tr>
<tr><td>UNE Loops</td><td></td><td colspan="2"></td><td></td></tr>
<tr><td>UNE Loops Non-Designed</td><td>UNE Loops Non-Designed</td><td colspan="2">Bus. POTS Dispatched</td><td></td></tr>
<tr><td>UNE Subloops - Voice Grade</td><td>UNE Subloops - Voice Grade</td><td colspan="2">Bus. POTS Dispatched</td><td></td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>• Residential and Business POTS only
• Excludes no access
• Interval for tickets received Saturday and Sunday begins no later than Monday morning
• Excludes CPE and IEC/CLEC caused troubles
• Excludes Subsequent reports
• Excludes Message Reports (circuit reports for which ILEC has no records)
• Excludes ILEC employee generated reports</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.
• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.</td></tr>
</table>

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	*Requirement Description*
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
Method of Calculation	[(Total customer network trouble reports received within 30 calendar days of a previous customer report) / (Total customer network trouble reports)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS	
Bus POTS	Bus POTS	Bus POTS	
ISDN BRI	ISDN BRI	ISDN BRI	
CENTREX	CENTREX	CENTREX	
PBX	PBX	PBX	
DDS	DDS	DDS	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
DS3	DS3	DS3	
VGPL/DS0	VGPL/DS0	VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DSO	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
Line Sharing	Line Sharing	Retail xDSL	
UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched	
UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Ports	UNE Ports	DS1/ISDN PRI	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3	
UNE Platform	UNE Platform	Resl POTS, Bus. POTS, ISDN BRI, Centrex, PBX	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring • Excludes Subsequent reports

	• Excludes Message Reports • Excludes ILEC employee generated reports • Includes LNP NXX Code Opening troubles
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Network Performance **Measure 24**

Title: Percent Blocking on Common Trunks

Area	*Requirement Description*
Description	Measures the total percentage of blockage across all common and shared transport trunk groups exceeding 1% blockage. Note: Includes list of trunks exceeding 1% benchmark
Method of Calculation	[(Total blocked calls across all common and shared transport trunk groups)/(Total call attempts count across all common and shared transport trunk groups)] x 100
Report Period	Monthly
Report Structure	Reported by common/shared transport trunk group
Reported By	State
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	**CLEC**	**Competitive Comparison Parity**	**Benchmark**
State	Common Trunk Group		No more than 1%

Business Rules	• Exclude 911 trunks except where ILEC has augmentation control. • Excludes the maintenance window (12am local time to 6am local time. • Internal traffic data collection procedures exclude force majeur (Acts of God, Natural Disasters, etc.) • Measured by: - Total trunk groups - Percent Blocking
Notes	• Common trunk groups provide service to all customers, therefore, there is one result for both CLEC and ILEC.

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*
Description	Measures the total percent of blockage on final dedicated interconnection trunk groups exceeding 1% blockage.
Method of Calculation	[(Total blocked calls across all final dedicated interconnection trunk groups per CLEC)/(Total call attempts count across all final dedicated interconnection trunk groups per CLEC)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By	State
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
State	Interconnection Trunks		No more than 1% blockage

Business Rules	• Only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity. • Threshold exception trunk detail. • Internal traffic data collection procedures exclude force majeur (Acts of God, Natural Disasters, etc.) • Excludes the maintenance window (12am local time to 6am local time. • Applies to those trunks where the ILEC has augmentation control • Does not apply when trunks are provisioned as two-way trunks.
Notes	• Measured by: - Total trunk groups - Threshold exceptions - ILEC end office to CLEC end office - ILEC tandem to CLEC end office • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Network Performance — Measure 26

Title: NXX Loaded by LERG Effective Date

Area	*Requirement Description*
Description	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation	[((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date))] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
CLLI	CLEC NXXs loaded	ILEC NXXs loaded	

Business Rules	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 calendar days). • Excludes any NXX code facilities that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.
Notes	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Billing **Measure 28**

Title: Usage Timeliness

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is available for transmission to the CLEC.</td></tr>
<tr><td>Method of Calculation</td><td>For Resale and UNE Messages:
Sum [(Data Set Transmission Availability Date) – (Date of Message Recording)] / (Count of all messages transmitted within a calendar month of reporting period)

Access:
[(Count of all messages available within 5 days) / (Count of all messages available for transmission in reporting period)] x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>• Resale
• UNE
• Jointly provided switched access (associated with meet point billing)</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison</th></tr>
<tr><th></th><th></th><th>Parity</th><th>Benchmark</th></tr>
<tr><td>Resale</td><td>CLEC End user messages</td><td>Sprint End user messages</td><td></td></tr>
<tr><td>UNE – Unbundled Network Element</td><td>CLEC billing messages</td><td>Sprint End user messages</td><td></td></tr>
<tr><td>Access (Associated with Meet Point Billing Only)</td><td>CLEC access billing messages</td><td></td><td>95% within 5 days</td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>▪ The reporting period used will be calendar month (based upon the message process date).
▪ Only Automated Message Accuracy (AMA) messages recorded by Sprint LTD are included. Alternate Billed Message and Connecting Company messages recorded by other companies are excluded.
▪ Long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights.</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.</td></tr>
</table>

	• This measurement assumes a daily transmission of usage to the CLECs. If the CLECs do not request daily transmissions, the measurement still applies based upon transmission availability date, however the actual timeliness of the usage received by the CLEC will vary depending upon their requirements for frequency of transmissions (e.g. weekly).

Billing **Measure 29**

Title: Accuracy of Usage Feed

Area	Requirement Description
Description	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. *Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.*
Method of Calculation	((Number of Usage Records Delivered in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Transmitted)) x 100
Sprint Measurement Formula	**Sprint is NOT required to report this measure.**
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate
Reported By	
Geographic Level	Statewide
Measurable Standards	**Benchmark for Sprint:** ***There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties.***
Business Rules	
Notes	

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	*Requirement Description*
Description	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC.
Method of Calculation	[(Count of Invoices where difference between distribution date and bill date is less than or equal to 10) / (Count of Total Invoices Distributed within the Reporting Period)] x100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Competitive Comparison	
		Parity	Benchmark
Resale	CLEC Invoices		99% within 10 calendar days
UNE	CLEC Invoices		99% within 10 calendar days
Facilities/Interconnection	CLEC Invoices		99% within 10 calendar days

Business Rules	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Billing **Measure 31**

Title: Usage Completeness

Area	*Requirement Description*
Description	Measures the percentage of usage charges appearing on the correct bill. *Correct bill = next available bill
Method of Calculation	[(Count of usage charges on the bill that were recorded within last 30 billing days) / (Total count of usage charges on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Resale	IntraLATA toll messages sent-paid	Sprint IntraLATA toll messages sent-paid	
UNE	Minutes of use		95% complete
Facilities/Interconnection	Minutes of use		95% complete

Business Rules	• Excludes summarized charges. • Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Resale long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Billing **Measure 32**

Title: Recurring Charge Completeness

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the percentage of fractional recurring charges appearing on the correct bill.
* Correct bill = next available bill</td></tr>
<tr><td>Method of Calculation</td><td>[(Count of fractional recurring charges that are on the correct bill*) / (Total count of fractional recurring charges that are on the bill)] x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>• Resale
• UNE
• Facilities/Interconnection</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison</th></tr>
<tr><th></th><th></th><th>Parity</th><th>Benchmark</th></tr>
<tr><td>Resale</td><td>Number of fractional OCCs</td><td>Number of fractional OCCs</td><td></td></tr>
<tr><td>UNE</td><td>% charges on correct bill</td><td></td><td>90% Complete</td></tr>
<tr><td>Facilities/Interconnection</td><td>% charges on correct bill</td><td></td><td>90% Complete</td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.
• Excludes late charges resulting from mandated billing changes if Sprint makes its changes on time.</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.</td></tr>
</table>

Billing **Measure 33**

Title: Non-Recurring Charge Completeness

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the percentage of non-recurring charges appearing on the correct bill.
* Correct bill = next available bill</td></tr>
<tr><td>Method of Calculation</td><td>[(Count of non-recurring charges that are on the correct bill) / (Total count of non-recurring charges that are on the bill)] x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>• Resale
• UNE
• Facilities/Interconnection</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison
Parity</th><th>Benchmark</th></tr>
<tr><td>Resale</td><td>Total number of non-recurring OCCs</td><td colspan="2">Total number of non-recurring OCCs</td><td></td></tr>
<tr><td>UNE</td><td>% of charges on correct bill</td><td colspan="2"></td><td>90% complete</td></tr>
<tr><td>Facilities/Interconnection</td><td>% of charges on correct bill</td><td colspan="2"></td><td>90% complete</td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.
• Excludes late charges resulting from mandated billing changes if Sprint makes its changes on time.</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.</td></tr>
</table>

Billing **Measure 34**

Title: Bill Accuracy

Area	*Requirement Description*
Description	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments on a rolling six month average.
Method of Calculation	(Total monies billed without corrections on a rolling six month average) / (Total monies billed on a rolling six month average) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale - Usage - Recurring Charges - Non-Recurring Charges • UNE - Usage - Recurring Charges - Non-Recurring Charges • Facilities/Interconnection - Usage - Recurring Charges - Non-Recurring Charges
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Usage	Total Dollars billed and adjustments for usage	Total Dollars billed and adjustments for usage – Diagnostic Only	
Recurring Charge	Total Dollars billed and adjustments for recurring charges	Total Dollars billed and adjustments for recurring charges – Diagnostic Only	
Non-recurring Charges	Total Dollars billed and adjustments for non-recurring charges	Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only	
UNE			
Usage	Total Dollars billed and adjustments for usage		Diagnostic Only
Recurring Charge	Total Dollars billed and adjustments for recurring		Diagnostic Only

	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring		Diagnostic Only
	Facilities/Interconnection			
	Usage	Total Dollars billed and adjustments for usage		Diagnostic Only
	Recurring Charges	Total Dollars billed and adjustments for recurring		Diagnostic Only
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring		Diagnostic Only
Business Rules	• Excludes Uncollectable status accounts, restoration charges, non-recurring charges billed in installments, non-regulated charges, refunds of deposits, transfer of payments or balances, returned check charges, taxes, and surcharges. • Excludes adjustments issued for reasons not related to bill accuracy.			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. • Sprint will propose a benchmark in the 2003 filing, per agreement of 2002 Workshops.			

Billing **Measure 36**

Title: Accuracy of Mechanized Bill Feed

Area	*Requirement Description*
Description	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. **Sprint is NOT required to report this measure.** *Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.*
Method of Calculation	(Total # of files that passed / Total # of files sent in that reporting period) x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate
Reported By	
Geographic Level	Statewide
Measurable Standards	**Benchmark for Sprint:** **There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties.**
Business Rules	
Notes	

Database Updates **Measure 37**

Title: Database Update Timeliness

Area	*Requirement Description*
Description	Measures the percentage of Directory Assistance and Directory Listings updates to databases within 24 hours.
Method of Calculation	(Count of updates completed within 24 hours in reporting period) / (Count of updates completed in reporting period) x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate , ILEC and ILEC Affiliates
Reported By	Service Order generated updates
Geographic Level	Statewide
Measurable Standards	**Sprint:** Service Order Updates – Parity

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Service Orders	DA/DL Updates	DA/DL Updates	

Business Rules	• The start time of requests received after the end of the business day will be the beginning of the next business day. • Business day is defined as published hours of operation for the ILEC ordering center.
Notes	• CLECs reserve the right to request additional databases be included in this measure. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Database Updates **Measure 38**

Title: Percent Database Accuracy

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>The percentage of E911and DA records that were updated by Sprint in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Sprint will verify the records determined to be in error to validate that the records were input by Sprint incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.
E911 Databases
Directory Assistance/Listings Database</td></tr>
<tr><td>Method of Calculation</td><td>[(Count of Updates Completed without error) / (Count of Updates Completed)]x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>For E911 Database:
Service Order generated updates
Direct gateway input
For DA/Listings:
Service Order generated updates</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for this measurement.
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison</th></tr>
<tr><th></th><th></th><th>Parity</th><th>Benchmark</th></tr>
<tr><td>E911</td><td></td><td></td><td></td></tr>
<tr><td>Service Order</td><td>Number Updates</td><td>Number Updates</td><td></td></tr>
<tr><td>Direct Gateway</td><td></td><td></td><td>TBD</td></tr>
<tr><td>Directory Assistance / Directory Listing</td><td></td><td></td><td></td></tr>
<tr><td>Service Order</td><td>Number Updates</td><td>Number Updates</td><td></td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>Excludes CLEC caused errors</td></tr>
<tr><td>Notes</td><td>CLECs reserve the right to request additional databases be included in this measure.
Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.</td></tr>
</table>

Database Updates **Measure 39**

Title: E911 MS Database Update

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the percentage of E911 database updates completed within 48 hours.</td></tr>
<tr><td>Method of Calculation</td><td>(Number of records updated within 48 hours) / (Total number of records updated) x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>Update types</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison</th></tr>
<tr><th></th><th></th><th>Parity</th><th>Benchmark</th></tr>
<tr><td>Service Order Update</td><td>911 Updates</td><td>911 Updates</td><td></td></tr>
<tr><td>Direct Gateway Update</td><td>% Updates within 48 hours</td><td></td><td>99% in 48 hours</td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>• Excludes scheduled system outages.
• Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors).
• Interval is measured in clock hours.</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
• For this measurement, Sprint will provide a retail analog for retail to resale customers and a benchmark for those facility based CLEC carriers that use Sprint to load their ALI records to the PSAPs via file transfer methods</td></tr>
</table>

Collocation **Measure 40**

Title: Time to Respond to a Collocation Request

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to a CLEC complete collocation request, within the allotted time.
Method of Calculation	**Space Availability:** [(Count of Complete Requests returned within 10 calendar days) / (Count of requests returned for Space Availability)] x 100 **Price and Schedule Quote:** [(Count of Complete Requests Returned within 10 calendar days) / (Count of requests returned for Price and Schedule Quote)] x 100 **Right Of Way Required:** [(Count of complete Space Availability requests requiring ROW permits returned within TBD calendar days)/(Count of Space Availability requests returned that required ROW permits)] x 100 **ICB (Individual Case Basis) Quote:** [(Count of complete ICB Price and Schedule Quote requests returned within 20 calendar days)/(Count of ICB Price and Schedule Quote requests)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • Space Availability • Price and Schedule Quote • Space Availability Requests Requiring ROW Permits • Price and Schedule Quotes for non-Commission Approved Price List requests with Individual Case Basis (ICB) requirements
Geographic Level	Statewide
Measurable Standards	Benchmark

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Space Availability·			
Physical Caged	Space Availability Requests		100% in 10 Calendar days
Physical Cageless	Space Availability Requests		100% in 10 Calendar days
Virtual	Space Availability Requests		100 % in 10 Calendar days
Other	Space Availability Requests		100% in 10 Calendar days
ROW	Space Availability Requests		100% in TBD Calendar days

	Price and Schedule Quote			
	Physical Caged	Price and Schedule Quotes		100% in 10 Calendar days
	Physical Cageless	Price and Schedule Quotes		100% in 10 Calendar days
	Virtual	Price and Schedule Quotes		100% in 10 Calendar days
	Other	Price and Schedule Quotes		100% in 10 Calendar days
	ICB Requests	ICB Price and Schedule Quotes		100% within 20 Calendar days
Business Rules	• Excludes orders canceled by CLEC • Excludes requests/applications that are incomplete and must be returned to CLEC for completion. The new completed version counts as a new request. • If more than 5 collocation requests are submitted by one CLEC within 10 calendar days, the response interval for each additional 5 requests will extend by 5 calendar days. • The benchmark is 20 days for Collocation requests with non-Commission (ICB) approved price list requirements. • The benchmark is To Be Determined for requests where Right of Way (ROW) access must be obtained to determine space availability. • Sprint will provide a tracking log for ROW requests that provide the following component: Name of agency contacted, date ROW request submitted to the agency, and date ROW received from agency.			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.			

Collocation **Measure 41**

Title: Time to Provide a Collocation Arrangement

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to the CLEC approved* collocation request, within the allotted time. *Approved means ILEC approves the application and has received, from CLEC, financial payment or bond.
Method of Calculation	[(Count of Collocation Arrangements completed within 90 calendar days) / (Count of Collocation Arrangements Completed)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • New • Augment
Geographic Level	Statewide
Measurable Standard	See nested table below
Business Rules	• Excludes orders canceled by CLEC • Excludes requests/applications that are incomplete and must be returned to CLEC for completion
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
New Arrangement			
Physical Caged	Collocation Arrangements		100% within 90 days
Physical Cageless	Collocation Arrangements		100% within 90 days
Virtual	Collocation Arrangements		100% within 90 days
Other	Collocation Arrangements		100% within 90 days
Augment Arrangement			
Physical Caged	Collocation Arrangements		100% within 90 days
Physical Cageless	Collocation Arrangements		100% within 90 days
Virtual	Collocation Arrangements		100% within 90 days
Other	Collocation Arrangements		100% within 90 days

Interfaces **Measure 42**

Title: Percentage of Time Interface is Available

Area	*Requirement Description*			
Description	Measures percent of time OSS interface is available compared to scheduled availability.			
Method of Calculation	[(Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours)) / (Scheduled Interface Available Hours)] x 100			
Report Period	Monthly			
Report Structure	CLECs in the aggregate			
Reported By	By interface type accessed by CLECs			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**	
			Parity	**Benchmark**
	Ordering	IRES Availability		98.5% of scheduled hours

Business Rules	• Outage hours are obtained from outage reports
	• Any change requests for extended availability during the reporting period are added to the scheduled hours.
	• Scheduled interface availability hours:
	  • 8AM - 8PM EST (Monday-Friday)
	  • Excludes non-business days and ILEC published holidays
	  • CLECs are notified via e-mail in advance of changes to the published availability schedule			

Notes	• Sprint has one interface which does both pre-ordering and ordering; therefore, both of these functions are reported under ordering. • Any outage in a source system that inhibits the system from performing pre-ordering or ordering functions is considered an outage.			

Interfaces **Measure 43**

Title: Average Notification of Interface Outages

Sprint discontinued reporting of this measure effective 10-1-00

Area	*Requirement Description*			
Description	Measures the time it takes the ILEC to notify the CLEC of an outage of an interface.			
Method of Calculation	Sum ((Date and time of Outage Notification to CLECs)-(Date and time of ILEC awareness of Interface Outage)) / (Total Number of Interface Outages)			
Report Period	Monthly			
Report Structure	Individual CLEC CLECs in the aggregate			
Reported By	By interface type for all interfaces accessed by CLECs			
Geographic Level	Statewide			
Measurable Standards	Sprint discontinued reporting of this measure effective 10-1-00			
	Disaggregation Level	**CLEC**	**Competitive Comparison**	
			Parity	**Benchmark**
	Interface Type	Number of Notifications		97% in 15 minutes
Business Rules				
Notes				

Interfaces — Measure 44

Title: Center Responsiveness

Area	*Requirement Description*
Description	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation	(Date and Time of Call answer – (Date and Time of Call Receipt)/ (Total calls answered by center))
Report Period	Monthly
Report Structure	CLECs in the aggregate, and by ILEC (if analog applies)
Reported By	• ILEC Ordering Center • ILEC Repair Center
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Ordering Center	ACD Inc Calls		20 Sec
Repair Center (Designed)	ACD Inc Calls	Parity by design	
Repair Center (Non-Designed)	ACD Inc Calls		20 Sec

Business Rules	• Does not include abandoned calls. • Measured by individual queue, if applicable, in each ILEC center.
Notes	

REPORTING PROCESS

Performance reports will be provided by the fifteenth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Positive reporting will be done for all measures, even those reported on an exception only basis.

If the CLEC announces they will discontinue service to all of their end users, performance reporting for the CLEC will cease on the last day of the month of the discontinuation month.

When reporting begins on a new measure or for a new CLEC, the ILEC is only required to report results after a full calendar month of data is available. CLEC failure to provide an Operating Company Number (OCN) on orders will result in those orders being excluded from the CLEC Service Performance Measurements. Exclusions based on application of business rules apply to both the numerator and denominator of the Method of Calculation with the exception of Measure 2.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data upon CLEC request. This analysis will detail the underlying causes contributing to the reported performance results. Within 90 days of the web-site publication of monthly results, a report recipient may request an analysis of a measurement that is less than parity or not meeting the benchmark. The ILEC will provide the analysis within 45 days of the request.

Authorized users will have access to monthly reports through an interactive web-site. Each CLEC will have access to its own data, aggregate CLEC data, and ILEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, Sprint will provide data which comprise the results and which are readily available from the systems that provides the reportable data. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

SERVICE GROUP TYPES

Service Group Type	Sprint	CLEC
RESALE		
Residential POTS	Residential POTS	Residential POTS
Business POTS	Business POTS	Business POTS
ISDN BRI	ISDN BRI	ISDN BRI
Centrex	Centrex	Centrex
PBX	PBX	PBX
DDS	DDS	DDS
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI
DS3	DS3	DS3
VGPL/DS0	VGPL/DS0	VGPL/DS0
UNBUNDLED NETWORK ELEMENTS		
UNE Loops Designed 5.5 dB 2 or 4 wire analog assured 2 wire Digital ISDN Capable	DDS, VGPL/DS0	UNE Loops Designed
UNE Loops xDSL Provisioned	Retail xDSL	UNE Loops xDSL Provisioned
UNE Loops Non-Designed 8dB weighted 2/4 wire analog basic/Coin	Bus. POTS Dispatched	UNE Loops Non-Designed
UNE Ports	DS1/ISDN PRI	UNE Ports
UNE Platform (i.e., loop + port + transport)	Res POTS, Bus POTS, ISDN BRI, Centrex, PBX	UNE Platform
UNE Sub Loops – Voice Grade	Bus. POTS Dispatched	UNE Sub Loops – Voice
UNE Sub Loops – Data	Retail xDSL	UNE Sub Loops – Data
UNE Dedicated Transport	DS1/ISDN PRI, DS3	UNE Dedicated Transport
Line Sharing	Retail xDSL	Line Sharing
Dark Fiber	DS3	Dark Fiber
EELS	DS1/ISDN PRI, DS3, VGPL/DS0	EELS
Interconnection Trunks	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP
Projects	Projects as defined below.	Projects as defined below.

INTERCONNECTION TRUNKS will be included in measures: 2, 7, 8, 11, 12, 13, 14, 19, 20, 21, 23, 25, 30, 31, 32, 33, 34.

LNP is considered a facilities based service group type. LNP will be a level of disaggregation for the following measures: 2, 4, 9, 15, 17a, 19, 20, 21, and 23. Service orders with multiple service group types will be categorized according to the service group type of the first access line entered on the order.

PROJECTS are defined as follows:
"Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the

rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type."

SERVICE ORDER TYPES

- **New Service Installations**
- **Service Migrations without Changes**
- **Service Migrations with Changes**
- **Move and Change activities**
- **Feature Changes**
- **Service Disconnects**

AUDITING

The parties support a comprehensive audit of the ILECs' reporting procedures and reportable data if the PUC, BCP or greater than 50% of CLECs agree an audit is desired. This audit would be on behalf of all CLECs and would be performed by independent auditors. Each ILEC shall submit its annual comprehensive audit to the commission, and distribute copies (which include only non-proprietary information) to parties on the Commission's service list in this proceeding.

The cost of this audit would be shared between the CLECs and the audited ILEC.

In addition to an audit, the ILECs and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 45 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC would be limited to auditing five single measures during the year. The CLEC would pay for the mini-audit, including the ILEC's reasonable associated costs and expenses, unless the ILEC is found to be misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the mini-audit, including the CLECs' reasonable associated costs and expenses. If, during a mini-audit of individual measures, more than 50% of the measures in a major service category are found to have flawed data or reporting problems, the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each mini-audit shall be submitted to the Commission as a proprietary document subject to the applicable protection afforded by Nevada Administrative Code 703.527 through 703.5282.

REVIEW PROCEDURES

As experience is acquired under this Stipulation Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene in the period dictated by NAC.704.680303 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the Nevada PUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the Nevada PUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Identifier (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Identifier databases.
Affiliate	An entity that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with another entity. The Telecommunications Act defines "Own" as owning an equity interest (or equivalent thereof) of more than 10 percent, or as defined by state commissions."
Benchmark Measurable Standards	Benchmark measures have an agreed upon standard to determine compliance due the lack of a meaningful retail analog comparison.
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Centralized Data Collection	Centralized Data Collection system collects hourly operational measurement data from switches/trunks groups for the LTD, and provides a direct feed to CIRAS. The information is used for traffic forecasting by trunk capacity planners.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000 or less with number pooling) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service has been deployed.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Hot Cut	Coordinated Customer Conversion of Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the status of the trouble is changed to closed.
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.

DEFINITION OF TERMS

TERM	DEFINITION
Delayed Order	An order which has been completed after the scheduled due date and/or time
Diagnostic Measurable Standards	This indicates that the results per the measurement will be reported for analysis purposes only and are not subject to determination of compliance or non-compliance.
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The installation activity required to activate a service request.
Installation Troubles	A trouble, which is identified after service order activity and installation have been completed, on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting in the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.

DEFINITION OF TERMS

TERM	DEFINITION
Line Sharing	Unbundling of the local loop to make the high-frequency portion of the local loop available to CLECs (DLECs), while the physical line and low-frequency voice path continues to be provided by the ILEC. Line Sharing allows customers to receive both services (voice and data) on the same line, eliminating the need for consumers to procure a second line.
Local Exchange Routing Guide (LERG)	A Telcordia master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Ordering and Billing Forum (OBF)	Industry forum which works to develop national ordering and billing standards.
Other Charges and Credits	Partial month recurring and non-recurring charges, installation, and other charges other than basic monthly charges appearing on a bill.
Parity Measurable Standards	Indicates a retail analog process or system exists and can report the ILEC and ILEC Affiliate results to be compared to the CLEC results.
Parity by Design	Parity by Design occurs where the same process or system is used for both CLEC and ILEC and does not allow the opportunity to discriminate or to recognize differences between CLEC activity and ILEC activity. As such, the results calculated will apply for all CLECs and ILEC measurable standards.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".

DEFINITION OF TERMS

TERM	DEFINITION
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Nevada PUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occurs if required fields are not included in the LSR and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premise address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.

DEFINITION OF TERMS

TERM	DEFINITION
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

NEVADA PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ALI	Automatic Location Identifier (for E911 systems)
AS	Affecting Service (type of trouble condition)
BDT	Billing Data Tape
BRI	Basic Rate Interface (type of ISDN service)
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CPE	Customer Premises Equipment
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DDS	Digital Data Service
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
IRES	Integrated Request Entry System
N, T, C	Service Order Types - N(new), T(to or transfer), and C(change)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability

NEVADA PERFORMANCE MEASURES: GLOSSARY OFACRONYMS

ACRONYM	DESCRIPTION
LSMS	Local Service Management System
LSR	Local Service Request
MRC	Missed Appointment Reason Code
NANP	North American Numbering Plan
NDM	Network Data Mover
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PBX	Private Branch Exchange
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
PUC	Public Utilities Commission
SCP	Service Control Point
SGT	Service Group Type
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

MISSED APPOINTMENT REASON CODES
Sprint Due Date - Specials

Jeopardy Code	Description
1	Incorrect or Incomplete Order
2	Related Order Not Issued
3	Related Order Not Completed
4	Pending Cancellation
5	Pending Due Date Change
6	Local Facilities Not Available or Late
7	Local Facilities Incorrectly Assigned
8	Local Facility Records Incorrect
9	Late Local Loop Makeup
10	Defective Local Facility
11	Access Customer Facilities Not Available
12	Connecting Company Facilities Not Available
13	CIRAS Records Incomplete or Inaccurate
14	Intracompany Facilities Not Available
15	Incorrect or Late Engineering
16	This code is not currently used
17	Translation Late or Unavailable
18	Unable to Meet Design Requirements
19	Central Office Equipment Not Installed
20	Circuit Order Equipment Late or Not Available
21	Defective Equipment
22	Customer Not Ready to Test or Accept Service
23	Customer Reason/Other than Code #22
24	Change of Due Date/Customer Reason
25	Access Denied by End User Customer
26	System Not Available
27	System Edit/Error
28	Lack of Manpower
29	Weather Conditions
30	Work Completed on Time-Reported Late
31	Not Installed as Engineered
32	Connecting Company Not Ready
33	Original Date Met, Field RID Required Changes
34	Natural Disaster
35	Union Issues

36	Overtime/budget Restriction
37	Order/tech not dispatched
38	Dark Fiber LAM interval
39	Maintenance resource priority
40	Date not signed off by owner
41	No Response to Escalation
42	Worked on Time Admin Change
50	Manpower
51	Workload
52	Due Date priority
53	Delay in table updates
54	EOC info received late from CIRAS
55	Systems outage
56	Entered late by representative
57	Late issuance of connecting company order

Note: Bolded codes are customer exclusion reasons

MISSED APPOINTMENT REASON CODES
Sprint - Retail

Code	Customer Reasons - Description
AB	This code will indicate working service was found at the time of installation and delayed the original due date installation.
CL	The due date was not met due to inaccurate or incomplete information received from the customer to work the service order.
RD	The customer called and requested a different date prior to the appointed due date.
SA	Plant employee attempted to complete order on appointed date but could not gain access to the customer's premise.
SO	The installation was delayed because customer requested an instrument that is not normally offered and it had to be special ordered.
SR	The customer indicated he was not ready for completion of the request on the original due date or provided incomplete or incorrect information which prohibited completion of the request on the original due date (trip was made).

MISSED APPOINTMENT REASON CODES
Sprint - Retail

Code	Company Reasons - Description
PL	Unanticipated plant workload precluded the completion of the order on the original due date.
SE	Request was delayed because there was a temporary lack of standard station equipment.
PF	Lack of plant facilities delayed the completion of the order.
PB	Bad cable pair or cable plant exists.
IW	Inclement weather delayed installation.
CE	Commercial provided incomplete or inaccurate information.
ME	Marketing provided incomplete or inaccurate information.
CO	Any other Company Reason.

DISPOSITION CODES
Sprint

Code	Description
CAN	Cancellation of ticket at customer request
CC	Came Clear
CO	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.
CPE	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.
INF	Ticket created for informational purposes only
HSD	High Speed Data
OTH	Other – Sprint LTD Network
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc
TOK	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.
XCC	IXC/CLEC
CCO	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.
TT	Translations Trouble
UNK	Unknown
PRV	Provisioning Trouble

Note: Bolded codes are customer reason exclusion codes

HHAchmenT "B"

2002 Sprint

Performance Measurement Plan
Compliance Methodology

October 23, 2002

Overview

The Telecommunications Act of 1996 ("the Act"), and the FCC's associated rules, require incumbent local exchange carriers ("ILECs") to provide competitive local exchange carriers ("CLECs") with nondiscriminatory access to operations support systems ("OSS"). In the August 1996 Local Competition First Report and Order, the FCC commented generally that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves. In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Regional Bell Operating Company's ("RBOC's") §271 application, and clarified that for those OSS sub-functions with retail analogs, a RBOC "must provide access to competing carriers that is equal to the level of access that the RBOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness." The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."

This document describes the method used to determine parity and benchmark compliance for measures in the Sprint Performance Measurement Plan (PMP). Also described are the associated provisions that are necessary counterparts to the parity methodology (e.g., forgiveness and materiality) and benchmark methodology (e.g., small sample adjustments), and provisions that are associated with determination of compliance. This methodology was created for the 2001 Sprint PMP and approved in Docket 01-1049 by the Public Utilities Commission of Nevada on February 11, 2001. This methodology was retained for the 2002 Sprint PMP with slight modifications. This methodology is appropriate for Sprint and yields actionable compliance information regarding Sprint's service to CLEC customers.

1. General Principles

1.1 The Compliance Methodology described herein is to be associated with the state commission approved Sprint Performance Measurement Plan (the "PMP").

1.2 The Compliance Methodology describes the method for determining compliance for parity measures (those measurements where the level of service that Sprint provides to CLECs can be compared to the level of service Sprint provides to its retail customers), and for benchmark measures (those measurements for which there is no comparable level of service between the service Sprint provides to CLECs and the service Sprint provides to its retail customers).

1.3 Sprint will calculate compliance on a submeasure basis for each reportable CLEC under the provisions of this methodology. A submeasure is the individual, disaggregated reported result for each measurement defined in Sprint's PMP.

1.4 For parity measurements, Sprint will use statistical testing to determine whether any submeasure differences between Sprint's retail results and Sprint's results for the individual CLEC, are statistically significant. Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates.

1.4.1 For parity measurements, where a submeasurement difference between Sprint's retail results and the results for the individual CLEC is found to be statistically significant, a measure of severity (see Attachment B) will be calculated.

1.5 For benchmark measurements, Sprint's performance results for each CLEC will be compared to the benchmark defined in the PMP, without the use of statistical testing for significance. If Sprint's performance results for the CLEC are observed to be at a level of service that does not meet the benchmark, the result will be considered noncompliant..

1.5.1 For benchmark measurements, if the result is found to be noncompliant, a measure of severity (see Attachment B) will be calculated.

1.6 The determination of compliance is further subject to certain Compliance Accuracy Provisions as described in this document.

1.7 Compliance will not be calculated for specific (sub)measurements per the PMP:

1.7.1 For any measurement or submeasurement classified in the PMP as "Diagnostic Only", "Parity by Design" or with benchmark level "TBD".

1.7.2 For any result that contains 4 or fewer Sprint or CLEC transactions. These results will be reported but no compliance will be assessed.

2. Compliance Methodology for Benchmark Measurements

2.1 Sprint service performance levels that do not achieve the benchmarks will be considered noncompliant. No statistical evaluation is performed for benchmark submeasures to determine compliance.

2.2 A measure of severity, D_B (called "D sub B", see Attachment B), will be calculated for each noncompliant benchmark submeasure, based upon the difference between the service performance levels Sprint provides to each individual CLEC, and the benchmark standard.

2.2.1 The following table sets forth the severity level for benchmark *proportion* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK PROPORTION MEASURES	
Performance Level	**Severity Level**
$0 < D_B < 5$	Minor
$5 <= D_B < 15$	Moderate
$D_B >= 15$	Severe

2.2.2 A different performance level is appropriate for benchmark *mean* measures. The following table sets forth the severity level for benchmark *mean* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK MEAN MEASURES	
Performance Level	**Severity Level**
$0 < D_B < 25$	Minor
$25 <= D_B < 50$	Moderate
$D_B >= 50$	Severe

3. Statistical Testing Methodology for Parity Measurements

3.1 Statistical testing will be conducted when there are at least 5 transactions each for Sprint retail and individual CLEC. Results for 4 or fewer transactions will be reported for diagnostic purposes.

3.2 The general statistical testing methodology is to conduct a hypothesis test with
H_0 : CLEC performance is "better than or equal to" Sprint performance.
H_1 : CLEC performance is "worse than" Sprint performance.

3.2.1 Calculations are made under the assumption that larger performance measurement values indicate worse service. For measures where this assumption does not hold true (i.e. larger values indicate better service), the calculation of a test statistic will

be reversed. In other words, a difference between Sprint and CLEC service will always be shown as a numerically negative difference when CLEC service is worse.

3.3 Any statistical test yielding a p-value will be converted to a z-score for purposes of reporting consistency, and to enable calculation of the severity value.

3.4 A significance level, or Type I error rate, of 10% will be used for testing purposes.

3.4.1 This results in a critical value of –1.2817 for z-scores. Any z-score less than or equal to –1.2817 will result in a rejection of H_0.

3.4.2 Modifications are made to the traditional t-statistic typically used for testing the difference between two means (due to sensitivity to testing assumptions). The "adjusted, asymmetric two-sample t-test" is designed to test the difference between means, without sensitivity to a larger CLEC variance, while adjusting for bias caused by population skewness. Instead of pooling the variances from both Sprint retail and CLEC observations, only using Sprint variance increases the ability of the test statistic to identify a difference in means should the CLEC have a greater variation. A modified z-score is calculated at the cell level by converting the adjusted, asymmetric t-test statistic via the respective probability density function.

3.5 All statistical tests will be performed at the submeasure level, per CLEC.

3.5.1 Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.

3.5.2 Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.

3.6 When approved by the Commission on a measurement/submeasurement basis, Sprint's retail data and CLEC data will be compared at levels that provide the most accurate parity comparisons (i.e., wire center, etc...).

3.6.1 For statistical validity, the parity comparison between CLEC and Sprint retail data will be made with data generated from similar processes and conditions. Since the performance data are collected from daily operations, they are "observed" results. These observed results, or observational data, may not be produced under similar procedures and conditions.

3.6.1.1 This level of comparison is to ensure a "like-to-like" comparison, and is referred to as the "cell level". The like-to-like comparison is a necessary condition for achieving correct statistical testing results for both Sprint retail and CLEC data.

3.6.1.1.1 For example, suppose a new CLEC starts operations around a single wire center. For some period of time, a large percentage of the CLEC's service orders are 'N' (New) orders. When compared to Sprint's retail service orders that included 'N', 'C' and 'T' (New, Change, and Transfer) orders, Sprint may be called out of parity erroneously because 'N' orders typically take longer than 'C' or 'T' orders. By comparing only the Sprint 'N' orders to CLEC 'N' orders, a true result can be obtained.

3.6.1.1.2 Cell-level comparisons are for statistical accuracy, and do not necessitate additional detail in the reported submeasure level as defined in the PMP.

3.6.2 Cell level comparisons will be proposed by Sprint and submitted for approval by the Commission on a per-submeasure or per-measure basis.

3.6.2.1 Measurement/submeasurements with Commission-approved cell-level comparisons are listed in Attachment C.

3.6.2.2 When like-to-like comparisons are approved for a specific measure or submeasure, results will be calculated using various statistical techniques appropriate for cell level comparisons (see Attachment A for detailed methodology).

3.6.2.3 When there is more than one cell for a submeasure, the z-scores at the cell level will be aggregated into one overall test statistic, called the "truncated z-score" (see Attachment A), which is used to determine whether a statistically significant difference exists at the submeasure level. A submeasure with a single cell will not be aggregated into the truncated z-score, but will simply use the z-score as calculated for the cell.

3.6.2.4 If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done. In other words, if relative performance between Sprint retail and CLEC service at the cell level is equivalent (for all cells) to relative performance at the reporting level, then the aggregated z-score should be roughly the same as a modified z-score applied at the reporting level.

3.6.2.5 The contribution of each comparison cell should depend on the number of observations in the cell.

3.6.2.6 Cancellation between comparison cells will be limited. In other words, positive outcomes should not be allowed to cancel negative ones.

3.7 A measure of severity, D_P (called "D sub P", see Attachment B) will be associated with a difference between the service performance levels Sprint provides to each individual

CLEC and the service performance levels Sprint provides to its retail customers when service is determined to be out of parity.

3.7.1 The following table sets forth the parity severity levels, per affected CLEC per submeasure, when the result is found to be noncompliant:

PARITY MEASUREMENTS	
Measure of severity	**Severity Level**
$0 < \|D_P\| < .5$	Minor
$.5 <= \|D_P\| < 2$	Moderate
$\|D_P\| >= 2$	Severe

4. Compliance Accuracy Provisions

4.1 The use of statistical testing for parity measures helps to mitigate the risk of noncompliance due simply to random variation in processes. However, due to the nature of the statistical tests, the expectation is that noncompliance will periodically be assessed even when a state of consistent parity exists (called a Type I error). To compensate for the impact of Type I errors, Sprint will utilize the following forgiveness plan to improve the accuracy of compliance assessment. This forgiveness plan is applied separately for each submeasure and each CLEC as follows:

4.2 Sprint's noncompliance will be forgiven on a submeasure basis only when certain criteria are met. These criteria are:

4.2.1 For every submeasure, per CLEC, the first accrued forgiveness will occur upon the first month of activity, and again every six (6) months of activity thereafter.

4.2.2 Each forgiveness must be used within six (6) months upon accrual. In other words, an accrued forgiveness is lost if not used within six (6) months.

4.2.3 If there is no activity for a particular submeasure, per CLEC, for twenty-four (24) consecutive months, the process of accruing forgivenesses will begin again upon the next month of activity. In other words, Sprint will not track inactivity beyond twenty-four (24) months for the purpose of accruing forgivenesses.

4.2.4 A forgiveness can only be used to offset noncompliance for the same submeasure, and CLEC, for which the forgiveness was originally accrued.

4.2.5 If a forgiveness is available to be used, it must be used at the first opportunity, with the following exception:

4.2.6 A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.

4.2.7 Available forgivenesses may not offset a severe non-compliance.

4.3 Sprint will implement materiality thresholds:

4.3.1 Materiality thresholds mitigate situations where benchmark results or parity comparisons misidentify differences as significant. This is due to the fact that small-sample benchmark results, or parity statistical significance, is not necessarily synonymous with business significance. Situations that produce misidentification of differences as significant include but are not limited to the following:

4.3.1.1 Small samples for parity measures. For measures typically associated with small samples, the measure itself can be highly sensitive to small differences in service. Similar to the small sample adjustment used for benchmark proportion measures, small samples for parity measures (especially proportion and rate measures) can result in the need for perfect or near-perfect service in order to be deemed compliant. For example, the measure *Trouble Report Rate* is defined as the number of trouble tickets per month divided by the number of access lines the customer has. Due to small CLEC transaction sizes, a single trouble report for a CLEC with few access lines can produce non-compliance. Since one trouble report for a month does not have a significant impact on the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

Measurement 19

The following adjustment table applies to all submeasures in Measurement 19, and will be applied when a statistically significant difference is identified:

Number of CLEC Access Lines (CLEC Denominator)	Permitted Troubles
1 to 4	n/a (no compliance assessment)
5 to 24	1
25 to 74	2
75 or more	3

For example: For a CLEC with 100 access lines and 1 trouble, accompanied by a statistically significant difference, this table indicates that more than 3 troubles would be required before a significant business impact would occur. As a note for how *not* to use this table, consider a CLEC with 4 troubles and better than parity service (i.e. the CLEC is receiving better service than the retail results). This table does not indicate that no more than 3 troubles are ever allowable. It is used only when there is a statistically significant difference identified.

4.3.1.2 Large samples for parity measures. Submeasures with a high volume of CLEC transactions produce statistical comparisons that are overly sensitive to small differences between Sprint and CLEC results. This can produce non-compliance when the actual difference in Sprint and CLEC results is very small. For example, if a CLEC has thousands of submeasure transactions in a month, there may be a

statistically significant difference, but only a slight difference in results (i.e., a difference of 0.4% on *Usage Completeness*). Since this type of difference does not significantly impact the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

4.4 For benchmark proportion measures, small samples can result in the need for service beyond the benchmark in order to achieve compliance. For instance, the only way to achieve a 95% benchmark with 19 orders would be to fail on none. One failure would result in performance of 94.7%. The small sample adjustments to benchmark proportion measures would, for example, allow for 1 failure in the 19 orders to achieve compliant performance.

4.4.1 Sprint will implement the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

Small Sample Adjustments to Benchmark Proportion Measures							
90% Benchmark		**95% Benchmark**		**98% Benchmark**		**99% Benchmark**	
Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses
1 to 4	n/a	1 to 4	n/a	1 to 4	n/a	1 to 4	n/a
5 to 9	1	5 to 19	1	5 to 49	1	5 to 97	1
10 to 20	2	20 to 40	2	50 to 99	2	98 to 202	2
21 to 31	3	41 to 63	3	100 to 149	3	203 to 319	3
32 to 44	4	64 to 88	4	150 to 199	4	320 to 445	4
45 to 50	5	89 to 100	5	200 to 250	5	446 to 500	5

4.5 Sprint may perform a limited root-cause analysis process within 45 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions. When a root-cause analysis is invoked, Sprint will have the burden of proving that but for the occurrence of an "exceptional condition" Sprint would have succeeded on the submeasure.

4.5.1 Examples of these exceptional conditions include, but are not limited to the following:

4.5.1.1 Significant activity by a third party external to and not controlled by Sprint (e.g., damaged facilities, third party systems, bomb threats)

4.5.1.2 Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)

4.5.1.3 Environmental events not considered force majeure (e.g., fire or other hazardous condition)

4.5.1.4 Force majeure events

4.5.2 Sprint will not be required to utilize a forgiveness if it is determined that noncompliance is not warranted due to an exceptional condition under this section.

4.5.3 If Sprint finds that an exceptional condition had a significant impact on Sprint's ability to provide compliant service, Sprint will exclude the affected data from results and publish a notification and full justification on the reporting website.

4.5.3.1 If the exceptional condition was identified after the affected results were reported, Sprint will exclude the affected data from results, publish a notification and full justification on the reporting website, and repost the results in accordance with the Reporting Obligations section of this Methodology.

4.5.4 Commission Staff or a CLEC may initiate a request for a review of differences associated with the assessment of exceptional conditions. If modification of reports is found to be appropriate, Sprint will repost the results in accordance with the Reporting Obligations section of this Methodology.

4.5.4.1 If the review process does not yield a mutually acceptable outcome, Commission Staff or a CLEC may initiate a request for an expedited hearing process in accordance with the Commission's rules to resolve differences. If modification of reports is requested by the Commission, Sprint will repost the recommended results in accordance with the Reporting Obligations section of this Methodology.

5. Reporting Obligations

5.1 The due date for reports will be assumed to be no later than the 20th calendar day of the month, unless otherwise approved by the Commission.

5.2 Sprint must publish results for all "reportable" CLECs. Reportable CLECs meet all of the following criteria:

5.2.1 The CLEC must have placed one (1) or more CLEC product orders in the past six (6) months.

5.2.2 The CLEC must have one (1) or more CLEC access lines.

5.2.3 The CLEC must utilize IRES to submit orders.

5.3 If reporting inaccuracies are discovered after the reporting due date, Sprint may repost results and publish a notification of the repost on the reporting website.

5.3.1 Sprint will archive repost notifications and make these available on the reporting website for twelve (12) calendar months.

5.4 If stated in the Performance Measurement Plan, additional reporting obligations will apply.

6. Uniform Business Rules

6.1 Relevant changes to the Nevada PMP will apply to the Florida PMP.

6.1.1 When the Nevada PUC issues an order approving changes to the Nevada PMP, Sprint will submit a request within 15 days to the Florida PSC for approval of those changes. The Florida PSC is requested to review and approve the changes within 15 days, and approve a simultaneous implementation date.

Attachment A

Statistical Calculations for Parity Submeasurements

Statistical methods:

SAMPLE SIZE	*TYPE OF MEASURE*	*STATISTICAL METHOD (WITHOUT CELL LEVEL COMPARISONS)*	*STATISTICAL METHOD (WITH CELL LEVEL COMPARISIONS)*
"small"	mean	Permutation Testing	Permutation Testing (p-value converted to a z-score)
	proportion	Fisher's Exact Test (i.e. Hypergeometric)	Standard Z, with finite population correction
	rate	Binomial Test	Standard Z, with finite population correction
"large"	mean	Modified Z, with skewness correction (Sprint variance used, rather than pooled variance)	Modified Z, with skewness correction (Sprint variance used, rather than pooled variance)
	proportion	Standard Z, with finite population correction	Standard Z, with finite population correction
	rate	Standard Z, with finite population correction	Standard Z, with finite population correction

Statistical functions definitions:

$\Phi^{-1}(x)$ Inverse cumulative standard normal distribution function.

$pt(t,df)$ Cumulative distribution function of a t-statistic with df degrees of freedom.

$BN(x,n,p)$ Binomial distribution density function. The probability of observing x of n successes with a probability p of success.

$CBN(x,n,p)$ Cumulative binomial distribution function.

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

$HG(q,m,n,k)$ Hypergeometric distribution density function where q represents the number of red balls out of a sample of size k drawn from an urn containing m red balls and n black ones.

$CHG(q,m,n,k)$ Cumulative hypergeometric distribution.

$$CHG(q,m,n,k) = P(H \le q) = \begin{cases} 0(q < \max(0, k-m)) \\ \sum_{h=\max(0,k-m)}^{q} HG(h)(\max(0,k-m) \le q \le \min(k,m)) \\ 1(q > \min(k,m)) \end{cases}$$

$rank(x)$ Ranks the input variables. In case of ties, the average rank is calculated.

$choose(n,k)$ Calculates the binomial coefficients.

Global variable definitions:

L	=	The total number of occupied cells.[1]
j	=	An index counter indicating cell number.
n_{1j}	=	The number of Sprint transactions in cell j.
n_{2j}	=	The number of CLEC transactions in cell j.
n_j	=	The total number of transactions in cell j.
X_{1jk}	=	Individual Sprint transactions in cell j.
X_{2jk}	=	Individual CLEC transactions in cell j.
Φ^{-1}	=	Inverse cumulative standard normal distribution function.

Mean Performance Measures[2]

At this time, the following calculations will apply to parity submeasures contained in measures 6, 7, 13, 14, 21, 28, and 44. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

Variable definitions:

STATISTIC	*DEFINITION*	*EXPLANATION*
$\bar{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} X_{1jk}$	Sprint sample mean of cell j.	Add observations and divide by the number of observations.
$\bar{X}_{2j} = \frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} X_{2jk}$	CLEC sample mean of cell j.	Add observations and divide by the number of observations.

[1] If comparisons are performed at the submeasure level, L = 1 and only one cell (the submeasure) exists. If comparisons are performed at the cell level, L may exceed 1 and more than one cell may exist (see Attachment C for the list of (sub)measurements approved for comparison at the cell level).

[2] Only perform STEP 4 and STEP 5 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4 and STEP 5).

$s_{1j}^2 = \frac{1}{n_{1j}-1}\sum_{k=1}^{n_{1j}}(X_{1jk} - \bar{X}_{1j})^2$	Sprint sample variance in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1.
$s_{2j}^2 = \frac{1}{n_{2j}-1}\sum_{k=1}^{n_{2j}}(X_{2jk} - \bar{X}_{2j})^2$	CLEC sample variance in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1.
$\gamma_{1j} = \frac{\frac{1}{n_{1j}}\sum_{k=1}^{n_{1j}}\left(X_{1jk} - \bar{X}_{1j}\right)^3}{\left[\frac{1}{n_{1j}}\sum_{k=1}^{n_{1j}}\left(X_{1jk} - \bar{X}_{1j}\right)^2\right]^{3/2}}$	The Sprint sample skewness in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance.
$\gamma_{2j} = \frac{\frac{1}{n_{2j}}\sum_{k=1}^{n_{2j}}\left(X_{2jk} - \bar{X}_{2j}\right)^3}{\left[\frac{1}{n_{2j}}\sum_{k=1}^{n_{2j}}\left(X_{2jk} - \bar{X}_{2j}\right)^2\right]^{3/2}}$	The CLEC sample skewness in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance.
XY_j	Combined Sprint and CLEC samples.	Concatenate the Sprint and CLEC samples into a single variable.

STEP 1: Calculate Cell Weights

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

For each cell, multiply the Sprint sample size and the CLEC sample size, divide by their sum, and take a square root.

If all Sprint and CLEC transactions within a cell have identical performance measures (e.g. service durations), set $W_j = 0$.

STEP 2: Calculate a Z-statistic for each cell

a. If $W_j = 0$, then set $Z_j = 0$.

b. If $\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$

$$T_j = \begin{cases} t_j + \frac{g}{6}\left(\frac{n_{1j}+2n_{2j}}{\sqrt{n_{1j}\,n_{2j}(n_{1j}+n_{2j})}}\right)\left(t_j^2 + \frac{n_{2j}-n_{1j}}{n_{1j}+2n_{2j}}\right) & t_j \geq t_{min\,j} \\ t_j + \frac{g}{6}\left(\frac{n_{1j}+2n_{2j}}{\sqrt{n_{1j}\,n_{2j}(n_{1j}+n_{2j})}}\right)\left(t_{min\,j}^2 + \frac{n_{2j}-n_{1j}}{n_{1j}+2n_{2j}}\right) & \text{otherwise} \end{cases},$$

where

$$t_j = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}},$$

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

and g is the median value of all values of γ_{1j} over all cells within the submeasure (reporting level) such that

i) $\gamma_{1j} > 0$

ii) $n_{1j} > 6$, and

iii) $n_{1j} > n_{3q}$, where n_{3q} is the 3 quartile of all n_{1j}.in cells where (i) and (ii) are true.

If no cells within a submeasure exist that satisfy conditions (i) - (iii), then set g = 0.

Calculate the p-value from the T_j statistic with $n_{1j} - 1$ degrees of freedom using $P_j = pt(T_j, n_{1j} - 1)$.

Calculate the z-score Z_j from this p-value as $Z_j = \Phi^{-1}(P_j)$.

c. If $[\min(n_{1j}, n_{2j}) \leq 6$ OR $s_{1j}^2 = 0]$ AND $W_j > 0$ (from part 1):

1) Calculate the number of possible permutations
Nperms = $choose(n_j, n_{1j})$

2) If $n_{1j} = n_{2j} = 1$, then $Z_j = \begin{cases} 0.6744898 & X_{1j} > X_{2j} \\ 0 & X_{1j} = X_{2j} \\ -0.6744898 & X_{1j} < X_{2j} \end{cases}$

3) If only $n_{1j} = 1$ then let R_0 equal the rank of the Sprint observation in the combined sample XY_j. Calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{n_j}\right)$.

4) If only $n_{2j} = 1$ then let R_0 equal the rank of the CLEC observation in the combined sample XY_j. Calculate $Z_j = -\Phi^{-1}\left(\frac{R_0 - 0.5}{n_j}\right)$.

5) If $\min(n_{1j}, n_{2j}) \geq 2$ and $Nperms \leq 1000$ then
   i) Generate all possible permutations of sizes n_{1j} and n_{2j} from the combined sample XY_j.
   ii) For each permuted sample, calculate the sum of sample of size n_{1j}.
   iii) Let R_0 equal the rank of the observed sum within all of the permuted sums. Calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{Nperms}\right)$.

6) If $\min(n_{1j}, n_{2j}) \geq 2$ and $Nperms > 1000$ then
   i) Generate 1,000 random permutations of sizes n_{1j} and n_{2j} from the combined sample XY_j.
   ii) For each permuted sample, calculate the sum of the sample of size n_{1j}.
   iii) Let R_0 equal the rank of the observed sum within the 1000 permuted sums and calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{1001}\right)$.

STEP 3: Truncate Z-statistic for each cell

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

Note that there is no truncation step if there is only one cell in the submeasure calculation.

STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.

1. If for cell j, $W_j = 0$, set $ExpectedMean_j^{parity}$, $ExpectedVariance_j^{parity}$, and $ExpectedSkew_j^{parity}$ all equal to 0.
2. If $\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$
   a. $ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$.
   b. $ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$

c. $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$

3. If $\min(n_{1_j}, n_{2_j}) \le 6$ OR $s_{1j}^2 = 0$

   a. Let $N_j = \min(Nperms, 1000)$

   b. For $i = 1, \ldots, N_j; z_{ji} = \min\left\{0, \Phi^{-1}\left(\frac{i-0.5}{N_j}\right)\right\}$.

   c. $\Theta_{ji} = \frac{1}{N_j}$

   d. $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$

   e. $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$

   f. $ExpectedSkew_j^{parity} =$

$$\sum_i \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3$$

STEP 5: Calculate the initial aggregate test statistic.

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

1. If L = 1, we use the cell modified Z statistic. $Z^T = Z_0{}^T = Z_1$.

2. If L > 1, do the following.

   a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_J W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_j W_j^2 \times ExpectedVariance_j^{parity}\right)^{\frac{3}{2}}}$$

b. If $Z_0^T > -\frac{1+4g_{agg}^2}{4g_{agg}}$ or $-10^{-6} < g_{agg} < 0$ then $Z^T = Z_0{}^T$.

c. Otherwise

$$Z^T = \frac{-1+\sqrt{1+4g_{agg}^2+4g_{agg}Z_0^T}}{2g_{agg}}$$

Proportion Performance Measures[3]

The following calculations will apply to parity submeasures contained in measures 5, 8, 10, 11, 12, 15, 17a, 20, 22, 23, 26, 31, 32, 33, 34, 37, 38, and 39. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

Variable definitions:

a_{1j}	=	Number of Sprint cases possessing an attribute of interest in cell j.
a_{2j}	=	Number of CLEC cases possessing an attribute of interest in cell j.
a_j	=	Number of cases possessing an attribute of interest in cell j.

NOTE: All measurements made using the number of *misses* (or negative measurement value).

STEP 1: Calculate Cell Weights.

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

For each cell, multiply the Sprint sample size and the CLEC sample size, the proportion of affected transactions and the proportion of non-affected transactions, divide by the total number of transactions, and take a square root.

STEP 2: Calculate a Z-statistic for each cell.

If $W_j = 0$ then set $Z_j = 0$.

Else, calculate the Z-statistic as $Z_j = \dfrac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\dfrac{n_{1j}n_{2j}a_j(n_j - a_j)}{n_j - 1}}}$

STEP 3: Truncate Z-statistic for each cell.

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

Note that there is no truncation step if there is only one cell in the submeasure calculation.

[3] Only perform STEP 4 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4).

STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.

1. If for cell j, $W_j = 0$, set $ExpectedMean_j^{parity}$, $ExpectedVariance_j^{parity}$, and $ExpectedSkew_j^{parity}$ all equal to 0.
2. If $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$.
   a. $ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$.
   b. $ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$.
   c. $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$
3. Else, if $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \le 9$.
   a. Let $i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$.
   b. Calculate $z_{ji} = \min\left\{0, \frac{n_j i - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}\right\}$ for each value of i.
   c. For each value of i, calculate $\Theta_{ji} = HG(i, n_{1j}, n_{2j}, a_j)$.
   d. $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$.
   e. $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$.
   f. $ExpectedSkew_j^{parity} =$
      $$\sum_i \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3$$

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and $\min\left\{\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \le 9\right.$,

$$Z_0^T = \Phi^{-1}(\alpha)$$

where $\alpha = CHG(a_{1j}, n_{1j}, n_{2j}, a_j)$.

2. If $L > 1$ or $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$,

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

1. If $L = 1$, we use the cell modified Z statistic. $Z^T = Z_0^T$.

2. If $L > 1$, do the following.

   a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_j W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_j W_j^2 \times ExpectedVariance_j^{parity}\right)^{\frac{3}{2}}}$$

   b. If $Z_0^T > -\frac{1+4g_{agg}^2}{4g_{agg}}$ or $-10^{-6} < g_{agg} < 0$ then $Z^T = Z_0^T$.

   c. Otherwise

$$Z^T = \frac{-1+\sqrt{1+4g_{agg}^2+4g_{agg}Z_0^T}}{2g_{agg}}$$

Rate Performance Measures[4]

The following calculations will apply to parity submeasures contained in measure 19. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

Variable definitions:

b_{1j}	=	Number of Sprint base elements in cell j.
b_{2j}	=	Number of CLEC base elements in cell j.
b_j	=	Total number of base elements cell j.
$r_{1j} = n_{1j} / b_{1j}$	=	Sprint sample rate of cell j.
$r_{2j} = n_{2j} / b_{2.}$	=	CLEC sample rate of call j.
$q_j = b_{1j} / b_j$	=	Relative proportion of Sprint elements for cell j.

STEP 1: Calculate Cell Weights.

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

For each cell, multiply the number of Sprint base elements, the number of CLEC base elements and the number of transactions, divide by the total number of base elements squared, and take a square root.

STEP 2: Calculate a Z-statistic for each cell.

If $W_j = 0$ then set $Z_j = 0$.

Else, calculate the Z-statistic as $Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$

STEP 3: Truncate Z-statistic for each cell.

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

Note that there is no truncation step if there is only one cell in the submeasure calculation.

[4] Only perform STEP 4 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4).

STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.

1. If for cell j, $W_j = 0$, set $ExpectedMean_j^{parity}$, $ExpectedVariance_j^{parity}$, and $ExpectedSkew_j^{parity}$ all equal to 0.

2. If $\min(n_{1j}, n_{2j}) > 15$ *and* $n_j q_j (1-q_j) > 9$

   a. $ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$.

   b. $ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$

   c. $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$

3. If $\min(n_{1j}, n_{2j}) \le 15$ *or* $n_j q_j (1-q_j) \le 9$

   a. Let $i = 0, \ldots, n_j$.

   b. Calculate $z_{ji} = \min\left\{0, \frac{i - n_j q_j}{\sqrt{n_j q_j (1-q_j)}}\right\}$ for each value of i.

   c. For each value of i, calculate $\Theta_{ji} = BN(i, n_j, q_j)$.

   d. $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$.

   e. $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$.

   f.

$$ExpectedSkew_j^{parity} = \sum_{i} \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3$$

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and ($\min(n_{1j}, n_{2j}) \le 15$ or $n_j q_j (1-q_j) \le 9$),

   $Z_0^T = \Phi^{-1}(\alpha)$

   where $\alpha = CBN(n_{1j}, n_j, q_j)$.

2. If L > 1 or $\min(n_{1j}, n_{2j}) > 15$ *or* $n_j q_j (1-q_j) > 9$,

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_J W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

1. If L = 1, we use the cell modified Z statistic. $Z^T = Z_0{}^T$.

2. If L > 1, do the following.
   a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_J W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_J W_j^2 \times ExpectedVariance_j^{parity} \right)^{\frac{3}{2}}}$$

   b. If $Z_0^T > -\dfrac{1+4g_{agg}^2}{4g_{agg}}$ or $-10^{-6} < g_{agg} < 0$ then $Z^T = Z_0{}^T$.

   c. Otherwise

$$Z^T = \frac{-1+\sqrt{1+4g_{agg}^2+4g_{agg}Z_0^T}}{2g_{agg}}$$

Attachment B

Measures of Severity (parity and benchmark)

Benchmark Measurements:

Definition:

$$D_B = \frac{\mathbf{I} - B}{B} \times 100\%$$

where **I** is Sprint performance (mean, proportion, or rate) in service to a CLEC, and B is the benchmark set as the performance tolerance limit. This calculation assumes that the larger the value of **I**, the worse the service. For measures where this assumption does not hold true, the subtraction in the numerator is reversed. In other words, the numerator should be positive when the service to the CLEC is worse than the benchmark.

Rationale:

Upon determining that Sprint performance (in service to a CLEC) is not meeting the benchmark, the measure of severity will be calculated to represent the percentage difference from the benchmark. For example, if the benchmark is 4 hours and Sprint performance is 5 hours, then $D_B = \frac{5.0 - 4.0}{4.0} \times 100\%$, or $\mathbf{D_B = 25\%}$. For a benchmark mean measure, this result would be considered a "moderate" deviation from the benchmark. Such a measure for compliance is only valid if the benchmark is set appropriately; set as a tolerance limit as opposed to a target.

Parity Measurements:

Definition:

Given Z^T (as calculated in STEP 6, Attachment A, for mean, proportion, and rate measures), define the measure of severity D_P as:

$$D_P = \sqrt{\frac{1}{N_1} + \frac{1}{N_2}} Z^T$$

where N_1 and N_2 are the number of Sprint and CLEC transactions combined from all cells in a submeasure with $W_j > 0$ (where W_j is the cell weight for cell j, as defined in Attachment A). As described in section 9 of this document, Z^T is negative when the CLEC is receiving non-compliant service.

Rationale:

Upon determining that an out-of-parity situation exists for a particular submeasure, for a particular CLEC, a measure of severity will be calculated to reflect the magnitude of the performance difference between Sprint's retail and Sprint's CLEC service. The statistical tests performed to determine whether service is in parity, provide the "yes" or "no" answer to the

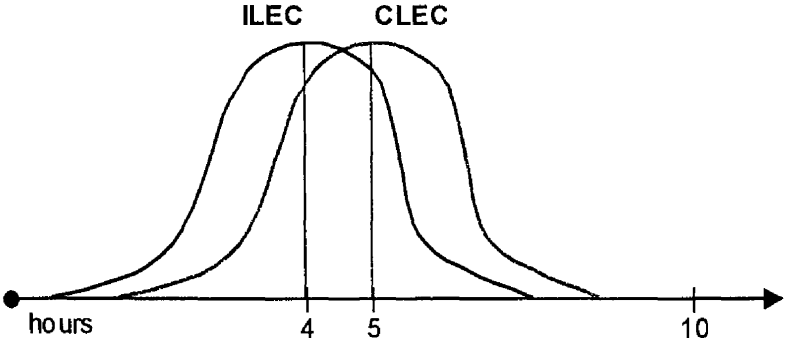
question of parity service. Further, the z-score itself provides a measure for the degree of certainty as to whether parity service exists. However, this degree of certainty does not indicate the severity of non-compliance, mainly due to the fact that the z-score is highly dependent on the sample size. If the submeasure has a considerably large sample size, yet a small difference between Sprint's retail and Sprint's CLEC service, the large sample size could cause the z-score to indicate a high confidence in lack of parity. This high confidence told by the z-score indicates that there is a *statistically* significant difference in service for the CLEC, but it does not indicate that there is a significant difference in service from a *business impact* point of view.

A reasonable measure of severity will provide an indication for how different the Sprint's CLEC service is from that of Sprint's service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to Sprint's retail customers, the measure of severity should indicate the difference between Sprint's retail and Sprint's CLEC service. In practice, there are important considerations for appropriately calculating such a measure of severity. First, the measure should be consistent with the results of the z-score, accounting for the differences in calculations that result from small samples, truncating, weighting of cells, and adjustments for skewness. Second, the measure of severity should be applicable to all types of measurements (mean, proportion, and rate). These considerations can be taken into account by utilizing the aggregate, truncated z-score, Z^T; simply adjusting the z-score so as to not include the sensitivity to sample size.

To visualize how this measure of severity works, consider the example of a mean submeasure having a single cell. In this case, it can be shown that D_P is simply the difference in mean performance between the Sprint's retail and Sprint's CLEC service, measured relative to the dispersion (or standard deviation) of Sprint's retail service. As an equation, this yields:

$D_P = \frac{\overline{X}_1 - \overline{X}_2}{s_1}$, where $\overline{X}_1$ is the mean Sprint retail service, $\overline{X}_2$ is the mean Sprint service to CLECs, and s_1 is the standard deviation of Sprint's retail service. Under this example, consider the following graphs depicting a scenario in which a CLEC receives out-of-parity service on two different submeasurements ("Submeasurement A" and "Submeasurement B"):

Submeasurement A

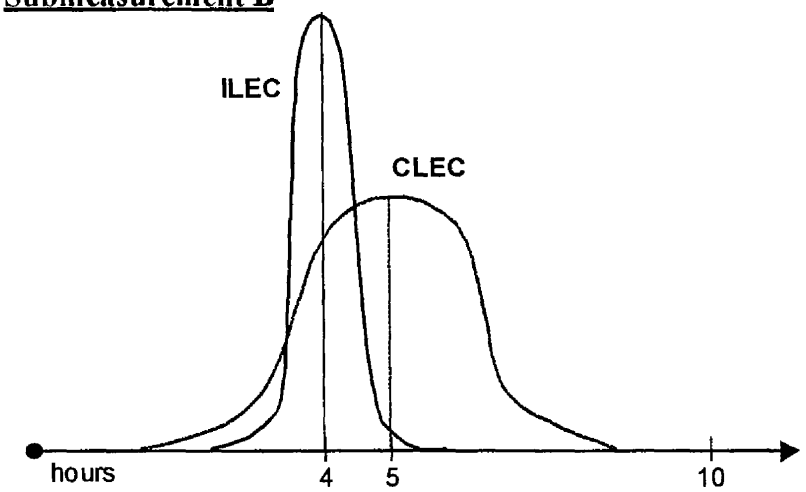


If the service provided on submeasurement A to Sprint's retail customers has a standard deviation of 1.2 hours, then

$D_P = \frac{4.0 - 5.0}{1.2}$, or $\mathbf{D_P = -0.83}$.

So, for submeasurement A, the CLEC receives out-of-parity service that is a "moderate" severity.

Submeasurement B



If the service provided to Sprint's retail customers on submeasurement B has a standard deviation of 0.4 hours, then

$D_P = \frac{4.0 - 5.0}{0.4}$, or $\mathbf{D_P = -2.50}$.

So, for submeasurement B, the CLEC receives out-of-parity service that is a "severe" severity.

Notice that the difference in the mean service is the same for both submeasurements. However, because Sprint's service to its retail customers on submeasurement B has a lower dispersion (or standard deviation) than Sprint's service on submeasurement A, the severity of the mean difference is higher for submeasurement B.

Attachment G

Parity Measures and Submeasures with Cell-level Comparisons

Cell-level comparisons (using the statistical methodology described in Attachment A) will be applied to the following measurements:

Measurement Number / Description	**Cell Level (i.e., wire center, etc...)**
5 - Percentage of Orders Jeopardized	Wire Center, Company Number
6 - Average Jeopardy Notice Interval	Wire Center, Company Number
7 - Average Completed Interval	Service Order Type, CLLI Code, Wire Center, Company Number
8 - Percent Completed Within Standard Interval	Service Order Type, CLLI Code, Wire Center, Company Number
9 - Coordinated Customer Conversion as a Percentage On-Time	Company Number
11 - Percent of Due Dates Missed	Service Order Type, CLLI Code, Wire Center, Company Number
12 - Percent Due Dates Missed Due to Lack of Facilities	Service Order Type, CLLI Code, Wire Center, Company Number
13 - Delay Order Interval to Completion Date (For Lack of Facilities)	Service Order Type, CLLI Code, Wire Center, Company Number
14 - Held Order Interval	Service Order Type, Wire Center, Company Number
15 - Provisioning Trouble Reports Prior to Service Order Completion	Company Number
17a - Percentage Troubles in 5 Days for New Orders	CLLI Code, Wire Center, Company Number
19 - Customer Trouble Report Rate	Wire Center, Company Number
20 - Percentage of Customer Trouble Not Resolved Within Estimated Time	CLLI Code, Wire Center, Company Number
21 - Average Time to Restore	CLLI Code, Wire Center, Company Number
22 - POTS Out of Service Less Than 24 Hours	Wire Center, Company Number
23 – Frequency of Repeat Troubles in 30 Day Period	CLLI Code, Wire Center, Company Number
25 - Percent Blocking on Interconnection Trunks	Location (ILEC office CLLI), Company Number
28 - Usage Timeliness	Company Number
31 - Usage Completeness	Company Number
32 - Recurring Charge Completeness	Company Number

33 - Non-Recurring Charge Completeness	Company Number
34 - Bill Accuracy	Company Number
37 - Database Update Timeliness	Company Number
38 - Percent Database Accuracy	Company Number
39 - E911MS Database Update Interval	Company Number

Definitions:

Company Number – Sprint LTD has two operating companies in FL. Therefore we calculate results at the company level to establish parity before aggregating the results into one FL result.

Wire Center – A building housing one or more end office and/or tandem switches.

CLLI Code – (Common Language Location Identifier) An 11-digit code that Sprint LTD assigns to a Carrier's location to designate the central office or area served by a central office.

Service Order Type – The designation used to identify the major types of provisioning activities associated with a service request. (i.e. New Installation, Change or Move Order, Disconnect, etc)

If a cell is blank, there was no CLEC activity in that submeasure for the month
If a cell value is 0, the actual results value was 0

EXAMPLE 1: MEAN (INTERVAL) MEASURES - WHEN LOWER NUMBERS ARE "BETTER"

		Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Average volume per month	Aggregate average	Expected Variation (Error * Std dev)	Mean plus Expected Variation	Supported Benchmark	Notes
Submeasure 1a	Agg Result	7.6	6.9	[illegible]	[illegible]	4	5.8	3.2	6.5	6.2	5.3	6 7	2.47		5.39	2.56	7.95	8	
	Denominator	4175	5560	[illegible]	[illegible]	52	5301	4639	4620	4352	4832	3962	1256	4587					
Submeasure 1b	Agg Result	13.1	12.2	[illegible]		7		6	12.7	3.4	8.4	10.7	10.32		9.06	5.34	3.72	TBD	Volume is low and Expected Variation is high; benchmark should be TBD
	Denominator	15	19	[illegible]		12		11	11	4	5	3	2	7					

CLEC Aggregate Result for Sept 2001

CLEC Aggregate Denominator for Sept 2001

Standard deviation of monthly CLEC Aggregates multiplied by standard margin of error

7.95 rounded up to the nearest whole number

Therefore, if CLEC Result is less than or equal to 8, Sprint would be compliant

EXAMPLE 2: PROPORTION MEASURES - WHEN HIGHER NUMBERS ARE "BETTER"

		Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Average volume per month	Aggregate average	Expected Variation (Error * Std dev)	Mean minus Expected Variation	Supported Benchmark	Notes
Submeasure 2	Agg Result	94	93	89	88	91	94	92	94	93	91	86	87		91.00	4.71	86.29	86	
	Denominator	4175	5560	5443	4755	6152	5301	4639	4620	4352	4832	3962	1256	4587					

86.29 rounded down to the nearest whole number

Therefore, if CLEC Result is greater than or equal to 86, Sprint would be compliant

EXAMPLE 3: PROPORTION MEASURES - WHEN LOWER NUMBERS ARE "BETTER"

		Sep-01	Oct-01	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Average volume per month	Aggregate average	Expected Variation (Error * Std dev)	Mean plus Expected Variation	Supported Benchmark	Notes
Submeasure 3	Agg Result	6	7	11	12	9	6	8	6	7	9	14	13		9.00	4.71	13.71	14	
	Denominator	4175	5560	5443	4755	6152	5301	4639	4620	4352	4832	3962	1256	4587					

13.71 rounded up to the nearest whole number

Therefore, if CLEC Result is less than or equal to 14, Sprint would be compliant

Benchmarks are not subject to statistical testing, and therefore should have random variation accounted for in the setting of benchmark levels.
Sprint uses 1.645 times the standard deviation when establishing benchmarks to account for the random variation of the process.
The 1 645, as opposed to some other number, is intended to yield a benchmark that Sprint can meet 95% of the time, given the random variation of our process.

ATTACHMENT "C"

Attachment "D"

State	Month Year	Measurement Number	Submeasurement ID	Type	Measurement Description	Disaggregation	Benchmark/ Parity	Result Type	RLEC Computed Result	CLEC Aggregate Results
FL	200201	01	01.01 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Address Verification/Dispatch Required - All Electronic	Benchmark	(result in seconds)	0	6 3
FL	200201	01	01 02 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	0 9
FL	200201	01	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	25 1
FL	200201	01	01 031 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	9 9
FL	200201	01	01 04 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Availability - All Electronic	Benchmark	(result in seconds)	0	5 7
FL	200201	01	01 05 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	2
FL	200201	01	01 06 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Rejected/Failed Inquires - All Electronic	Benchmark	(result in seconds)	0	6 3
FL	200201	01	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Quenes	Facility Availability - All Manual (FAX)	Benchmark	(result in seconds)	0	5 8
FL	200201	01	01 08 02	Pre-Order	Average Reponse Time to Pre-Order Quenes	Loop Pre-Qualification - All Manual	Benchmark	(result in seconds)	0	16 3
FL	200201	02	02.01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 03	Order	Average FOC/LSC Notice Interval	All Electronic - ISDN BRI	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	0 2
FL	200201	02	02.01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	0 1
FL	200201	02	02 01 131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 141	Order	Average FOC/LSC Notice Interval	All Electronic - Line Sharing	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in hours)	0	59 8
FL	200201	02	02.01 16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	0 2
FL	200201	02	02.03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	4
FL	200201	02	02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	5 3
FL	200201	02	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	(result in hours)	0	7
FL	200201	02	02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed Other	Benchmark	(result in hours)	0	5
FL	200201	02	02 03 101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	4 5
FL	200201	02	02.03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	3 2
FL	200201	02	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	4 8
FL	200201	02	02 03 141	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Line Sharing	Benchmark	(result in hours)	0	10 8
FL	200201	02	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS - Loop	Benchmark	(result in hours)	0	1 4
FL	200201	02	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	3 7
FL	200201	02	02.03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	6 3
FL	200201	03	03 01 01 02	Order	Average Reject Notice Interval	All Electronic - Syntax (edit engine) - UNE Loops and Ports	Benchmark	(result in hours)	0	385
FL	200201	03	03 03 01.01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	3 3
FL	200201	03	03 03 01.02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - UNE Loops and Ports	Benchmark	(result in hours)	0	339 3
FL	200201	03	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	4.9
FL	200201	03	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	4 7
FL	200201	05	05 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Parity	(result is percentage)	1 8	0 8
FL	200201	05	05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	4 5	1 1
FL	200201	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	2 6	0
FL	200201	05	05 04	Provisioning	Percentage of Orders Jeopardized	Centrex	Parity	(result is percentage)	1 3	0
FL	200201	05	05 05	Provisioning	Percentage of Orders Jeopardized	PBX	Parity	(result is percentage)	3	0
FL	200201	05	05.10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Parity	(result is percentage)	0	7.1
FL	200201	05	05 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Capable	Parity	(result is percentage)	27 4	25
FL	200201	05	05 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	7 1	14.5
FL	200201	05	05 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Parity	(result is percentage)	2	0
FL	200201	05	05 133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	7 1	0
FL	200201	06	06 01.01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	17 5	2
FL	200201	06	06 01.02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	(result in days)	1.7	0 5
FL	200201	06	06 02 01	Provisioning	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	20	0 1

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Combined Results	CLEC Aggregate Results
FL	200201	06	06.02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	(result in days)	20 6	1 1
FL	200201	06	06.03 02	Provisioning	Average Jeopardy Notice Interval	ISDN BRI - Installation	Parity	(result in days)	1	16 4
FL	200201	06	06.10 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Assignment	Parity	(result in days)	0	4 5
FL	200201	06	06 10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Installation	Parity	(result in days)	0	10 6
FL	200201	06	06.101 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Assignment	Parity	(result in days)	0	5 5
FL	200201	06	06.101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Installation	Parity	(result in days)	3	4 3
FL	200201	06	06.11 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	(result in days)	26 6	4 5
FL	200201	06	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	(result in days)	33 4	1 8
FL	200201	06	06.131 01	Provisioning	Average Jeopardy Notice Interval	UNE Platform - Assignment	Parity	(result in days)	18	0
FL	200201	06	06.147 01	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Assignment	Parity	(result in days)	0	11 2
FL	200201	06	06.147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Installation	Parity	(result in days)	0	15 4
FL	200201	07	07.01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Parity	(result in days)	2 2	2 6
FL	200201	07	07.01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	1 4	2 2
FL	200201	07	07.02 01	Provisioning	Average Completed Interval	Business POTS - Field Work	Parity	(result in days)	4 4	7 2
FL	200201	07	07.02 02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Parity	(result in days)	2 5	1 7
FL	200201	07	07.03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Parity	(result in days)	18 7	1 5
FL	200201	07	07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work	Parity	(result in days)	7 2	2 5
FL	200201	07	07.04 02	Provisioning	Average Completed Interval	Centrex - No Field Work	Parity	(result in days)	3 4	5
FL	200201	07	07.05 01	Provisioning	Average Completed Interval	PBX - Field Work	Parity	(result in days)	10 1	0
FL	200201	07	07.10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other - Field Work	Parity	(result in days)	0	8 8
FL	200201	07	07.101 01	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - Field Work	Parity	(result in days)	5	8 4
FL	200201	07	07.101 02	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - No Field Work	Parity	(result in days)	4 6	5
FL	200201	07	07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	(result in days)	4 4	4
FL	200201	07	07.11 02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)	0	4 4
FL	200201	07	07.131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Parity	(result in days)	2 4	0
FL	200201	07	07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	Parity	(result in days)	1 5	0
FL	200201	07	07.133 01	Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	(result in days)	4 4	0
FL	200201	07	07.17 01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	(result in days)	10.2	0
FL	200201	07	07.17 02	Provisioning	Average Completed Interval	Projects - No Field Work	Parity	(result in days)	3	0
FL	200201	08	08.01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	(result is percentage)	98 2	98 4
FL	200201	08	08.02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	93 7	97
FL	200201	08	08 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	86	100
FL	200201	08	08 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	98 4	100
FL	200201	08	08 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	(result is percentage)	81.5	0
FL	200201	08	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed Other	Parity	(result is percentage)	0	100
FL	200201	08	08.101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Parity	(result is percentage)	95 8	55
FL	200201	08	08.11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	87 3	85 2
FL	200201	08	08 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	97 9	0
FL	200201	08	08 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	(result is percentage)	87 3	0
FL	200201	08	08.17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	91.4	0
FL	200201	09	09.02	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Business	Parity	(result is percentage)	0	100
FL	200201	10	10	Provisioning	LNP Network Provisioning	NA	Parity	(result is percentage)	0	44 5
FL	200201	11	11.01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	8	9 1
FL	200201	11	11.01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	0 3	0 2
FL	200201	11	11.02 01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	12 4	2 8
FL	200201	11	11.02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	2 1	2
FL	200201	11	11.03.01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	(result is percentage)	21 5	0

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Party	Result Type	BLEC Aggregate Result	CLEC Aggregate Result
FL	200201	11	11.03 02	Provisioning	Percent of Due Dates Missed	ISDN BRI - No Field Work	Parity	(result is percentage)	8 4	0
FL	200201	11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	1 9	0
FL	200201	11	11 04 02	Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	Parity	(result is percentage)	1	0
FL	200201	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	19.4	0
FL	200201	11	11.07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Parity	(result is percentage)	0	0
FL	200201	11	11.08 01	Provisioning	Percent of Due Dates Missed	DS-3 - Field Work	Parity	(result is percentage)	0	0
FL	200201	11	11 09 01	Provisioning	Percent of Due Dates Missed	VGPL/DS0 - Field Work	Parity	(result is percentage)	14 3	0
FL	200201	11	11.10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)	0	5
FL	200201	11	11 101.01	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - Field Work	Parity	(result is percentage)	8 5	25
FL	200201	11	11.101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Parity	(result is percentage)	1 3	0
FL	200201	11	11.11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	(result is percentage)	12 4	14 1
FL	200201	11	11.11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	0	12 9
FL	200201	11	11.131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	8 5	0
FL	200201	11	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	(result is percentage)	0 5	0
FL	200201	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	(result is percentage)	12 4	0
FL	200201	11	11 14 01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	(result is percentage)	0	0
FL	200201	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	12 6	6 1
FL	200201	12	12.02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	9 3	2 7
FL	200201	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	1 6	0
FL	200201	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	(result is percentage)	4 4	0
FL	200201	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	(result is percentage)	0	33 3
FL	200201	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	3 8	15 4
FL	200201	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	11.1	10 5
FL	200201	12	12.131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	11 8	0
FL	200201	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	(result is percentage)	11 1	0
FL	200201	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	(result in days)	9	8 2
FL	200201	13	13 01 02	Provisioning	Delay order interval to completion date	Residential POTS - 31 - 90 days held	Parity	(result in days)	46 1	56
FL	200201	13	13 02 01	Provisioning	Delay order interval to completion date	Business POTS - 1 - 30 days held	Parity	(result in days)	10 5	7
FL	200201	13	13 10.01	Provisioning	Delay order interval to completion date	UNE Loops - Designed Other - 1 - 30 days held	Parity	(result in days)	0	6
FL	200201	13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 1 - 30 days held	Parity	(result in days)	11 7	8 8
FL	200201	13	13 101 02	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 31 - 90 days held	Parity	(result in days)	50	40
FL	200201	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	(result in days)	10 9	9.7
FL	200201	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	(result in days)	24 7	19.4
FL	200201	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	(result in days)	71	15
FL	200201	14	14 04	Provisioning	Held Order Interval	Centrex	Parity	(result in days)	73.3	9
FL	200201	14	14 07	Provisioning	Held Order Interval	DS-1/ISDN PRI	Parity	(result in days)	36.6	15 5
FL	200201	14	14 10	Provisioning	Held Order Interval	UNE Loops - Designed Other	Parity	(result in days)	0	40 5
FL	200201	14	14 101	Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Parity	(result in days)	28 4	1
FL	200201	14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	81 2	15.5
FL	200201	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	10
FL	200201	15	15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2 5	0 5
FL	200201	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	0 4	0 1
FL	200201	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	4 1	4 5
FL	200201	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	1 3	0
FL	200201	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	3 8	6 4
FL	200201	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	4 9	2
FL	200201	17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	0 9	0

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparable Results	CLEC Aggregate Results
FL	200201	17a	17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	0.4	0
FL	200201	17a	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	0
FL	200201	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	40	0
FL	200201	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Capable	Parity	(result is percentage)	4 1	2 1
FL	200201	17a	17a.11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	8 3	3 4
FL	200201	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3 8	0
FL	200201	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	8 3	0
FL	200201	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0.1	0
FL	200201	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	331 4
FL	200201	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	2	3.3
FL	200201	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1.3	0 7
FL	200201	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 2	0 5
FL	200201	19	19 04	Maintenance	Customer Trouble Report Rate	Centrex	Parity	(result is percentage)	0 1	0 2
FL	200201	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0 1	0 4
FL	200201	19	19 06	Maintenance	Customer Trouble Report Rate	DDS	Parity	(result is percentage)	0	0
FL	200201	19	19 07	Maintenance	Customer Trouble Report Rate	DS-1/ISDN PRI	Parity	(result is percentage)	1 5	3 1
FL	200201	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	0 2	0 4
FL	200201	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Capable	Parity	(result is percentage)	4 1	0 1
FL	200201	19	19.11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	0 8	0.9
FL	200201	19	19.147	Maintenance	Customer Trouble Report Rate	EELS - Loop	Parity	(result is percentage)	4183 3	2.3
FL	200201	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	Parity	(result is percentage)	0	0
FL	200201	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	23 9	13.4
FL	200201	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	6 3	2 1
FL	200201	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	18 9	12 2
FL	200201	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	10 2	6 3
FL	200201	20	20 03.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)	50	100
FL	200201	20	20 03 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - No Dispatch	Parity	(result is percentage)	50	0
FL	200201	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	34 4	66 7
FL	200201	20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Parity	(result is percentage)	38 1	20
FL	200201	20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS-1/ISDN PRI - Dispatch	Parity	(result is percentage)	50 8	85.7
FL	200201	20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	(result is percentage)	58	0
FL	200201	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable - Dispatch	Parity	(result is percentage)	47	28 6
FL	200201	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	22 3	29 1
FL	200201	20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Loop - Dispatch	Parity	(result is percentage)	53	100
FL	200201	21	21.01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	19 4	14 2
FL	200201	21	21.01.02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	7 8	9
FL	200201	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	30 9	13 5
FL	200201	21	21 02.02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	14 1	7 4
FL	200201	21	21 03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	28 1	33 2
FL	200201	21	21 03 02	Maintenance	Average Time to Restore	ISDN BRI - No Dispatch	Parity	(result in hours)	23 5	0 2
FL	200201	21	21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	34 4	73 2
FL	200201	21	21 05 01	Maintenance	Average Time to Restore	PBX - Dispatch	Parity	(result in hours)	15 6	34.3
FL	200201	21	21 07 01	Maintenance	Average Time to Restore	DS-1/ISDN PRI - Dispatch	Parity	(result in hours)	6 4	2 7
FL	200201	21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	(result in hours)	4 6	4 9
FL	200201	21	21 101.01	Maintenance	Average Time to Restore	UNE Loops - xDSL Capable - Dispatch	Parity	(result in hours)	32.2	13 6
FL	200201	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	(result in hours)	15 5	24 8
FL	200201	21	21.147.01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Parity	(result in hours)	5 9	16 4

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	BLEC Combined Result	CLEC Aggregate Results
FL	200201	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	95 1	94 8
FL	200201	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	68 7	93 5
FL	200201	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	92.5	89 1
FL	200201	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	16 6	14 5
FL	200201	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	19 5	21 8
FL	200201	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	(result is percentage)	18 9	0
FL	200201	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	12 7	0
FL	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	17 4	60
FL	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	17 4	60
FL	200201	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Parity	(result is percentage)	32	14 3
FL	200201	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Parity	(result is percentage)	29	0
FL	200201	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	20 7	0
FL	200201	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	15 2	16 4
FL	200201	23	23.147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	31 5	100
FL	200201	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
FL	200201	25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	0
FL	200201	28	28 01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1 5	1 7
FL	200201	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1 5	1 4
FL	200201	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(result in days)	0	94.5
FL	200201	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200201	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
FL	200201	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200201	31	31 01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99 9	99 9
FL	200201	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	99
FL	200201	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	97	99 6
FL	200201	32	32.02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	36.7
FL	200201	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 5	99 8
FL	200201	33	33.02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	40 7
FL	200201	34	34.01.01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	88.4	91 6
FL	200201	34	34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99.3	99 9
FL	200201	34	34.01.03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	(result is percentage)	96 6	93 7
FL	200201	34	34 02.02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	90 3
FL	200201	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	87.3
FL	200201	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	85.7
FL	200201	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	97 3	96 3
FL	200201	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200201	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200201	40	40.01.02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200201	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200201	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200201	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Parity	(result is percentage)	99 3	0
FL	200201	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200201	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200201	44	44.03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

Attachment "D"

State Code	Reporting Month	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark/ Parity Indicator	Result Type	BLEC Comparison Results	CLEC Aggregate Results
FL	200209	1	01.01 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Address Verification/Dispatch Required - All Electronic	B	result in seconds	0	0 93
FL	200209	1	01 02.01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Telephone Number - All Electronic	B	result in seconds	0	0 62
FL	200209	1	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	B	result in seconds	0	4 37
FL	200209	1	01 031.01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	B	result in seconds	0	8 54
FL	200209	1	01 04.01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Availability - All Electronic	B	result in seconds	0	5 59
FL	200209	1	01.05.01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	B	result in seconds	0	0 71
FL	200209	1	01 06.01	Pre-Order	Average Reponse Time to Pre-Order Queries	Rejected/Failed Queries - All Electronic	B	result in seconds	0	0 43
FL	200209	1	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	B	result in hours	0	1 61
FL	200209	1	01.08 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	B	result is percentage	0	97.5
FL	200209	2	02.01.01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	B	result in hours	0	0 14
FL	200209	2	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	B	result in hours	0	0 35
FL	200209	2	02.01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops xDSL Provisioned	B	result in hours	0	0.09
FL	200209	2	02 01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops Non-designed	B	result in hours	0	0
FL	200209	2	02.01.131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	B	result in hours	0	0 34
FL	200209	2	02.01.15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	B	result in days	0	31 34
FL	200209	2	02.01.16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	B	result in hours	0	0.36
FL	200209	2	02.03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	B	result in hours	0	6 89
FL	200209	2	02.03.02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	B	result in hours	0	9 4
FL	200209	2	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	B	result in hours	0	18 2
FL	200209	2	02.03 07	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - DS1/ISDN PRI	B	result in hours	0	72.46
FL	200209	2	02.03 09	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - VGPL/DS0	B	result in hours	0	28.23
FL	200209	2	02 03.101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops xDSL Provisioned	B	result in hours	0	6 48
FL	200209	2	02 03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops Non-designed	B	result in hours	0	4.7
FL	200209	2	02.03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	B	result in hours	0	8.51
FL	200209	2	02 03 14	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Dedicated Transport	B	result in hours	0	20 77
FL	200209	2	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	B	result in hours	0	7 99
FL	200209	2	02 03.15	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Interconnection Trunks	B	result in days	0	9 06
FL	200209	2	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	B	result in hours	0	4.24
FL	200209	2	02.03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	B	result in hours	0	6 86
FL	200209	3	03 01.02 01	Order	Average Reject Notice Interval	All Electronic - Content Errors (other edits) - Resale Orders	B	result in hours	0	1.88
FL	200209	3	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	B	result in hours	0	7.87
FL	200209	3	03.03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	B	result in hours	0	8.46
FL	200209	5	5 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	P	result is percentage	2 89	0 8
FL	200209	5	5.02	Provisioning	Percentage of Orders Jeopardized	Business POTS	P	result is percentage	5 82	0
FL	200209	5	5 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	P	result is percentage	0	0
FL	200209	5	5 04	Provisioning	Percentage of Orders Jeopardized	Centrex	P	result is percentage	2 22	0
FL	200209	5	5.05	Provisioning	Percentage of Orders Jeopardized	PBX	P	result is percentage	0	0
FL	200209	5	5 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops xDSL Provisioned	P	result is percentage	24.69	0
FL	200209	5	5 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops Non-designed	P	result is percentage	12 21	2 44
FL	200209	5	5.131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	P	result is percentage	3.19	0
FL	200209	5	5.133	Provisioning	Percentage of Orders Jeopardized	UNE Sub Loops - Voice Grade	P	result is percentage	12 21	0
FL	200209	6	06 01.01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	P	result in days	4 45	0 92
FL	200209	6	06.01.02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	P	result in days	0.45	0.26
FL	200209	6	06.01.03	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Notification Missed Commitment	P	result in days	0	0
FL	200209	6	06.02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	P	result in days	0.37	0 09
FL	200209	6	06.10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops Designed - Installation	P	result in days	0	0
FL	200209	6	06 101.01	Provisioning	Average Jeopardy Notice Interval	UNE Loops xDSL Provisioned - Assignment	P	result in days	5 86	4.64
FL	200209	6	06 101.02	Provisioning	Average Jeopardy Notice Interval	UNE Loops xDSL Provisioned - Installation	P	result in days	0.4	1 22

State Code	Reporting Month	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity Indicator	Result Type	BellSouth Retail Results	CLEC Aggregate Results
FL	200209	6	06.11 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops Non-designed - Assignment	P	result in days	3.88	1 09
FL	200209	6	06.11.02	Provisioning	Average Jeopardy Notice Interval	UNE Loops Non-designed - Installation	P	result in days	0.37	0 72
FL	200209	6	06.147.02	Provisioning	Average Jeopardy Notice Interval	EELS - Installation	P	result in days	0	1.44
FL	200209	7	07.01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	P	result in days	3.09	2.56
FL	200209	7	07.01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	P	result in days	1.06	1.63
FL	200209	7	07.02.01	Provisioning	Average Completed Interval	Business POTS - Field Work	P	result in days	3.31	2.94
FL	200209	7	07.02.02	Provisioning	Average Completed Interval	Business POTS - No Field Work	P	result in days	1.16	2 11
FL	200209	7	07.03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	P	result in days	15.67	4
FL	200209	7	07 04.01	Provisioning	Average Completed Interval	Centrex - Field Work	P	result in days	4.36	5
FL	200209	7	07 04 02	Provisioning	Average Completed Interval	Centrex - No Field Work	P	result in days	2.26	1.5
FL	200209	7	07 05.02	Provisioning	Average Completed Interval	PBX - No Field Work	P	result in days	1.56	2
FL	200209	7	07 07 01	Provisioning	Average Completed Interval	DS1/ISDN PRI - Field Work	P	result in days	10.08	9.25
FL	200209	7	07 09 01	Provisioning	Average Completed Interval	VGPL/DS0 - Field Work	P	result in days	6.24	8 71
FL	200209	7	07 10.01	Provisioning	Average Completed Interval	UNE Loops Designed - Field Work	P	result in days	6.17	6 5
FL	200209	7	07 101 01	Provisioning	Average Completed Interval	UNE Loops xDSL Provisioned - Field Work	P	result in days	4.97	7 17
FL	200209	7	07 11.01	Provisioning	Average Completed Interval	UNE Loops Non-designed - Field Work	P	result in days	3 3	3 25
FL	200209	7	07 11 02	Provisioning	Average Completed Interval	UNE Loops Non-designed - No Field Work	P	result in days	0	5 5
FL	200209	7	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	P	result in days	3 14	2 53
FL	200209	7	07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	P	result in days	1 06	1 51
FL	200209	7	07.133.01	Provisioning	Average Completed Interval	UNE Sub Loops - Voice Grade - Field Work	P	result in days	3.3	0
FL	200209	7	07 14.01	Provisioning	Average Completed Interval	UNE Dedicated Transport - Field Work	P	result in days	10 24	9 23
FL	200209	7	07.147.01	Provisioning	Average Completed Interval	EELS - Field Work	P	result in days	11 76	11 54
FL	200209	7	07.17 01	Provisioning	Average Completed Interval	Projects - Field Work	P	result in days	11	2
FL	200209	7	07 17 02	Provisioning	Average Completed Interval	Projects - No Field Work	P	result in days	1 44	3
FL	200209	8	8 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	P	result is percentage	98 22	95 6
FL	200209	8	8 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	P	result is percentage	93 69	91 53
FL	200209	8	8 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	P	result is percentage	95 37	0
FL	200209	8	8 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	P	result is percentage	96.17	100
FL	200209	8	8 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	P	result is percentage	96	100
FL	200209	8	8 07	Provisioning	Percent Orders Completed within Standard Interval	DS1/ISDN PRI	P	result is percentage	100	100
FL	200209	8	8 09	Provisioning	Percent Orders Completed within Standard Interval	VGPL/DS0	P	result is percentage	100	100
FL	200209	8	8 1	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Designed	P	result is percentage	100	100
FL	200209	8	8 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops xDSL Provisioned	P	result is percentage	96.64	83.33
FL	200209	8	8.11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Non-designed	P	result is percentage	86 75	90
FL	200209	8	8 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	P	result is percentage	97 76	88.24
FL	200209	8	8 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub Loops - Voice Grade	P	result is percentage	86.75	0
FL	200209	8	8.14	Provisioning	Percent Orders Completed within Standard Interval	UNE Dedicated Transport	P	result is percentage	100	100
FL	200209	8	8 147	Provisioning	Percent Orders Completed within Standard Interval	EELS	P	result is percentage	100	100
FL	200209	8	8.17	Provisioning	Percent Orders Completed within Standard Interval	Projects	P	result is percentage	92 31	100
FL	200209	10	10	Provisioning	LNP Network Provisioning		P	result is percentage	0	0
FL	200209	11	11.01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	P	result is percentage	9 57	13 5
FL	200209	11	11.01.02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	P	result is percentage	0.21	1.42
FL	200209	11	11 02.01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	P	result is percentage	12.69	20 14
FL	200209	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	P	result is percentage	1.12	3 25
FL	200209	11	11 03.01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	P	result is percentage	7.73	100
FL	200209	11	11.03.02	Provisioning	Percent of Due Dates Missed	ISDN BRI - No Field Work	P	result is percentage	1 75	0
FL	200209	11	11.04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	P	result is percentage	4 08	100
FL	200209	11	11.04.02	Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	P	result is percentage	1.06	0

State Code	Reporting Month	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity Indicator	Result Type	BLEC Commercial Results	CLEC Aggregate Results
FL	200209	11	11 05.01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	P	result is percentage	13 79	0
FL	200209	11	11.05 02	Provisioning	Percent of Due Dates Missed	PBX - No Field Work	P	result is percentage	0	0
FL	200209	11	11 07.01	Provisioning	Percent of Due Dates Missed	DS1/ISDN PRI - Field Work	P	result is percentage	5 56	0
FL	200209	11	11 09.01	Provisioning	Percent of Due Dates Missed	VGPL/DS0 - Field Work	P	result is percentage	5 88	14 29
FL	200209	11	11.10.01	Provisioning	Percent of Due Dates Missed	UNE Loops Designed - Field Work	P	result is percentage	5 56	2 86
FL	200209	11	11.101.01	Provisioning	Percent of Due Dates Missed	UNE Loops xDSL Provisioned - Field Work	P	result is percentage	7.59	23 38
FL	200209	11	11.101.02	Provisioning	Percent of Due Dates Missed	UNE Loops xDSL Provisioned - No Field Work	P	result is percentage	0 41	100
FL	200209	11	11.11.01	Provisioning	Percent of Due Dates Missed	UNE Loops Non-designed - Field Work	P	result is percentage	12 76	16 67
FL	200209	11	11 11.02	Provisioning	Percent of Due Dates Missed	UNE Loops Non-designed - No Field Work	P	result is percentage	0	0
FL	200209	11	11 131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	P	result is percentage	10 22	20
FL	200209	11	11.131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	P	result is percentage	0 28	8.62
FL	200209	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub Loops - Voice Grade - Field Work	P	result is percentage	12 76	0
FL	200209	11	11 14.01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	P	result is percentage	5.41	4 84
FL	200209	11	11.147.01	Provisioning	Percent of Due Dates Missed	EELS - Field Work	P	result is percentage	13 04	16.18
FL	200209	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	P	result is percentage	0.49	0.2
FL	200209	12	12.02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	P	result is percentage	1.13	0
FL	200209	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	P	result is percentage	1.58	0
FL	200209	12	12.04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	P	result is percentage	0.9	0
FL	200209	12	12.05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	P	result is percentage	1.67	0
FL	200209	12	12.07	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	DS1/ISDN PRI	P	result is percentage	0	0
FL	200209	12	12 09	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	VGPL/DS0	P	result is percentage	0	0
FL	200209	12	12 1	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	P	result is percentage	0	1.35
FL	200209	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL Provisioned	P	result is percentage	0 41	5.08
FL	200209	12	12.11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	P	result is percentage	2 18	2 08
FL	200209	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	P	result is percentage	0 56	0
FL	200209	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	P	result is percentage	2 18	0
FL	200209	12	12 14	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE DEDICATED TRANSPORT	P	result is percentage	0	0
FL	200209	12	12 147	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	EELS	P	result is percentage	0	0
FL	200209	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	P	result in days	8.83	9 6
FL	200209	13	13 10 02	Provisioning	Delay order interval to completion date	UNE Loops Designed - 31 - 90 days held	P	result in days	0	39
FL	200209	13	13 101.01	Provisioning	Delay order interval to completion date	UNE Loops xDSL Provisioned - 1 - 30 days held	P	result in days	8.53	8
FL	200209	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops Non-designed - 1 - 30 days held	P	result in days	8.74	4
FL	200209	13	13 147.01	Provisioning	Delay order interval to completion date	EELS - 1 - 30 days held	P	result in days	0	6
FL	200209	14	14.01	Provisioning	Held Order Interval	Residential POTS	P	result in days	24.85	38
FL	200209	14	14 02	Provisioning	Held Order Interval	Business POTS	P	result in days	29.35	4 5
FL	200209	14	14.07	Provisioning	Held Order Interval	DS1/ISDN PRI	P	result in days	13 4	61.53
FL	200209	14	14.09	Provisioning	Held Order Interval	VGPL/DS0	P	result in days	19.26	6.67
FL	200209	14	14.14	Provisioning	Held Order Interval	UNE Dedicated Transport	P	result in days	13.26	15.25
FL	200209	15	15.01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service	P	result is percentage	1.41	0.69
FL	200209	15	15 01.02	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	P	result is percentage	0.15	0.05
FL	200209	15	15.03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	P	result is percentage	1.27	0
FL	200209	15	15.03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	P	result is percentage	0.27	0
FL	200209	15	15.05.01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of service	P	result is percentage	0	0
FL	200209	15	15 05.02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not out of service	P	result is percentage	0	0
FL	200209	17a	17a.01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	P	result is percentage	3.43	6 23
FL	200209	17a	17a.02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	P	result is percentage	3.37	2 5
FL	200209	17a	17a.03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	P	result is percentage	0.46	0
FL	200209	17a	17a.04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	P	result is percentage	0.37	0

State Code	Reporting Month	Measurement Number	Sub-measure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity Indicator	Result Type	KPI Comparison Results	CLEC Aggregate Results
FL	200209	17a	17a.05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	P	result is percentage	0	0
FL	200209	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops Designed	P	result is percentage	10	0
FL	200209	17a	17a.101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops xDSL Provisioned	P	result is percentage	3 16	5.26
FL	200209	17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops Non-designed	P	result is percentage	5.7	11.54
FL	200209	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	P	result is percentage	3.42	3 7
FL	200209	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub Loops - Voice Grade	P	result is percentage	5 7	0
FL	200209	17a	17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	EELS	P	result is percentage	23.08	0
FL	200209	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	P	result is percentage	0	0
FL	200209	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	B	result in minutes	0	81.4
FL	200209	18	18 03	Provisioning	Average Completion Notice Interval	Electronic/Manual Mix	B	result is percentage	0	53.38
FL	200209	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	P	result is percentage	2	2 67
FL	200209	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	P	result is percentage	1 15	0.58
FL	200209	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	P	result is percentage	0.16	0 14
FL	200209	19	19 04	Maintenance	Customer Trouble Report Rate	Centrex	P	result is percentage	0.1	0 43
FL	200209	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	P	result is percentage	0 04	0.22
FL	200209	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	P	result is percentage	0 4	0
FL	200209	19	19 1	Maintenance	Customer Trouble Report Rate	UNE Loops Designed	P	result is percentage	0 4	0
FL	200209	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops xDSL Provisioned	P	result is percentage	3 28	3 09
FL	200209	19	19.11	Maintenance	Customer Trouble Report Rate	UNE Loops Non-designed	P	result is percentage	0 74	0 72
FL	200209	19	19 131	Maintenance	Customer Trouble Report Rate	UNE Platform	P	result is percentage	84 29	1 29
FL	200209	19	19.147	Maintenance	Customer Trouble Report Rate	EELS	P	result is percentage	0	6 84
FL	200209	19	19 15	Maintenance	Customer Trouble Report Rate	Interconnection Trunks	P	result is percentage	0	0
FL	200209	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	P	result is percentage	0	0
FL	200209	20	20.01.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	P	result is percentage	24.57	16.67
FL	200209	20	20.01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	P	result is percentage	6.95	9.62
FL	200209	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	P	result is percentage	20.66	17.36
FL	200209	20	20.02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	P	result is percentage	17 92	0
FL	200209	20	20.03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	P	result is percentage	51.9	0
FL	200209	20	20.04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	P	result is percentage	19.44	40
FL	200209	20	20.05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	P	result is percentage	22.22	0
FL	200209	20	20.101.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops xDSL Provisioned - Dispatch	P	result is percentage	41.01	50
FL	200209	20	20.11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops Non-designed - Dispatch	P	result is percentage	23.61	28 89
FL	200209	20	20.131.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	P	result is percentage	24	34.48
FL	200209	20	20.131.02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	P	result is percentage	6 87	0
FL	200209	20	20 147.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Dispatch	P	result is percentage	54 8	75
FL	200209	21	21.01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	P	result in hours	21.77	14.77
FL	200209	21	21.01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	P	result in hours	8.47	7.78
FL	200209	21	21.02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	P	result in hours	25.91	19.85
FL	200209	21	21.02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	P	result in hours	25.44	1 98
FL	200209	21	21.03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	P	result in hours	20 63	15.7
FL	200209	21	21.04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	P	result in hours	25 19	36.96
FL	200209	21	21.05 01	Maintenance	Average Time to Restore	PBX - Dispatch	P	result in hours	11.7	8 5
FL	200209	21	21 101.01	Maintenance	Average Time to Restore	UNE Loops xDSL Provisioned - Dispatch	P	result in hours	29.58	31.08
FL	200209	21	21 11.01	Maintenance	Average Time to Restore	UNE Loops Non-designed - Dispatch	P	result in hours	16.96	19 32
FL	200209	21	21 131.01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	P	result in hours	22 85	59 54
FL	200209	21	21 131.02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	P	result in hours	8 32	11.99
FL	200209	21	21 147.01	Maintenance	Average Time to Restore	EELS - Dispatch	P	result in hours	4.99	4 25
FL	200209	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	P	result is percentage	85 62	93.95

State Code	Reporting Month	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity Indicator	Result Type	KPMG Comparison Results	CLEC Aggregate Results
FL	200209	22	22.02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	P	result is percentage	62.71	91.87
FL	200209	22	22.11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops Non-designed	P	result is percentage	89.34	76.83
FL	200209	23	23.01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	P	result is percentage	18.47	16.86
FL	200209	23	23.02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	P	result is percentage	21.93	20.71
FL	200209	23	23.03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	P	result is percentage	19.75	0
FL	200209	23	23.04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	P	result is percentage	14.84	0
FL	200209	23	23.05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	P	result is percentage	10	0
FL	200209	23	23.101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops xDSL Provisioned	P	result is percentage	22.52	40.91
FL	200209	23	23.11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops Non-designed	P	result is percentage	17.72	14.44
FL	200209	23	23.131	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	P	result is percentage	19.09	37.14
FL	200209	23	23.147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS	P	result is percentage	26.84	75
FL	200209	24	24.99	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	B	result is percentage	0	0
FL	200209	25	25	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	P	result is percentage	0	0
FL	200209	27	27.01	Network	Network Outage Notification	Switching	P	esult in Hour	0	0.12
FL	200209	28	28.01	Billing	Usage Timeliness	Resale	P	result in days	1.53	1.5
FL	200209	28	28.02	Billing	Usage Timeliness	UNE	P	result in days	1.53	1.51
FL	200209	28	28.03	Billing	Usage Timeliness	Switched Access	B	result is percentage	0	99.99
FL	200209	30	30.01	Billing	Wholesale Bill Timeliness	Resale	B	result is percentage	0	100
FL	200209	30	30.02	Billing	Wholesale Bill Timeliness	UNE	B	result is percentage	0	100
FL	200209	30	30.04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	B	result is percentage	0	100
FL	200209	31	31.01	Billing	Usage Completeness	Resale	P	result is percentage	98.49	98.78
FL	200209	31	31.04	Billing	Usage Completeness	Facilities/Interconnection	B	result is percentage	0	97.36
FL	200209	32	32.01	Billing	Recurring Charge Completeness	Resale	P	result is percentage	97.12	99.44
FL	200209	32	32.02	Billing	Recurring Charge Completeness	UNE	B	result is percentage	0	76.98
FL	200209	33	33.01	Billing	Non-Recurring Charge Completeness	Resale	P	result is percentage	99.57	99.39
FL	200209	33	33.02	Billing	Non-Recurring Charge Completeness	UNE	B	result is percentage	0	79.12
FL	200209	34	34.01.01	Billing	Billing Accuracy	Resale - Usage	B	result is percentage	0	97.77
FL	200209	34	34.01.02	Billing	Billing Accuracy	Resale - Recurring Charge	B	result is percentage	0	99.96
FL	200209	34	34.01.03	Billing	Billing Accuracy	Resale - Non-recurring Charge	B	result is percentage	0	95.96
FL	200209	34	34.02.02	Billing	Billing Accuracy	UNE - Recurring Charge	B	result is percentage	0	99.89
FL	200209	34	34.02.03	Billing	Billing Accuracy	UNE - Non-recurring Charge	B	result is percentage	0	93.81
FL	200209	34	34.04.01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	B	result is percentage	0	95.03
FL	200209	37	37.01	Database	Database Update Timeliness	Service Order updates	P	result is percentage	98.88	97.01
FL	200209	38	38.01.01	Database	Percent Database Accuracy	911 Database - Service Order updates	P	result is percentage	100	100
FL	200209	38	38.01.02	Database	Percent Database Accuracy	911 Database - Direct Gateway Input	B	result is percentage	0	100
FL	200209	38	38.02.01	Database	Percent Database Accuracy	DA/Listing Database - Service Order updates	P	result is percentage	99.89	99.94
FL	200209	39	39.01	Database	E911/911 MS Database Update Interval	Service Order updates	P	result is percentage	100	100
FL	200209	39	39.02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	B	result is percentage	0	100
FL	200209	40	40.01.01	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Caged	B	result is percentage	0	100
FL	200209	40	40.01.02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	B	result is percentage	0	100
FL	200209	40	40.02.01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Caged	B	result is percentage	0	100
FL	200209	40	40.02.02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	B	result is percentage	0	100
FL	200209	41	41.03.02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Cageless	B	result is percentage	0	100
FL	200209	41	41.04.02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	B	result is percentage	0	100
FL	200209	42	42.02	Interfaces	Percent of Time Interface is Available	Ordering	B	result is percentage	0	0
FL	200209	44	44.01	Interfaces	Center Responsiveness	Ordering Center	B	result in seconds	0	0
FL	200209	44	44.02	Interfaces	Center Responsiveness	Repair Center Designed	B	parity by design	0	0
FL	200209	44	44.03	Interfaces	Center Responsiveness	Repair Center Non-Designed	B	result in seconds	0	0

Attachment "D"

State	Month / Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	KLEC Comparison Results	CLEC Aggregate Results
FL	200208	1	01 01 01	Pre-Order	Average Response Time to Pre-Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	result in seconds	0	2 66
FL	200208	1	01 02 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	result in seconds	0	0 82
FL	200208	1	01.03.01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	Benchmark	result in seconds	0	8 1
FL	200208	1	01 031.01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	Benchmark	result in seconds	0	16 09
FL	200208	1	01 04 01	Pre-Order	Average Response Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	result in seconds	0	6 45
FL	200208	1	01 06 01	Pre-Order	Average Response Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	result in seconds	0	2 15
FL	200208	1	01 07 02	Pre-Order	Average Response Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	Benchmark	result in hours	0	2 64
FL	200208	1	01 08 02	Pre-Order	Average Response Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	Benchmark	result is percentage	0	91 86
FL	200208	2	02.01.01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	result in hours	0	0.04
FL	200208	2	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	result in hours	0	0 09
FL	200208	2	02 01 03	Order	Average FOC/LSC Notice Interval	All Electronic - ISDN BRI	Benchmark	result in hours	0	0
FL	200208	2	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Provisioned	Benchmark	result in hours	0	0
FL	200208	2	02 01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	result in hours	0	0 01
FL	200208	2	02 01 131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	result in hours	0	0 18
FL	200208	2	02 01.15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	result in days	0	10.01
FL	200208	2	02 01.16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	result in hours	0	0 04
FL	200208	2	02 01.17	Order	Average FOC/LSC Notice Interval	All Electronic - Projects	Benchmark	result in hours	0	0 03
FL	200208	2	02 03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	result in hours	0	2 47
FL	200208	2	02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	result in hours	0	4 45
FL	200208	2	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	result in hours	0	10 32
FL	200208	2	02 03.101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Provisioned	Benchmark	result in hours	0	1 63
FL	200208	2	02.03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	result in hours	0	0 54
FL	200208	2	02.03.131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	result in hours	0	3 3
FL	200208	2	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	Benchmark	result in hours	0	4 04
FL	200208	2	02.03.16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	result in hours	0	2.92
FL	200208	2	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	result in hours	0	170 42
FL	200208	3	03 01 02 01	Order	Average Reject Notice Interval	All Electronic - Content Errors (other edits) - Resale Orders	Benchmark	result in hours	0	2 42
FL	200208	3	03 03 01 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	result in hours	0	1 71
FL	200208	3	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	result in hours	0	2 78
FL	200208	3	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	result in hours	0	3 8
FL	200208	5	5 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Parity	result is percentage	2 82	1 42
FL	200208	5	5 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	result is percentage	5 28	0
FL	200208	5	5 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	result is percentage	0	0
FL	200208	5	5 04	Provisioning	Percentage of Orders Jeopardized	Centrex	Parity	result is percentage	2 57	0
FL	200208	5	5 05	Provisioning	Percentage of Orders Jeopardized	PBX	Parity	result is percentage	3 7	0
FL	200208	5	5 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Provisioned	Parity	result is percentage	24 6	3 7
FL	200208	5	5 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	result is percentage	12 7	7.32
FL	200208	5	5 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Parity	result is percentage	3 05	1 47
FL	200208	5	5 133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	result is percentage	12 7	0
FL	200208	6	06 01 01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	result in days	4.73	0 49
FL	200208	6	06 01 02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	result in days	0 4	0 28
FL	200208	6	06 02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	result in days	0.6	0 06
FL	200208	6	06.10.02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed - Installation	Parity	result in days	0	0
FL	200208	6	06 101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Installation	Parity	result in days	0 4	0 23
FL	200208	6	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	result in days	0 56	0 25
FL	200208	6	06 147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Installation	Parity	result in days	0	3 24
FL	200208	7	07 01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Parity	result in days	3 05	2.5
FL	200208	7	07 01.02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	result in days	1 39	1 52
FL	200208	7	07 02 01	Provisioning	Average Completed Interval	Business POTS - Field Work	Parity	result in days	3 83	3 38
FL	200208	7	07 02 02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Parity	result in days	1 42	1 96
FL	200208	7	07 03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Parity	result in days	12 15	0
FL	200208	7	07 03 02	Provisioning	Average Completed Interval	ISDN BRI - No Field Work	Parity	result in days	0 53	21
FL	200208	7	07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work	Parity	result in days	4 32	2 25
FL	200208	7	07 05 02	Provisioning	Average Completed Interval	PBX - No Field Work	Parity	result in days	0 92	6 67
FL	200208	7	07 10 01	Provisioning	Average Completed Interval	UNE Loops - Designed - Field Work	Parity	result in days	0	7 33
FL	200208	7	07 101 01	Provisioning	Average Completed Interval	UNE Loops - xDSL Provisioned - Field Work	Parity	result in days	4 74	9 65
FL	200208	7	07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	result in days	3 83	5
FL	200208	7	07 11.02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	result in days	0	5 5
FL	200208	7	07.131.01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Parity	result in days	3 19	3 27

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Aggregate Results	CLEC Aggregate Results
FL	200208	7	07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	Parity	result in days	1 35	2 14
FL	200208	7	07 133 01	Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	result in days	3 83	0
FL	200208	7	07 17.01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	result in days	6	5
FL	200208	7	07 17 02	Provisioning	Average Completed Interval	Projects - No Field Work	Parity	result in days	21 5	2
FL	200208	8	8 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	result is percentage	98 01	96 63
FL	200208	8	8 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	result is percentage	93 4	94 92
FL	200208	8	8 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	result is percentage	93 22	0
FL	200208	8	8 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	result is percentage	98 42	100
FL	200208	8	8 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	result is percentage	100	100
FL	200208	8	8 1	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed	Parity	result is percentage	0	66 67
FL	200208	8	8 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Provisioned	Parity	result is percentage	95 18	88 24
FL	200208	8	8 11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	result is percentage	84 47	83 33
FL	200208	8	8 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	result is percentage	97 57	97 44
FL	200208	8	8.133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	result is percentage	84 47	0
FL	200208	8	8 147	Provisioning	Percent Orders Completed within Standard Interval	EELS	Parity	result is percentage	0	100
FL	200208	8	8 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	result is percentage	91 89	50
FL	200208	10	10	Provisioning	LNP Network Provisioning		Parity	result is percentage	5 64	0
FL	200208	11	11 01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	result is percentage	9 52	13 22
FL	200208	11	11 01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	result is percentage	0 3	0 64
FL	200208	11	11 02 01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	result is percentage	13 07	18 84
FL	200208	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	result is percentage	0 84	2 31
FL	200208	11	11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	result is percentage	14 12	25
FL	200208	11	11 03 02	Provisioning	Percent of Due Dates Missed	ISDN BRI - No Field Work	Parity	result is percentage	0	66 67
FL	200208	11	11 04.01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	result is percentage	2 82	0
FL	200208	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	result is percentage	0	0
FL	200208	11	11 05 02	Provisioning	Percent of Due Dates Missed	PBX - No Field Work	Parity	result is percentage	4 55	0
FL	200208	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS1/ISDN PRI - Field Work	Parity	result is percentage	6 25	2 5
FL	200208	11	11 09 01	Provisioning	Percent of Due Dates Missed	VGPL/DS0 - Field Work	Parity	result is percentage	11 11	21 05
FL	200208	11	11 10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed - Field Work	Parity	result is percentage	6 67	7 69
FL	200208	11	11 101 01	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - Field Work	Parity	result is percentage	8 1	13 95
FL	200208	11	11 11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	result is percentage	13 13	18 03
FL	200208	11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	result is percentage	0	3 7
FL	200208	11	11 131.01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	result is percentage	10 18	24
FL	200208	11	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	result is percentage	0 34	0
FL	200208	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	result is percentage	13 13	0
FL	200208	11	11.14.01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	result is percentage	6 12	5 26
FL	200208	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	result is percentage	0 48	0 08
FL	200208	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	result is percentage	1 12	0 3
FL	200208	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	result is percentage	0 33	0
FL	200208	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	result is percentage	0 57	0
FL	200208	12	12 05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Parity	result is percentage	0	0
FL	200208	12	12 07	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	DS1/ISDN PRI	Parity	result is percentage	0	0
FL	200208	12	12 09	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	VGPL/DS0	Parity	result is percentage	0	0
FL	200208	12	12 1	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	result is percentage	0	0
FL	200208	12	12.101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL Provisioned	Parity	result is percentage	0 88	0
FL	200208	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	result is percentage	2 33	0 76
FL	200208	12	12.131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	result is percentage	0 55	0
FL	200208	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	result is percentage	2 33	0
FL	200208	12	12 14	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE DEDICATED TRANSPORT	Parity	result is percentage	0	2 5
FL	200208	12	12.147	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	EELS	Parity	result is percentage	0	100
FL	200208	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	result in days	7 67	5 33
FL	200208	13	13 02 01	Provisioning	Delay order interval to completion date	Business POTS - 1 - 30 days held	Parity	result in days	8 66	29
FL	200208	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	result in days	8.87	8
FL	200208	13	13 14 01	Provisioning	Delay order interval to completion date	UNE Dedicated Transport - 1 - 30 days held	Parity	result in days	0	6
FL	200208	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	result in days	20.25	6 76
FL	200208	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	result in days	20 62	4 5
FL	200208	14	14 07	Provisioning	Held Order Interval	DS1/ISDN PRI	Parity	result in days	17 54	24 09
FL	200208	14	14 09	Provisioning	Held Order Interval	VGPL/DS0	Parity	result in days	11 85	21 83
FL	200208	14	14 1	Provisioning	Held Order Interval	UNE Loops - Designed	Parity	result in days	12 39	14

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FL	200208	14	14.101	Provisioning	Held Order Interval	UNE Loops - xDSL Provisioned	Parity	result in days	17 65	4
FL	200208	14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	result in days	14 67	8
FL	200208	14	14 131	Provisioning	Held Order Interval	UNE Platform	Parity	result in days	20 35	1
FL	200208	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	result in days	17 57	5 32
FL	200208	14	14.147	Provisioning	Held Order Interval	EELS	Parity	result in days	0	12 15
FL	200208	15	15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service	Parity	result is percentage	1 56	0 54
FL	200208	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	Parity	result is percentage	0 2	0 02
FL	200208	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	Parity	result is percentage	2 02	0
FL	200208	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	Parity	result is percentage	0.28	0
FL	200208	15	15 05 01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of service	Parity	result is percentage	0	0
FL	200208	15	15 05 02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not out of service	Parity	result is percentage	0	0
FL	200208	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	result is percentage	3 67	7 23
FL	200208	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	result is percentage	3 92	3 26
FL	200208	17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	result is percentage	1 6	0
FL	200208	17a	17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	result is percentage	0 54	0
FL	200208	17a	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	result is percentage	0	0
FL	200208	17a	17a 07	Provisioning	Percentage of Troubles within 5 days for New Orders	DS1/ISDN PRI	Parity	result is percentage	15 56	0
FL	200208	17a	17a 09	Provisioning	Percentage of Troubles within 5 days for New Orders	VGPL/DS0	Parity	result is percentage	0	0
FL	200208	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed	Parity	result is percentage	0	0
FL	200208	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Provisioned	Parity	result is percentage	3 74	16 22
FL	200208	17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	result is percentage	7 86	28
FL	200208	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	result is percentage	3 7	1 98
FL	200208	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	result is percentage	7 86	0
FL	200208	17a	17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	EELS	Parity	result is percentage	7.53	0
FL	200208	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	result is percentage	0 03	0
FL	200208	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	result in minutes	0	80 6
FL	200208	18	18 03	Provisioning	Average Completion Notice Interval	Electronic/Manual Mix	Benchmark	result is percentage	0	57 09
FL	200208	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	result is percentage	2 47	3 38
FL	200208	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	result is percentage	1 42	0 48
FL	200208	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	result is percentage	0 26	0 25
FL	200208	19	19 04	Maintenance	Customer Trouble Report Rate	Centrex	Parity	result is percentage	0 12	0 49
FL	200208	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	Parity	result is percentage	0 04	0 22
FL	200208	19	19 07	Maintenance	Customer Trouble Report Rate	DS1/ISDN PRI	Parity	result is percentage	4 38	0
FL	200208	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	result is percentage	0 39	14 29
FL	200208	19	19 1	Maintenance	Customer Trouble Report Rate	UNE Loops - Designed	Parity	result is percentage	0 39	0
FL	200208	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Parity	result is percentage	3 96	2 98
FL	200208	19	19.11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	result is percentage	0.95	0.98
FL	200208	19	19 131	Maintenance	Customer Trouble Report Rate	UNE Platform	Parity	result is percentage	111 21	2 78
FL	200208	19	19.147	Maintenance	Customer Trouble Report Rate	EELS	Parity	result is percentage	1 32	9 72
FL	200208	19	19 15	Maintenance	Customer Trouble Report Rate	Interconnection Trunks	Parity	result is percentage	0	0
FL	200208	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	Parity	result is percentage	0	0
FL	200208	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	result is percentage	28 1	20 31
FL	200208	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	result is percentage	13 26	5 62
FL	200208	20	20 02.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	result is percentage	21 78	22 11
FL	200208	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	result is percentage	29 67	5
FL	200208	20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	result is percentage	53 23	100
FL	200208	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	result is percentage	22 83	33.33
FL	200208	20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Parity	result is percentage	12.5	50
FL	200208	20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS1/ISDN PRI - Dispatch	Parity	result is percentage	48 57	40
FL	200208	20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	result is percentage	61 7	0
FL	200208	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Parity	result is percentage	44 95	57 89
FL	200208	20	20 101.02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - No Dispatch	Parity	result is percentage	13 29	100
FL	200208	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	result is percentage	26 47	47
FL	200208	20	20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	result is percentage	17 51	0
FL	200208	20	20 131 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	result is percentage	27 31	30
FL	200208	20	20 131.02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	Parity	result is percentage	13 78	54 55
FL	200208	20	20 147.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Dispatch	Parity	result is percentage	51 59	0
FL	200208	20	20 147.02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - No Dispatch	Parity	result is percentage	0	0
FL	200208	21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	result in hours	19 9	13 69

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FL	200208	21	21 01 02	Maintenance	Average Time to Restore	Residence POTS - No Dispatch	Parity	result in hours	9 72	9 45
FL	200208	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	result in hours	23 07	18 7
FL	200208	21	21 02.02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	result in hours	23 63	11 95
FL	200208	21	21 03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Parity	result in hours	22 61	71 07
FL	200208	21	21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	result in hours	29 81	19.18
FL	200208	21	21 05 01	Maintenance	Average Time to Restore	PBX - Dispatch	Parity	result in hours	10 35	22 85
FL	200208	21	21 07.01	Maintenance	Average Time to Restore	DS1/ISDN PRI - Dispatch	Parity	result in hours	5.44	3 65
FL	200208	21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	result in hours	5 45	1 85
FL	200208	21	21 101 01	Maintenance	Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Parity	result in hours	30 44	22 5
FL	200208	21	21 101.02	Maintenance	Average Time to Restore	UNE Loops - xDSL Provisioned - No Dispatch	Parity	result in hours	23.69	21 9
FL	200208	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	result in hours	15 46	23 09
FL	200208	21	21 11.02	Maintenance	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	result in hours	8 32	6 79
FL	200208	21	21 131 01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Parity	result in hours	20 86	11 45
FL	200208	21	21 131 02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	Parity	result in hours	9 55	9 32
FL	200208	21	21 147 01	Maintenance	Average Time to Restore	EELS - Dispatch	Parity	result in hours	5 44	14 06
FL	200208	21	21 147 02	Maintenance	Average Time to Restore	EELS - No Dispatch	Parity	result in hours	0	3 33
FL	200208	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	result is percentage	88 58	94 96
FL	200208	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	result is percentage	65 71	92 16
FL	200208	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	result is percentage	90 99	74 77
FL	200208	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	result is percentage	19 09	17 88
FL	200208	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	result is percentage	20 73	26 09
FL	200208	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	result is percentage	24 81	0
FL	200208	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	result is percentage	17 76	16 67
FL	200208	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	result is percentage	10	0
FL	200208	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Parity	result is percentage	33 02	60
FL	200208	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Parity	result is percentage	30 85	100
FL	200208	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	result is percentage	22 59	45
FL	200208	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	result is percentage	16 26	20.66
FL	200208	23	23 131	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	result is percentage	19 38	18 31
FL	200208	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS	Parity	result is percentage	32 52	14.29
FL	200208	24	24 99	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	result is percentage	0	0
FL	200208	25	25	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	result is percentage	0	0
FL	200208	27	27 01	Network	Network Outage Notification	Switching	Parity	esult in Hour	0	0 21
FL	200208	28	28 01	Billing	Usage Timeliness	Resale	Parity	result in days	1 68	1 57
FL	200208	28	28 02	Billing	Usage Timeliness	UNE	Parity	result in days	1 68	1 46
FL	200208	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	result is percentage	0	99 97
FL	200208	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	result is percentage	0	100
FL	200208	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	result is percentage	0	94 44
FL	200208	30	30.04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	result is percentage	0	100
FL	200208	31	31 01	Billing	Usage Completeness	Resale	Parity	result is percentage	99 85	99 96
FL	200208	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	result is percentage	0	95 38
FL	200208	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	result is percentage	95 56	99 07
FL	200208	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	result is percentage	0	78 74
FL	200208	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	result is percentage	99 48	99 58
FL	200208	33	33 02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	result is percentage	0	81.39
FL	200208	34	34.01 01	Billing	Billing Accuracy	Resale - Usage	Parity	result is percentage	96 78	95 78
FL	200208	34	34.01.02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	result is percentage	99 48	99 79
FL	200208	34	34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	result is percentage	96 23	96 52
FL	200208	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	result is percentage	0	99 92
FL	200208	34	34.02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	result is percentage	0	93 86
FL	200208	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	result is percentage	0	95 95
FL	200208	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	result is percentage	99 04	95 07
FL	200208	38	38.01 01	Database	Percent Database Accuracy	911 Database - Service Order updates	Parity	result is percentage	100	90 31
FL	200208	38	38 01 02	Database	Percent Database Accuracy	911 Database - Direct Gateway Input	Benchmark	result is percentage	0	100
FL	200208	38	38 02 01	Database	Percent Database Accuracy	DA/Listing Database - Service Order updates	Parity	result is percentage	99 83	99 98
FL	200208	39	39.01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	result is percentage	100	100
FL	200208	39	39.02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	result is percentage	0	100
FL	200208	40	40 01 03	Collocation	Time to Respond to a Collocation Request	Space availability request - Virtual	Benchmark	result is percentage	0	0
FL	200208	40	40 02 03	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Virtual	Benchmark	result is percentage	0	0

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FL	200208	41	41 04 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Caged/ess	Benchmark	result is percentage	0	100
FL	200208	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	result is percentage	0	0
FL	200208	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	result in seconds	0	0
FL	200208	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	parity by design	0	0
FL	200208	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	result in seconds	0	0

Attachment "D"

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	ILEC Comparison Results	XLEC Test Data Results
FL	200207	1	01 01	Pre-Order	Average Response Time to Pre-Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	result in seconds	8	1.3
FL	200207	1	01 02 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	result in seconds	0	0 7
FL	200207	1	01 03 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	Benchmark	result in seconds	0	5 7
FL	200207	1	01 031 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	Benchmark	result in seconds	0	10
FL	200207	1	01 04 01	Pre-Order	Average Response Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	result in seconds	0	6 6
FL	200207	1	01 05 01	Pre-Order	Average Response Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	result in seconds	0	2 3
FL	200207	1	01 06 01	Pre-Order	Average Response Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	result in seconds	0	1.3
FL	200207	1	01.07 02	Pre-Order	Average Response Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	Benchmark	result in hours	0	4 8
FL	200207	1	01 08 02	Pre-Order	Average Response Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	Benchmark	result is percentage	0	87 3
FL	200207	2	02 01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	result in hours	0	0
FL	200207	2	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	result in hours	0	0 3
FL	200207	2	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Provisioned	Benchmark	result in hours	0	0 1
FL	200207	2	02 01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	result in hours	0	0 1
FL	200207	2	02 01 131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	result in hours	0	6 4
FL	200207	2	02.01.15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	result in days	0	10 2
FL	200207	2	02 01 16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	result in hours	0	0 2
FL	200207	2	02 03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	result in hours	0	6 7
FL	200207	2	02 03.02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	result in hours	0	11 5
FL	200207	2	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	result in hours	0	10 7
FL	200207	2	02 03 05	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - PBX	Benchmark	result in hours	0	2 2
FL	200207	2	02 03.101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Provisioned	Benchmark	result in hours	0	2 3
FL	200207	2	02 03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	result in hours	0	2 1
FL	200207	2	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	result in hours	0	6 5
FL	200207	2	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	Benchmark	result in hours	0	7 6
FL	200207	2	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	result in hours	0	2 5
FL	200207	2	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	result in hours	0	3 6
FL	200207	3	03 03 01 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	result in hours	0	8 4
FL	200207	3	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	result in hours	0	7 8
FL	200207	3	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	result in hours	0	6 9
FL	200207	5	5 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Parity	result is percentage	2 9	0 5
FL	200207	5	5 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	result is percentage	5 3	0 3
FL	200207	5	5 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	result is percentage	2 9	0
FL	200207	5	5 04	Provisioning	Percentage of Orders Jeopardized	Centrex	Parity	result is percentage	2 1	0
FL	200207	5	5 05	Provisioning	Percentage of Orders Jeopardized	PBX	Parity	result is percentage	0	0
FL	200207	5	5 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Provisioned	Parity	result is percentage	22 5	0
FL	200207	5	5 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	result is percentage	12 3	0
FL	200207	5	5 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Parity	result is percentage	3 2	0
FL	200207	5	5 133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	result is percentage	12 3	0
FL	200207	6	06.01 01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	result in days	5 1	0 6
FL	200207	6	06 01.02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	result in days	0 4	0.3
FL	200207	6	06 02.02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	result in days	0 4	0
FL	200207	6	06 10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed - Installation	Parity	result in days	0	0 3
FL	200207	6	06 101 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Assignment	Parity	result in days	6	1 4
FL	200207	6	06 101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Installation	Parity	result in days	0 4	0
FL	200207	6	06 131 02	Provisioning	Average Jeopardy Notice Interval	UNE Platform - Installation	Parity	result in days	0 4	0
FL	200207	6	06 147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Installation	Parity	result in days	0	0
FL	200207	7	07 01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Parity	result in days	2 8	3 1
FL	200207	7	07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	result in days	1 3	2 1
FL	200207	7	07 02 01	Provisioning	Average Completed Interval	Business POTS - Field Work	Parity	result in days	3 5	2 5
FL	200207	7	07 02 02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Parity	result in days	1 9	2 6
FL	200207	7	07 03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Parity	result in days	14.2	1
FL	200207	7	07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work	Parity	result in days	4 7	6
FL	200207	7	07 10 01	Provisioning	Average Completed Interval	UNE Loops - Designed - Field Work	Parity	result in days	0	.57
FL	200207	7	07 101 01	Provisioning	Average Completed Interval	UNE Loops - xDSL Provisioned - Field Work	Parity	result in days	5 6	8 5
FL	200207	7	07 101 02	Provisioning	Average Completed Interval	UNE Loops - xDSL Provisioned - No Field Work	Parity	result in days	4 4	0
FL	200207	7	07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	result in days	3 6	4 5
FL	200207	7	07 11.02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	result in days	0	4 5
FL	200207	7	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Parity	result in days	3	1
FL	200207	7	07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	Parity	result in days	1.3	0
FL	200207	7	07 133 01	Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	result in days	3 6	0
FL	200207	7	07 17 01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	result in days	5 1	2 4
FL	200207	7	07 17 02	Provisioning	Average Completed Interval	Projects - No Field Work	Parity	result in days	2 5	1
FL	200207	8	8 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	result is percentage	97.4	95 9
FL	200207	8	8 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	result is percentage	93.4	94 7

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark, Parity	Result Type	CLEC Combined-LA Results	ILEC Aggregate Results
FL	200207	8	8 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	result is percentage	88 8	100
FL	200207	8	8 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	result is percentage	95 3	100
FL	200207	8	8 1	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed	Parity	result is percentage	0	100
FL	200207	8	8 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Provisioned	Parity	result is percentage	95 8	58 3
FL	200207	8	8 11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	result is percentage	86	84
FL	200207	8	8 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	result is percentage	97	100
FL	200207	8	8 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	result is percentage	86	0
FL	200207	8	8 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	result is percentage	96 3	83 3
FL	200207	9	9 02	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Business	Benchmark	result is percentage	0	100
FL	200207	9	9 03	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmark	result is percentage	0	100
FL	200207	10	10	Provisioning	LNP Network Provisioning		Parity	result is percentage	0	0
FL	200207	11	11 01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	result is percentage	13 5	16 5
FL	200207	11	11 01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	result is percentage	0 3	1 1
FL	200207	11	11 02 01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	result is percentage	11 9	10 7
FL	200207	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	result is percentage	1 2	2 7
FL	200207	11	11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	result is percentage	21 2	0
FL	200207	11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	result is percentage	6 1	0
FL	200207	11	11 05 02	Provisioning	Percent of Due Dates Missed	PBX - No Field Work	Parity	result is percentage	6 7	0
FL	200207	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS1/ISDN PRI - Field Work	Parity	result is percentage	41 4	0
FL	200207	11	11 09 01	Provisioning	Percent of Due Dates Missed	VGPL/DS0 - Field Work	Parity	result is percentage	12 5	11 8
FL	200207	11	11 10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed - Field Work	Parity	result is percentage	9 1	9 7
FL	200207	11	11 101 01	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - Field Work	Parity	result is percentage	7 1	43 3
FL	200207	11	11 101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - No Field Work	Parity	result is percentage	0 9	0
FL	200207	11	11 11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	result is percentage	11 9	17 2
FL	200207	11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	result is percentage	0	0
FL	200207	11	11 131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	result is percentage	13 2	0
FL	200207	11	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	result is percentage	0 4	0
FL	200207	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	result is percentage	11 9	0
FL	200207	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	result is percentage	0 5	0 2
FL	200207	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	result is percentage	0 8	0
FL	200207	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	result is percentage	0 8	0
FL	200207	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	result is percentage	0 5	0
FL	200207	12	12 05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Parity	result is percentage	0	0
FL	200207	12	12 07	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	DS1/ISDN PRI	Parity	result is percentage	0	0
FL	200207	12	12 09	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	VGPL/DS0	Parity	result is percentage	0	0
FL	200207	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	result is percentage	0	0
FL	200207	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL Provisioned	Parity	result is percentage	0 5	2 6
FL	200207	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	result is percentage	1 7	0 8
FL	200207	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	result is percentage	0 5	0
FL	200207	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	result is percentage	1 7	0
FL	200207	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	result in days	8 4	7 7
FL	200207	13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Provisioned - 1 - 30 days held	Parity	result in days	5 3	5
FL	200207	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	result in days	8 6	8
FL	200207	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	result in days	16 3	5 4
FL	200207	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	result in days	18 7	5 9
FL	200207	14	14 07	Provisioning	Held Order Interval	DS1/ISDN PRI	Parity	result in days	11 2	9 3
FL	200207	14	14 09	Provisioning	Held Order Interval	VGPL/DS0	Parity	result in days	13	11 1
FL	200207	14	14 1	Provisioning	Held Order Interval	UNE Loops - Designed	Parity	result in days	10 5	8 3
FL	200207	14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	result in days	13 2	93
FL	200207	14	14 15	Provisioning	Held Order Interval	Interconnection Trunks	Parity	result in days	12 2	0
FL	200207	15	15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service	Parity	result is percentage	1 3	0 5
FL	200207	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	Parity	result is percentage	0 1	0 1
FL	200207	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	Parity	result is percentage	2	0
FL	200207	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	Parity	result is percentage	0 2	0
FL	200207	15	15 05 01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of service	Parity	result is percentage	0	0
FL	200207	15	15 05 02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not out of service	Parity	result is percentage	0	0
FL	200207	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	result is percentage	3 4	6 7
FL	200207	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	result is percentage	3 7	2 6
FL	200207	17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	result is percentage	0 6	0
FL	200207	17a	17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	result is percentage	0 8	0
FL	200207	17a	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	result is percentage	0	0
FL	200207	17a	17a 07	Provisioning	Percentage of Troubles within 5 days for New Orders	DS1/ISDN PRI	Parity	result is percentage	0	0
FL	200207	17a	17a 09	Provisioning	Percentage of Troubles within 5 days for New Orders	VGPL/DS0	Parity	result is percentage	0	0
FL	200207	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed	Parity	result is percentage	0	4

State	Month Year	Measurement Number	Submeasure Id	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	KEC Combination Results	CLEC Aggregate Results
FL	200207	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Provisioned	Parity	result is percentage	4.2	14.8
FL	200207	17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	result is percentage	7.5	11.6
FL	200207	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	result is percentage	3.5	266.7
FL	200207	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	result is percentage	7.5	0
FL	200207	17a	17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	EELS	Parity	result is percentage	0	0
FL	200207	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	result is percentage	0	0
FL	200207	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	result in minutes	0	41
FL	200207	18	18 03	Provisioning	Average Completion Notice Interval	Electronic/Manual Mix	Benchmark	result is percentage	0	63.6
FL	200207	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	result is percentage	2.4	3.5
FL	200207	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	result is percentage	1.4	0.8
FL	200207	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	result is percentage	0.2	0.2
FL	200207	19	19 04	Maintenance	Customer Trouble Report Rate	Centrex	Parity	result is percentage	0.2	0.5
FL	200207	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	Parity	result is percentage	0.1	0.1
FL	200207	19	19 07	Maintenance	Customer Trouble Report Rate	DS1/ISDN PRI	Parity	result is percentage	2.9	0
FL	200207	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	result is percentage	0.5	0
FL	200207	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Parity	result is percentage	4.6	0.3
FL	200207	19	19 11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	result is percentage	1	1.2
FL	200207	19	19 131	Maintenance	Customer Trouble Report Rate	UNE Platform	Parity	result is percentage	0	0
FL	200207	19	19 147	Maintenance	Customer Trouble Report Rate	EELS	Parity	result is percentage	1.2	10.5
FL	200207	19	19 15	Maintenance	Customer Trouble Report Rate	Interconnection Trunks	Parity	result is percentage	0	0
FL	200207	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	Parity	result is percentage	0	0
FL	200207	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	result is percentage	31	22
FL	200207	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	result is percentage	12.5	3.7
FL	200207	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	result is percentage	25.5	22.9
FL	200207	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	result is percentage	23.8	0
FL	200207	20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	result is percentage	61.6	0
FL	200207	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	result is percentage	24.4	0
FL	200207	20	20 04 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - No Dispatch	Parity	result is percentage	40	50
FL	200207	20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Parity	result is percentage	26.7	0
FL	200207	20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS1/ISDN PRI - Dispatch	Parity	result is percentage	55.7	22.2
FL	200207	20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	result is percentage	60.6	100
FL	200207	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Parity	result is percentage	53.6	48.2
FL	200207	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	result is percentage	30.2	26.2
FL	200207	20	20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	result is percentage	13.2	50
FL	200207	20	20 131 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	result is percentage	30.2	25.6
FL	200207	20	20 131 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	Parity	result is percentage	12.5	0
FL	200207	20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Dispatch	Parity	result is percentage	57.1	50
FL	200207	21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	result in hours	21.1	15.5
FL	200207	21	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	result in hours	9.9	8.1
FL	200207	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	result in hours	25	17.6
FL	200207	21	21 02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	result in hours	25.4	8
FL	200207	21	21 03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Parity	result in hours	35.5	4.8
FL	200207	21	21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	result in hours	31.1	11.7
FL	200207	21	21 04 02	Maintenance	Average Time to Restore	Centrex - No Dispatch	Parity	result in hours	32.8	6.1
FL	200207	21	21 05 01	Maintenance	Average Time to Restore	PBX - Dispatch	Parity	result in hours	20.7	45.1
FL	200207	21	21 07 01	Maintenance	Average Time to Restore	DS1/ISDN PRI - Dispatch	Parity	result in hours	5.7	2.4
FL	200207	21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	result in hours	5.2	13.4
FL	200207	21	21 101 01	Maintenance	Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Parity	result in hours	30.5	30.1
FL	200207	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	result in hours	18.3	21.5
FL	200207	21	21 11 02	Maintenance	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	result in hours	7.5	11.2
FL	200207	21	21 131 01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Parity	result in hours	22.1	18
FL	200207	21	21 131 02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	Parity	result in hours	9.6	5.9
FL	200207	21	21 147.01	Maintenance	Average Time to Restore	EELS - Dispatch	Parity	result in hours	5.6	7.2
FL	200207	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	result is percentage	83.5	92.6
FL	200207	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	result is percentage	63.8	91.5
FL	200207	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	result is percentage	88.7	84.1
FL	200207	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	result is percentage	18.2	16.1
FL	200207	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	result is percentage	20	19.7
FL	200207	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	result is percentage	25	50
FL	200207	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	result is percentage	16.7	28.6
FL	200207	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	result is percentage	0	100
FL	200207	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Parity	result is percentage	34.3	22.2
FL	200207	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Parity	result is percentage	22.1	50
FL	200207	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	result is percentage	19.5	33.3

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark, Parity	Result Type	BEC Disaggregation Results	CLEC Aggregate Results
FL	200207	23	23.11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-Designed	Parity	result is percentage	15 4	20 5
FL	200207	23	23 131	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	result is percentage	18 5	20
FL	200207	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS	Parity	result is percentage	30 8	25
FL	200207	24	24 99	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	result is percentage	0	0
FL	200207	25	25	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	result is percentage	0	0
FL	200207	27	27 01	Network	Network Outage Notification	Switching	Parity	esult in Hour	0	0 4
FL	200207	28	28 01	Billing	Usage Timeliness	Resale	Parity	result in days	1 6	1 6
FL	200207	28	28 02	Billing	Usage Timeliness	UNE	Parity	result in days	1 6	1 7
FL	200207	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	result is percentage	0	91.1
FL	200207	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	result is percentage	0	100
FL	200207	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	result is percentage	0	100
FL	200207	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	result is percentage	0	100
FL	200207	31	31 01	Billing	Usage Completeness	Resale	Parity	result is percentage	99 8	99 7
FL	200207	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	result is percentage	0	94 5
FL	200207	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	result is percentage	98 9	95 3
FL	200207	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	result is percentage	0	17 8
FL	200207	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	result is percentage	99 6	100
FL	200207	33	33 02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	result is percentage	0	22 9
FL	200207	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	result is percentage	93 9	95 8
FL	200207	34	34.01.02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	result is percentage	99 4	97 7
FL	200207	34	34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	result is percentage	95 9	96 5
FL	200207	34	34 02.02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	result is percentage	0	99 8
FL	200207	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	result is percentage	0	93 8
FL	200207	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	result is percentage	0	96 4
FL	200207	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	result is percentage	99 3	97 4
FL	200207	38	38 01 01	Database	Percent Database Accuracy	911 Database - Service Order updates	Parity	result is percentage	100	100
FL	200207	38	38 01 02	Database	Percent Database Accuracy	911 Database - Direct Gateway Input	Benchmark	result is percentage	0	100
FL	200207	38	38 02 01	Database	Percent Database Accuracy	DA/Listing Database - Service Order updates	Parity	result is percentage	99 9	99 8
FL	200207	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	result is percentage	100	100
FL	200207	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	result is percentage	0	100
FL	200207	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	result is percentage	0	100
FL	200207	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	Benchmark	result is percentage	0	100
FL	200207	41	41 04 01	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Caged	Benchmark	result is percentage	0	100
FL	200207	41	41 04 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	result is percentage	0	0
FL	200207	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	result is percentage	0	0
FL	200207	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	result in seconds	0	0
FL	200207	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	parity by design	0	0
FL	200207	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	result in seconds	0	0

Attachment "D"

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	ILEC Combined Results	CLEC Aggregate Results
FL	200206	1	01 01 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	result in seconds	0	18
FL	200206	1	01.02 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	result in seconds	0	0 4
FL	200206	1	01.03 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	Benchmark	result in seconds	0	5 6
FL	200206	1	01 031 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	Benchmark	result in seconds	0	10 6
FL	200206	1	01.04 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	result in seconds	0	3 6
FL	200206	1	01 05 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	result in seconds	0	1 9
FL	200206	1	01.06 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	result in seconds	0	1 2
FL	200206	1	01.07 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	Benchmark	result in hours	0	2.5
FL	200206	1	01 08 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	Benchmark	result is percentage	0	97 6
FL	200206	2	02 01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	result in hours	0	0
FL	200206	2	02.01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	result in hours	0	0
FL	200206	2	02.01 03	Order	Average FOC/LSC Notice Interval	All Electronic - ISDN BRI	Benchmark	result in hours	0	0
FL	200206	2	02.01 10	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Designed	Benchmark	result in hours	0	0
FL	200206	2	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Provisioned	Benchmark	result in hours	0	0 5
FL	200206	2	02 01.11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	result in hours	0	0.2
FL	200206	2	02.01.131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	result in hours	0	0
FL	200206	2	02.01 14	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Dedicated Transport	Benchmark	result in hours	0	14.2
FL	200206	2	02.01 15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	result in days	0	21
FL	200206	2	02 01.16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	result in hours	0	0 5
FL	200206	2	02.03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	result in hours	0	5 3
FL	200206	2	02.03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	result in hours	0	7 9
FL	200206	2	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	result in hours	0	8 4
FL	200206	2	02.03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed	Benchmark	result in hours	0	6 8
FL	200206	2	02.03.101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Provisioned	Benchmark	result in hours	0	2 4
FL	200206	2	02.03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	result in hours	0	3 3
FL	200206	2	02.03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	result in hours	0	6 9
FL	200206	2	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	Benchmark	result in hours	0	7 7
FL	200206	2	02.03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	result in hours	0	4 2
FL	200206	2	02.03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	result in hours	0	6
FL	200206	3	03.03 01 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	result in hours	0	2 9
FL	200206	3	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	result in hours	0	5 9
FL	200206	3	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	result in hours	0	7 8
FL	200206	5	5 01	Provisionin	Percentage of Orders Jeopardized	Residential POTS	Parity	result is percentage	2 5	0 7
FL	200206	5	5 02	Provisionin	Percentage of Orders Jeopardized	Business POTS	Parity	result is percentage	5	0 8
FL	200206	5	5 03	Provisionin	Percentage of Orders Jeopardized	ISDN BRI	Parity	result is percentage	1	0
FL	200206	5	5 04	Provisionin	Percentage of Orders Jeopardized	Centrex	Parity	result is percentage	0 7	0
FL	200206	5	5 05	Provisionin	Percentage of Orders Jeopardized	PBX	Parity	result is percentage	2 6	0
FL	200206	5	5 1	Provisionin	Percentage of Orders Jeopardized	UNE Loops - Designed	Parity	result is percentage	0	0
FL	200206	5	5 101	Provisionin	Percentage of Orders Jeopardized	UNE Loops - xDSL Provisioned	Parity	result is percentage	25 6	2 4
FL	200206	5	5 11	Provisionin	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	result is percentage	9	0
FL	200206	5	5 131	Provisionin	Percentage of Orders Jeopardized	UNE Platform	Parity	result is percentage	2 8	0
FL	200206	5	5 133	Provisionin	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	result is percentage	9	0
FL	200206	6	06.01 01	Provisionin	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	result in days	8 9	0 6
FL	200206	6	06.01 02	Provisionin	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	result in days	0 5	0 7
FL	200206	6	06 02 01	Provisionin	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	result in days	5.3	1
FL	200206	6	06 02 02	Provisionin	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	result in days	0.4	0 9
FL	200206	6	06.10 01	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Designed - Assignment	Parity	result in days	0	3 3
FL	200206	6	06.10 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Designed - Installation	Parity	result in days	0	2
FL	200206	6	06.101.01	Provisionin	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Assignment	Parity	result in days	6.2	0
FL	200206	6	06 101.02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Installation	Parity	result in days	0 5	1 1
FL	200206	6	06.11 01	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	result in days	5 3	0 7
FL	200206	6	06 11 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	result in days	0 4	0 5
FL	200206	6	06 131 02	Provisionin	Average Jeopardy Notice Interval	UNE Platform - Installation	Parity	result in days	0 5	0 3
FL	200206	6	06 147 02	Provisionin	Average Jeopardy Notice Interval	EELS - Installation	Parity	result in days	0	1 9
FL	200206	7	07 01 01	Provisionin	Average Completed Interval	Residential POTS - Field Work	Parity	result in days	2 6	3 2
FL	200206	7	07 01 02	Provisionin	Average Completed Interval	Residential POTS - No Field Work	Parity	result in days	1 4	2 2
FL	200206	7	07 02 01	Provisionin	Average Completed Interval	Business POTS - Field Work	Parity	result in days	2 8	2 7
FL	200206	7	07 02 02	Provisionin	Average Completed Interval	Business POTS - No Field Work	Parity	result in days	1 8	2 6
FL	200206	7	07 03.01	Provisionin	Average Completed Interval	ISDN BRI - Field Work	Parity	result in days	13 3	8

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Consolidated Results	CLEC Aggregate Results
FL	200206	7	07 03 02	Provisionin	Average Completed Interval	ISDN BRI - No Field Work	Parity	result in days	9 6	0
FL	200206	7	07 04 01	Provisionin	Average Completed Interval	Centrex - Field Work	Parity	result in days	3 8	3
FL	200206	7	07 05 01	Provisionin	Average Completed Interval	PBX - Field Work	Parity	result in days	4 2	0
FL	200206	7	07 10 01	Provisionin	Average Completed Interval	UNE Loops - Designed - Field Work	Parity	result in days	0	6 8
FL	200206	7	07 101 01	Provisionin	Average Completed Interval	UNE Loops - xDSL Provisioned - Field Work	Parity	result in days	5 4	9 6
FL	200206	7	07 101 02	Provisionin	Average Completed Interval	UNE Loops - xDSL Provisioned - No Field Work	Parity	result in days	4 8	12
FL	200206	7	07 11 01	Provisionin	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	result in days	2 8	5 9
FL	200206	7	07 11 02	Provisionin	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	result in days	0	4 3
FL	200206	7	07 131 01	Provisionin	Average Completed Interval	UNE Platform - Field Work	Parity	result in days	2 7	0
FL	200206	7	07 131 02	Provisionin	Average Completed Interval	UNE Platform - No Field Work	Parity	result in days	1 4	0
FL	200206	7	07 133 01	Provisionin	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	result in days	2 8	0
FL	200206	7	07 17 01	Provisionin	Average Completed Interval	Projects - Field Work	Parity	result in days	6 6	4
FL	200206	7	07 17 02	Provisionin	Average Completed Interval	Projects - No Field Work	Parity	result in days	2 6	5
FL	200206	8	8 01	Provisionin	Percent Orders Completed within Standard Interval	Residential POTS	Parity	result is percentage	98 6	98 6
FL	200206	8	8 02	Provisionin	Percent Orders Completed within Standard Interval	Business POTS	Parity	result is percentage	95 5	96 4
FL	200206	8	8 03	Provisionin	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	result is percentage	83 7	100
FL	200206	8	8 04	Provisionin	Percent Orders Completed within Standard Interval	Centrex	Parity	result is percentage	96 6	100
FL	200206	8	8 05	Provisionin	Percent Orders Completed within Standard Interval	PBX	Parity	result is percentage	92 3	0
FL	200206	8	8 1	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - Designed	Parity	result is percentage	0	76 9
FL	200206	8	8 101	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Provisioned	Parity	result is percentage	96 5	77 3
FL	200206	8	8 11	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	result is percentage	92 1	85 7
FL	200206	8	8 131	Provisionin	Percent Orders Completed within Standard Interval	UNE Platform	Parity	result is percentage	98 3	0
FL	200206	8	8 133	Provisionin	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	result is percentage	92 1	0
FL	200206	8	8 15	Provisionin	Percent Orders Completed within Standard Interval	Interconnection Trunks	Parity	result is percentage	100	0
FL	200206	8	8 17	Provisionin	Percent Orders Completed within Standard Interval	Projects	Parity	result is percentage	90	100
FL	200206	9	9 02	Provisionin	Coordinated Customer Conversion as a Percentage On-Time	Business	Benchmark	result is percentage	0	97 3
FL	200206	11	11 01 01	Provisionin	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	result is percentage	7 1	6 5
FL	200206	11	11 01 02	Provisionin	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	result is percentage	0 3	0 4
FL	200206	11	11 02 01	Provisionin	Percent of Due Dates Missed	Business POTS - Field Work	Parity	result is percentage	8 5	4 9
FL	200206	11	11 02 02	Provisionin	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	result is percentage	1 6	3 3
FL	200206	11	11 03 01	Provisionin	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	result is percentage	19 4	0
FL	200206	11	11 03 02	Provisionin	Percent of Due Dates Missed	ISDN BRI - No Field Work	Parity	result is percentage	4 2	0
FL	200206	11	11 04 01	Provisionin	Percent of Due Dates Missed	Centrex - Field Work	Parity	result is percentage	5 7	0
FL	200206	11	11 05 01	Provisionin	Percent of Due Dates Missed	PBX - Field Work	Parity	result is percentage	29 4	0
FL	200206	11	11 07 01	Provisionin	Percent of Due Dates Missed	DS1/ISDN PRI - Field Work	Parity	result is percentage	8 3	0
FL	200206	11	11 10 01	Provisionin	Percent of Due Dates Missed	UNE Loops - Designed - Field Work	Parity	result is percentage	0	17 1
FL	200206	11	11 101 01	Provisionin	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - Field Work	Parity	result is percentage	7 2	17 5
FL	200206	11	11 101 02	Provisionin	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - No Field Work	Parity	result is percentage	0 6	28 6
FL	200206	11	11 11 01	Provisionin	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	result is percentage	8 5	12 8
FL	200206	11	11 11.02	Provisionin	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	result is percentage	0	12.5
FL	200206	11	11 131 01	Provisionin	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	result is percentage	7 4	0
FL	200206	11	11 131 02	Provisionin	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	result is percentage	0 4	0
FL	200206	11	11 133 01	Provisionin	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	result is percentage	8 5	0
FL	200206	11	11 14 01	Provisionin	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	result is percentage	0	6 7
FL	200206	12	12 01	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	result is percentage	8 7	7
FL	200206	12	12 02	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	result is percentage	6 7	3 9
FL	200206	12	12 03	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	result is percentage	1 1	0
FL	200206	12	12 04	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	result is percentage	3 9	0
FL	200206	12	12 1	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	result is percentage	0	13.3
FL	200206	12	12 101	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL Provisioned	Parity	result is percentage	5	7 7
FL	200206	12	12 11	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	result is percentage	9 6	3 4
FL	200206	12	12 131	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	result is percentage	8.2	0
FL	200206	12	12 133	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	result is percentage	9 6	0
FL	200206	12	12 14	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE DEDICATED TRANSPORT	Parity	result is percentage	0	100
FL	200206	13	13 01 01	Provisionin	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	result in days	8 1	9.8
FL	200206	13	13 02 01	Provisionin	Delay order interval to completion date	Business POTS - 1 - 30 days held	Parity	result in days	8 8	8
FL	200206	13	13.10 01	Provisionin	Delay order interval to completion date	UNE Loops - Designed - 1 - 30 days held	Parity	result in days	0	4 5
FL	200206	13	13.101 01	Provisionin	Delay order interval to completion date	UNE Loops - xDSL Provisioned - 1 - 30 days held	Parity	result in days	7 2	13 7
FL	200206	13	13 11 01	Provisionin	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	result in days	8 9	15

State	Month - Yr	Measurement Number	Submeasure Nr	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	KPC Comparison Results	CLEC Aggregate Results
FL	200206	13	13.14 01	Provisionin	Delay order interval to completion date	UNE Dedicated Transport - 1 - 30 days held	Parity	result in days	0	9
FL	200206	14	14 01	Provisionin	Held Order Interval	Residential POTS	Parity	result in days	9.3	7.5
FL	200206	14	14 02	Provisionin	Held Order Interval	Business POTS	Parity	result in days	14.4	6
FL	200206	14	14 07	Provisionin	Held Order Interval	DS1/ISDN PRI	Parity	result in days	51.2	11.3
FL	200206	14	14.1	Provisionin	Held Order Interval	UNE Loops - Designed	Parity	result in days	0	3
FL	200206	14	14.101	Provisionin	Held Order Interval	UNE Loops - xDSL Provisioned	Parity	result in days	8.9	12.5
FL	200206	14	14.14	Provisionin	Held Order Interval	UNE Dedicated Transport	Parity	result in days	0	12.2
FL	200206	14	14.15	Provisionin	Held Order Interval	Interconnection Trunks	Parity	result in days	0	0
FL	200206	15	15.01.01	Provisionin	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service	Parity	result is percentage	1.4	0.7
FL	200206	15	15.01.02	Provisionin	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	Parity	result is percentage	0.2	0.1
FL	200206	15	15.03.01	Provisionin	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	Parity	result is percentage	3.4	3.5
FL	200206	15	15.03.02	Provisionin	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	Parity	result is percentage	0.6	0
FL	200206	15	15.05.01	Provisionin	Percent Provisioning Trouble Reports	LNP - Out of service	Parity	result is percentage	0	0
FL	200206	15	15.05.02	Provisionin	Percent Provisioning Trouble Reports	LNP - Not out of service	Parity	result is percentage	0	0
FL	200206	17a	17a.01	Provisionin	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	result is percentage	3.5	6.1
FL	200206	17a	17a.02	Provisionin	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	result is percentage	3.9	9.2
FL	200206	17a	17a.03	Provisionin	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	result is percentage	2.6	0
FL	200206	17a	17a.04	Provisionin	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	result is percentage	2	0
FL	200206	17a	17a.05	Provisionin	Percentage of Troubles within 5 days for New Orders	PBX	Parity	result is percentage	0	0
FL	200206	17a	17a.07	Provisionin	Percentage of Troubles within 5 days for New Orders	DS1/ISDN PRI	Parity	result is percentage	2.6	0
FL	200206	17a	17a.09	Provisionin	Percentage of Troubles within 5 days for New Orders	VGPL/DS0	Parity	result is percentage	0	0
FL	200206	17a	17a.10	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed	Parity	result is percentage	0	0
FL	200206	17a	17a.101	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Provisioned	Parity	result is percentage	3.8	6.8
FL	200206	17a	17a.11	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	result is percentage	7	15.1
FL	200206	17a	17a.131	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	result is percentage	3.6	0
FL	200206	17a	17a.133	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	result is percentage	7	0
FL	200206	17a	17a.16	Provisionin	Percentage of Troubles within 5 days for New Orders	LNP	Parity	result is percentage	0	0
FL	200206	18	18.01	Provisionin	Average Completion Notice Interval	All Electronic	Benchmark	result in minutes	0	16.1
FL	200206	18	18.03	Provisionin	Average Completion Notice Interval	Electronic/Manual Mix	Benchmark	result is percentage	0	53
FL	200206	19	19.01	Maintenan	Customer Trouble Report Rate	Residential POTS	Parity	result is percentage	2	2.5
FL	200206	19	19.02	Maintenan	Customer Trouble Report Rate	Business POTS	Parity	result is percentage	1.2	0.7
FL	200206	19	19.03	Maintenan	Customer Trouble Report Rate	ISDN BRI	Parity	result is percentage	0.2	0.4
FL	200206	19	19.04	Maintenan	Customer Trouble Report Rate	Centrex	Parity	result is percentage	0.1	0.1
FL	200206	19	19.05	Maintenan	Customer Trouble Report Rate	PBX	Parity	result is percentage	0.1	0
FL	200206	19	19.06	Maintenan	Customer Trouble Report Rate	DDS	Parity	result is percentage	0.2	0
FL	200206	19	19.07	Maintenan	Customer Trouble Report Rate	DS1/ISDN PRI	Parity	result is percentage	0.5	0.2
FL	200206	19	19.09	Maintenan	Customer Trouble Report Rate	VGPL/DS0	Parity	result is percentage	0.1	0
FL	200206	19	19.101	Maintenan	Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Parity	result is percentage	4	0.2
FL	200206	19	19.11	Maintenan	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	result is percentage	0.8	0.9
FL	200206	19	19.12	Maintenan	Customer Trouble Report Rate	UNE Port - Designed	Parity	result is percentage	0	0
FL	200206	19	19.131	Maintenan	Customer Trouble Report Rate	UNE Platform	Parity	result is percentage	0	0
FL	200206	19	19.147	Maintenan	Customer Trouble Report Rate	EELS	Parity	result is percentage	1352.2	0.7
FL	200206	19	19.16	Maintenan	Customer Trouble Report Rate	LNP	Parity	result is percentage	0	0
FL	200206	20	20.01.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	result is percentage	25	17.1
FL	200206	20	20.01.02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	result is percentage	10.9	6.6
FL	200206	20	20.02.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	result is percentage	19.2	25.5
FL	200206	20	20.02.02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	result is percentage	21.5	21.2
FL	200206	20	20.03.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	result is percentage	55	100
FL	200206	20	20.04.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	result is percentage	17.7	0
FL	200206	20	20.07.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	DS1/ISDN PRI - Dispatch	Parity	result is percentage	57.7	50
FL	200206	20	20.101.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Parity	result is percentage	41.7	50
FL	200206	20	20.101.02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - No Dispatch	Parity	result is percentage	8.4	0
FL	200206	20	20.11.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	result is percentage	23.2	37.3
FL	200206	20	20.11.02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	result is percentage	13	0
FL	200206	20	20.131.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	result is percentage	24.1	25
FL	200206	20	20.131.02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	Parity	result is percentage	11.2	0
FL	200206	20	20.147.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Dispatch	Parity	result is percentage	55.6	0
FL	200206	21	21.01.01	Maintenan	Average Time to Restore	Residential POTS - Dispatch	Parity	result in hours	19.1	14
FL	200206	21	21.01.02	Maintenan	Average Time to Restore	Residential POTS - No Dispatch	Parity	result in hours	8.5	7.1

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200206	21	21 02 03	Maintenan	Average Time to Restore	Business POTS - Dispatch	Parity	result in hours	21	16 5
FL	200206	21	21 02 02	Maintenan	Average Time to Restore	Business POTS - No Dispatch	Parity	result in hours	24.4	8 1
FL	200206	21	21 03 01	Maintenan	Average Time to Restore	ISDN BRI - Dispatch	Parity	result in hours	28 1	40 8
FL	200206	21	21 04 01	Maintenan	Average Time to Restore	Centrex - Dispatch	Parity	result in hours	20 4	22 7
FL	200206	21	21.07 01	Maintenan	Average Time to Restore	DS1/ISDN PRI - Dispatch	Parity	result in hours	5 4	2 2
FL	200206	21	21 101.01	Maintenan	Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Parity	result in hours	26 4	29 7
FL	200206	21	21.101.02	Maintenan	Average Time to Restore	UNE Loops - xDSL Provisioned - No Dispatch	Parity	result in hours	26 2	21 1
FL	200206	21	21 11 01	Maintenan	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	result in hours	14 8	22 4
FL	200206	21	21 11.02	Maintenan	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	result in hours	6 9	3
FL	200206	21	21 131 01	Maintenan	Average Time to Restore	UNE Platform - Dispatch	Parity	result in hours	19 8	19 4
FL	200206	21	21 131 02	Maintenan	Average Time to Restore	UNE Platform - No Dispatch	Parity	result in hours	8 3	10 9
FL	200206	21	21 147 01	Maintenan	Average Time to Restore	EELS - Dispatch	Parity	result in hours	5 3	6 7
FL	200206	22	22 01	Maintenan	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	result is percentage	88 4	95 6
FL	200206	22	22 02	Maintenan	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	result is percentage	67 8	92 6
FL	200206	22	22 11	Maintenan	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	result is percentage	91 9	67 2
FL	200206	23	23 01	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	result is percentage	14 6	11 5
FL	200206	23	23 02	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	result is percentage	19 4	15.1
FL	200206	23	23 03	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	result is percentage	14.6	0
FL	200206	23	23 04	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	result is percentage	16.3	0
FL	200206	23	23 07	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Parity	result is percentage	22 4	50
FL	200206	23	23 101	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	result is percentage	18 1	36 8
FL	200206	23	23 11	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	result is percentage	15.2	20 9
FL	200206	23	23 131	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	result is percentage	15 5	16 7
FL	200206	23	23 147	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	EELS	Parity	result is percentage	21 2	50
FL	200206	24	24 99	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	result is percentage	0	0
FL	200206	25	25	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	result is percentage	0	0
FL	200206	27	27 01	Network	Network Outage Notification	Switching	Parity	esult in Hour	0	0 1
FL	200206	28	28 01	Billing	Usage Timeliness	Resale	Parity	result in days	1 7	1 6
FL	200206	28	28 02	Billing	Usage Timeliness	UNE	Parity	result in days	1 7	1 6
FL	200206	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	result is percentage	0	99 9
FL	200206	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	result is percentage	0	100
FL	200206	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	result is percentage	0	100
FL	200206	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	result is percentage	0	100
FL	200206	31	31 01	Billing	Usage Completeness	Resale	Parity	result is percentage	99 9	99 9
FL	200206	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	result is percentage	0	99 2
FL	200206	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	result is percentage	94 8	98 5
FL	200206	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	result is percentage	0	77
FL	200206	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	result is percentage	99 6	99 5
FL	200206	33	33 02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	result is percentage	0	76 6
FL	200206	34	34 01.01	Billing	Billing Accuracy	Resale - Usage	Parity	result is percentage	92 4	90 9
FL	200206	34	34 01.02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	result is percentage	99 4	97 8
FL	200206	34	34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	result is percentage	96	97
FL	200206	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	result is percentage	0	98 2
FL	200206	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	result is percentage	0	94.4
FL	200206	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	result is percentage	0	93 1
FL	200206	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	result is percentage	99 6	99 6
FL	200206	38	38 01.01	Database	Percent Database Accuracy	911 Database - Service Order updates	Parity	result is percentage	0	100
FL	200206	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	result is percentage	100	100
FL	200206	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	result is percentage	0	100
FL	200206	40	40 01 02	Collocatior	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	result is percentage	0	100
FL	200206	40	40 02 02	Collocatior	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	Benchmark	result is percentage	0	100
FL	200206	41	41 04 02	Collocatior	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	result is percentage	0	100
FL	200206	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	result is percentage	0	0
FL	200206	43	43 01	Interfaces	Average Notification of Interface Changes	Pre-ordering	Benchmark	result is percentage	0	0
FL	200206	43	43 02	Interfaces	Average Notification of Interface Changes	Ordering	Benchmark	result is percentage	0	0
FL	200206	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	result in seconds	0	0
FL	200206	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	parity by design	0	0
FL	200206	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	result in seconds	0	0

ATTACHMENT "D"

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200205	1	01 01 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Address Verification/Dispatch Request - All Electronic	Benchmark	(result in seconds)	8	1 9
FL	200205	1	01 02 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	0 7
FL	200205	1	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	5 3
FL	200205	1	01 031 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	9
FL	200205	1	01.04 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Availability - All Electronic	Benchmark	(result in seconds)	0	3 4
FL	200205	1	01 05 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	2 2
FL	200205	1	01 06 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Rejected/Failed Inquires - All Electronic	Benchmark	(result in seconds)	0	1 3
FL	200205	1	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Quenes	Facility Availability - All Manual (FAX)	Benchmark	(result in hours)	0	144 9
FL	200205	1	01 08 02	Pre-Order	Average Reponse Time to Pre-Order Quenes	Loop Pre-Qualification - All Manual	Benchmark	(result is percentage)	0	97 9
FL	200205	2	02.01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200205	2	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	0
FL	200205	2	02 01 03	Order	Average FOC/LSC Notice Interval	All Electronic - ISDN BRI	Benchmark	(result in hours)	0	0
FL	200205	2	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Provisioned	Benchmark	(result in hours)	0	0 2
FL	200205	2	02.01.11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	0
FL	200205	2	02 01.131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	(result in hours)	0	0
FL	200205	2	02 01 14	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Dedicated Transport	Benchmark	(result in hours)	0	8 9
FL	200205	2	02.01 15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in days)	0	39 8
FL	200205	2	02 01.16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	0 1
FL	200205	2	02.01 17	Order	Average FOC/LSC Notice Interval	All Electronic - Projects	Benchmark	(result in hours)	0	8 9
FL	200205	2	02 03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	6 2
FL	200205	2	02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	7 4
FL	200205	2	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	(result in hours)	0	3 4
FL	200205	2	02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed	Benchmark	(result in hours)	0	1 1
FL	200205	2	02 03.101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Provisioned	Benchmark	(result in hours)	0	1 9
FL	200205	2	02.03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	2 9
FL	200205	2	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	6 3
FL	200205	2	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	Benchmark	(result in hours)	0	2 2
FL	200205	2	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	2 3
FL	200205	2	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	4 9
FL	200205	3	03 03 02.01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	7 5
FL	200205	3	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	4 4
FL	200205	5	5 01	Provisionin	Percentage of Orders Jeopardized	Residential POTS	Parity	(result is percentage)	1 44	0 3
FL	200205	5	5 02	Provisionin	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	3 73	1.2
FL	200205	5	5 03	Provisionin	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	0 96	0
FL	200205	5	5 04	Provisionin	Percentage of Orders Jeopardized	Centrex	Parity	(result is percentage)	1 54	0
FL	200205	5	5 05	Provisionin	Percentage of Orders Jeopardized	PBX	Parity	(result is percentage)	5 56	0
FL	200205	5	5 1	Provisionin	Percentage of Orders Jeopardized	UNE Loops - Designed	Parity	(result is percentage)	0	0
FL	200205	5	5 101	Provisionin	Percentage of Orders Jeopardized	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	23 25	1 9
FL	200205	5	5 11	Provisionin	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	6.29	0
FL	200205	5	5 131	Provisionin	Percentage of Orders Jeopardized	UNE Platform	Parity	(result is percentage)	1 66	0
FL	200205	5	5 133	Provisionin	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	6 29	0
FL	200205	6	06 01 01	Provisionin	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	5 38	2 2
FL	200205	6	06.01 02	Provisionin	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	(result in days)	0 47	1 4
FL	200205	6	06.02 01	Provisionin	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	3 5	4 8
FL	200205	6	06 02 02	Provisionin	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	(result in days)	0 29	0 8
FL	200205	6	06.03.02	Provisionin	Average Jeopardy Notice Interval	ISDN BRI - Installation	Parity	(result in days)	0 58	15
FL	200205	6	06 10 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Designed - Installation	Parity	(result in days)	0	3 9
FL	200205	6	06.101 01	Provisionin	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Assignment	Parity	(result in days)	6 24	4 8
FL	200205	6	06 101 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Installation	Parity	(result in days)	0 39	5 3
FL	200205	6	06 11 01	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	(result in days)	3 47	2 4
FL	200205	6	06 11 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	(result in days)	0 29	2 8
FL	200205	6	06 131 02	Provisionin	Average Jeopardy Notice Interval	UNE Platform - Installation	Parity	(result in days)	0.43	0 8
FL	200205	6	06 147 02	Provisionin	Average Jeopardy Notice Interval	EELS - Installation	Parity	(result in days)	0	2 9
FL	200205	7	07 01 01	Provisionin	Average Completed Interval	Residential POTS - Field Work	Parity	(result in days)	2 45	3 8

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200205	7	07 01 02	Provisionin	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	1 53	2 3
FL	200205	7	07 02 01	Provisionin	Average Completed Interval	Business POTS - Field Work	Parity	(result in days)	2 96	3 4
FL	200205	7	07 02 02	Provisionin	Average Completed Interval	Business POTS - No Field Work	Parity	(result in days)	2 02	3 8
FL	200205	7	07 03 01	Provisionin	Average Completed Interval	ISDN BRI - Field Work	Parity	(result in days)	10 62	10
FL	200205	7	07 03 02	Provisionin	Average Completed Interval	ISDN BRI - No Field Work	Parity	(result in days)	6 72	0
FL	200205	7	07 04 01	Provisionin	Average Completed Interval	Centrex - Field Work	Parity	(result in days)	4 09	4 5
FL	200205	7	07.04 02	Provisionin	Average Completed Interval	Centrex - No Field Work	Parity	(result in days)	3 33	0
FL	200205	7	07 05 01	Provisionin	Average Completed Interval	PBX - Field Work	Parity	(result in days)	2 38	0
FL	200205	7	07 10 01	Provisionin	Average Completed Interval	UNE Loops - Designed - Field Work	Parity	(result in days)	0	6 4
FL	200205	7	07 101 01	Provisionin	Average Completed Interval	UNE Loops - xDSL Provisioned - Field Work	Parity	(result in days)	4 96	9
FL	200205	7	07 101 02	Provisionin	Average Completed Interval	UNE Loops - xDSL Provisioned - No Field Work	Parity	(result in days)	4 83	5 4
FL	200205	7	07 11 01	Provisionin	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	(result in days)	2 96	4
FL	200205	7	07 11 02	Provisionin	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)	0	3 8
FL	200205	7	07.131 01	Provisionin	Average Completed Interval	UNE Platform - Field Work	Parity	(result in days)	2 55	0
FL	200205	7	07.131 02	Provisionin	Average Completed Interval	UNE Platform - No Field Work	Parity	(result in days)	1 56	0
FL	200205	7	07 133 01	Provisionin	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	(result in days)	2 96	0
FL	200205	7	07 17.01	Provisionin	Average Completed Interval	Projects - Field Work	Parity	(result in days)	4 29	4 3
FL	200205	7	07 17 02	Provisionin	Average Completed Interval	Projects - No Field Work	Parity	(result in days)	3 65	4 4
FL	200205	8	8 01	Provisionin	Percent Orders Completed within Standard Interval	Residential POTS	Parity	(result is percentage)	99 1	99 1
FL	200205	8	8 02	Provisionin	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	96 14	99 4
FL	200205	8	8 03	Provisionin	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	95 97	100
FL	200205	8	8 04	Provisionin	Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	96 77	100
FL	200205	8	8 05	Provisionin	Percent Orders Completed within Standard Interval	PBX	Parity	(result is percentage)	92	0
FL	200205	8	8 1	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - Designed	Parity	(result is percentage)	0	100
FL	200205	8	8 101	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	97 18	79 1
FL	200205	8	8 11	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	93 11	88 9
FL	200205	8	8 131	Provisionin	Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	98 8	0
FL	200205	8	8 133	Provisionin	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	(result is percentage)	93 11	0
FL	200205	8	8 15	Provisionin	Percent Orders Completed within Standard Interval	Interconnection Trunks	Parity	(result is percentage)	100	0
FL	200205	8	8.17	Provisionin	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	95 12	100
FL	200205	9	9 02	Provisionin	Coordinated Customer Conversion as a Percentage On-Time	Business	Benchmark	(result is percentage)	0	91 4
FL	200205	9	9 03	Provisionin	Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmark	(result is percentage)	0	100
FL	200205	10	10	Provisionin	LNP Network Provisioning	NA	Parity	(result is percentage)	0	15 3
FL	200205	11	11 01 01	Provisionin	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	4 15	4 1
FL	200205	11	11 01 02	Provisionin	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	0 19	0
FL	200205	11	11 02 01	Provisionin	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	6 85	2 9
FL	200205	11	11 02 02	Provisionin	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	1 09	0 8
FL	200205	11	11 03 01	Provisionin	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	(result is percentage)	15 82	0
FL	200205	11	11 03 02	Provisionin	Percent of Due Dates Missed	ISDN BRI - No Field Work	Parity	(result is percentage)	1 48	0
FL	200205	11	11 04 01	Provisionin	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	4 1	0
FL	200205	11	11.04 02	Provisionin	Percent of Due Dates Missed	Centrex - No Field Work	Parity	(result is percentage)	2 26	0
FL	200205	11	11 05 01	Provisionin	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	6 45	0
FL	200205	11	11.07.01	Provisionin	Percent of Due Dates Missed	DS1/ISDN PRI - Field Work	Parity	(result is percentage)	0	0
FL	200205	11	11 10 01	Provisionin	Percent of Due Dates Missed	UNE Loops - Designed - Field Work	Parity	(result is percentage)	0	4
FL	200205	11	11 101 01	Provisionin	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - Field Work	Parity	(result is percentage)	6 06	21 3
FL	200205	11	11.101.02	Provisionin	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - No Field Work	Parity	(result is percentage)	0 43	13 3
FL	200205	11	11 11 01	Provisionin	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	(result is percentage)	6 85	8 8
FL	200205	11	11 11 02	Provisionin	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	0	6 5
FL	200205	11	11 131 01	Provisionin	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	4 67	0
FL	200205	11	11 131 02	Provisionin	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	(result is percentage)	0 26	0
FL	200205	11	11 133 01	Provisionin	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	(result is percentage)	6 85	0
FL	200205	11	11 14 01	Provisionin	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	(result is percentage)	0	5 1
FL	200205	12	12 01	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	10 13	1 5
FL	200205	12	12 02	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	10 12	3 3

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200205	12	12 03	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	8	0
FL	200205	12	12 1	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	(result is percentage)	0	0
FL	200205	12	12 101	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL Provisioned	Parity	(result is percentage)	6 52	6 5
FL	200205	12	12 11	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	13 9	2 6
FL	200205	12	12 131	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	10 12	0
FL	200205	12	12 133	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	(result is percentage)	13 9	0
FL	200205	12	12 14	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE DEDICATED TRANSPORT	Parity	(result is percentage)	0	100
FL	200205	13	13 01 01	Provisionin	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	(result in days)	8 75	15
FL	200205	13	13 02 01	Provisionin	Delay order interval to completion date	Business POTS - 1 - 30 days held	Parity	(result in days)	10 56	1
FL	200205	13	13 101 01	Provisionin	Delay order interval to completion date	UNE Loops - xDSL Provisioned - 1 - 30 days held	Parity	(result in days)	6 27	7 3
FL	200205	13	13.11 01	Provisionin	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	(result in days)	10 9	27
FL	200205	13	13 14 01	Provisionin	Delay order interval to completion date	UNE Dedicated Transport - 1 - 30 days held	Parity	(result in days)	0	4
FL	200205	14	14 01	Provisionin	Held Order Interval	Residential POTS	Parity	(result in days)	9 35	6 7
FL	200205	14	14 02	Provisionin	Held Order Interval	Business POTS	Parity	(result in days)	18 8	4 1
FL	200205	14	14 03	Provisionin	Held Order Interval	ISDN BRI	Parity	(result in days)	30 78	3
FL	200205	14	14 07	Provisionin	Held Order Interval	DS1/ISDN PRI	Parity	(result in days)	57 91	21
FL	200205	14	14 1	Provisionin	Held Order Interval	UNE Loops - Designed	Parity	(result in days)	0	9 3
FL	200205	14	14 101	Provisionin	Held Order Interval	UNE Loops - xDSL Provisioned	Parity	(result in days)	13 13	6 3
FL	200205	14	14 11	Provisionin	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	12 78	5
FL	200205	14	14 14	Provisionin	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	20 7
FL	200205	15	15 01 01	Provisionin	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service	Parity	(result is percentage)	2 05	0 7
FL	200205	15	15 01.02	Provisionin	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	Parity	(result is percentage)	0 25	0
FL	200205	15	15 03 01	Provisionin	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	Parity	(result is percentage)	2 54	0 9
FL	200205	15	15 03 02	Provisionin	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	Parity	(result is percentage)	0 34	0
FL	200205	15	15 05.01	Provisionin	Percent Provisioning Trouble Reports	LNP - Out of service	Parity	(result is percentage)	0	0
FL	200205	15	15 05 02	Provisionin	Percent Provisioning Trouble Reports	LNP - Not out of service	Parity	(result is percentage)	0	0
FL	200205	17a	17a 01	Provisionin	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	2 84	4 6
FL	200205	17a	17a 02	Provisionin	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	3 81	5 7
FL	200205	17a	17a 03	Provisionin	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	1 1	0
FL	200205	17a	17a 04	Provisionin	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	0 39	0
FL	200205	17a	17a 05	Provisionin	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	0
FL	200205	17a	17a 07	Provisionin	Percentage of Troubles within 5 days for New Orders	DS1/ISDN PRI	Parity	(result is percentage)	1 68	0
FL	200205	17a	17a 09	Provisionin	Percentage of Troubles within 5 days for New Orders	VGPL/DS0	Parity	(result is percentage)	0 36	0
FL	200205	17a	17a 10	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed	Parity	(result is percentage)	14 29	0
FL	200205	17a	17a 101	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	4 43	8 6
FL	200205	17a	17a 11	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	6 47	15 6
FL	200205	17a	17a 131	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	2 94	0
FL	200205	17a	17a 133	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	6 47	0
FL	200205	17a	17a 16	Provisionin	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0	0
FL	200205	18	18 01	Provisionin	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	403 5
FL	200205	19	19 01	Maintenan	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	1 52	2 2
FL	200205	19	19 02	Maintenan	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1 08	0 6
FL	200205	19	19.03	Maintenan	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 16	0 1
FL	200205	19	19 04	Maintenan	Customer Trouble Report Rate	Centrex	Parity	(result is percentage)	0 11	0 4
FL	200205	19	19 05	Maintenan	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0 07	0
FL	200205	19	19 06	Maintenan	Customer Trouble Report Rate	DDS	Parity	(result is percentage)	0	0
FL	200205	19	19 07	Maintenan	Customer Trouble Report Rate	DS1/ISDN PRI	Parity	(result is percentage)	0 6	0 6
FL	200205	19	19 09	Maintenan	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	0 06	0
FL	200205	19	19.101	Maintenan	Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	3 69	0 4
FL	200205	19	19 11	Maintenan	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	0 69	1 6
FL	200205	19	19 12	Maintenan	Customer Trouble Report Rate	UNE Port - Designed	Parity	(result is percentage)	0	0
FL	200205	19	19.131	Maintenan	Customer Trouble Report Rate	UNE Platform	Parity	(result is percentage)	0	0
FL	200205	19	19 133	Maintenan	Customer Trouble Report Rate	UNE Sub-Loops - Voice	Parity	(result is percentage)	0	0
FL	200205	19	19 147	Maintenan	Customer Trouble Report Rate	EELS	Parity	(result is percentage)	1317 39	0

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FL	200205	18	19 16	Maintenan	Customer Trouble Report Rate	UNP	Parity	(result is percentage)	0 01	0
FL	200205	20	20 01 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	15.91	8 4
FL	200205	20	20 01 02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	10.56	1 3
FL	200205	20	20 02 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	12 78	10 1
FL	200205	20	20 02 02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	14 14	4 2
FL	200205	20	20 03 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)	43.84	100
FL	200205	20	20 04 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	21 21	66 7
FL	200205	20	20 07 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	DS1/ISDN PRI - Dispatch	Parity	(result is percentage)	39 48	60
FL	200205	20	20 101 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Parity	(result is percentage)	39 49	48 4
FL	200205	20	20 11 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	15 68	21.1
FL	200205	20	20.11 02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	(result is percentage)	4.96	0
FL	200205	20	20 131.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	(result is percentage)	15 45	0
FL	200205	20	20 133 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops - Voice - Dispatch	Parity	(result is percentage)	15 68	0
FL	200205	21	21 01 01	Maintenan	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	15 96	12 2
FL	200205	21	21 01 02	Maintenan	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	8 44	8 2
FL	200205	21	21 02 01	Maintenan	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	20 84	16 3
FL	200205	21	21 02 02	Maintenan	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	20 08	9 5
FL	200205	21	21 03 01	Maintenan	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	26 83	23 1
FL	200205	21	21.04.01	Maintenan	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	20 56	21 6
FL	200205	21	21 07 01	Maintenan	Average Time to Restore	DS1/ISDN PRI - Dispatch	Parity	(result in hours)	4 24	5 5
FL	200205	21	21.101 01	Maintenan	Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Parity	(result in hours)	25 57	22 6
FL	200205	21	21.11.01	Maintenan	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	(result in hours)	12 63	15 6
FL	200205	21	21.11 02	Maintenan	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	(result in hours)	7 86	7 2
FL	200205	21	21 131 01	Maintenan	Average Time to Restore	UNE Platform - Dispatch	Parity	(result in hours)	17.32	10 2
FL	200205	21	21 133 01	Maintenan	Average Time to Restore	UNE Sub-Loops - Voice - Dispatch	Parity	(result in hours)	12 63	17 8
FL	200205	22	22 01	Maintenan	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	92 81	97 6
FL	200205	22	22 02	Maintenan	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	69 55	92 4
FL	200205	22	22 11	Maintenan	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	94 68	91 4
FL	200205	22	22 133	Maintenan	POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Parity	(result is percentage)	94 68	100
FL	200205	23	23 01	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	14 23	15 5
FL	200205	23	23 02	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	18 75	21 2
FL	200205	23	23 03	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	(result is percentage)	19.23	100
FL	200205	23	23 04	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	11 41	16 7
FL	200205	23	23 07	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Parity	(result is percentage)	24 46	40
FL	200205	23	23 101	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	19 36	32 3
FL	200205	23	23 11	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	13 09	26 1
FL	200205	23	23 131	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	(result is percentage)	15 17	25
FL	200205	23	23 133	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Parity	(result is percentage)	13 09	100
FL	200205	24	24 99	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
FL	200205	25	25	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	0
FL	200205	27	27 01	Network	Network Outage Notification	Switching	Parity	Result in Hours	0	0 1
FL	200205	28	28 01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1 57	1 5
FL	200205	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1 57	1.4
FL	200205	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(result is percentage)	0	99 3
FL	200205	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200205	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
FL	200205	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200205	31	31.01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99 94	99 9
FL	200205	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	98 3
FL	200205	32	32.01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	98 08	99 2
FL	200205	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	69 5
FL	200205	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 24	99 7
FL	200205	33	33.02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	65 9
FL	200205	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	91 08	91 2

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	REG Comparison Results	CLEC Aggregate Results
FL	200205	34	34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99 38	97 7
FL	200205	34	34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	(result is percentage)	96 5	97 3
FL	200205	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	92 5
FL	200205	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	76 4
FL	200205	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	91 6
FL	200205	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	99 77	97 6
FL	200205	38	38 01 01	Database	Percent Database Accuracy	911 Database - Service Order updates	Parity	(result is percentage)	0	100
FL	200205	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200205	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200205	40	40 01 01	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200205	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200205	40	40 02 01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200205	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200205	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200205	41	41 04 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200205	41	41 04 03	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Virtual	Benchmark	(result is percentage)	0	100
FL	200205	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)	0	0
FL	200205	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200205	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200205	44	44.03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

Attachment "D"

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200204	1	01 01 01	Pre-Order	Average Response Time to Pre-Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	(result in seconds)	0	2 1
FL	200204	1	01 02 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	0 7
FL	200204	1	01 03 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	5
FL	200204	1	01.031 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	10 1
FL	200204	1	01 04 01	Pre-Order	Average Response Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	(result in seconds)	0	3 8
FL	200204	1	01 05 01	Pre-Order	Average Response Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	2 3
FL	200204	1	01 06 01	Pre-Order	Average Response Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	(result in seconds)	0	1 4
FL	200204	1	01 07 02	Pre-Order	Average Response Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	Benchmark	(result in hours)	0	132 4
FL	200204	1	01.08 02	Pre-Order	Average Response Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	Benchmark	(result is percentage)	0	100
FL	200204	2	02 01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200204	2	02 01.02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	0
FL	200204	2	02 01 03	Order	Average FOC/LSC Notice Interval	All Electronic - ISDN BRI	Benchmark	(result in hours)	0	0
FL	200204	2	02.01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Provisioned	Benchmark	(result in hours)	0	0
FL	200204	2	02 01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	0 2
FL	200204	2	02 01 131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	(result in hours)	0	0
FL	200204	2	02 01.15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in days)	0	16 9
FL	200204	2	02 01 16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	0 5
FL	200204	2	02 03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	6 5
FL	200204	2	02 03.02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	7
FL	200204	2	02.03.03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	(result in hours)	0	12 7
FL	200204	2	02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed	Benchmark	(result in hours)	0	4 3
FL	200204	2	02 03 101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Provisioned	Benchmark	(result in hours)	0	5 6
FL	200204	2	02 03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	4 6
FL	200204	2	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	12 6
FL	200204	2	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	Benchmark	(result in hours)	0	6 9
FL	200204	2	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	3 6
FL	200204	2	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	6 6
FL	200204	3	03 01 02 02	Order	Average Reject Notice Interval	All Electronic - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	11 1
FL	200204	3	03 03 01 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	6 1
FL	200204	3	03 03 01 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - UNE Loops and Ports	Benchmark	(result in hours)	0	4 9
FL	200204	3	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	6 5
FL	200204	3	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	6 2
FL	200204	5	5 01	Provisionin	Percentage of Orders Jeopardized	Residential POTS	Parity	(result is percentage)	1 42	0 5
FL	200204	5	5 02	Provisionin	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	3.58	0 4
FL	200204	5	5 03	Provisionin	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	2	0
FL	200204	5	5 04	Provisionin	Percentage of Orders Jeopardized	Centrex	Parity	(result is percentage)	1 11	0
FL	200204	5	5 05	Provisionin	Percentage of Orders Jeopardized	PBX	Parity	(result is percentage)	3 7	0
FL	200204	5	5 1	Provisionin	Percentage of Orders Jeopardized	UNE Loops - Designed	Parity	(result is percentage)	0	0
FL	200204	5	5 101	Provisionin	Percentage of Orders Jeopardized	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	11 11	0
FL	200204	5	5 11	Provisionin	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	5.85	1 4
FL	200204	5	5 131	Provisionin	Percentage of Orders Jeopardized	UNE Platform	Parity	(result is percentage)	1 64	0
FL	200204	5	5 133	Provisionin	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	5 85	0
FL	200204	6	06 01 01	Provisionin	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	4 3	1 8
FL	200204	6	06 01 02	Provisionin	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	(result in days)	0 49	0 6
FL	200204	6	06 02.01	Provisionin	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	3 58	21
FL	200204	6	06 02 02	Provisionin	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	(result in days)	0 36	0 8
FL	200204	6	06 10 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Designed - Installation	Parity	(result in days)	0	4 1
FL	200204	6	06 101.01	Provisionin	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Assignment	Parity	(result in days)	7 81	3
FL	200204	6	06 101 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Installation	Parity	(result in days)	0 39	2 9
FL	200204	6	06 11.01	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	(result in days)	3 45	1 4
FL	200204	6	06 11 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	(result in days)	0 36	2.1
FL	200204	6	06 131 01	Provisionin	Average Jeopardy Notice Interval	UNE Platform - Assignment	Parity	(result in days)	4 16	2 5
FL	200204	6	06 147 02	Provisionin	Average Jeopardy Notice Interval	EELS - Installation	Parity	(result in days)	0	1 9
FL	200204	7	07 01 01	Provisionin	Average Completed Interval	Residential POTS - Field Work	Parity	(result in days)	2 55	3 2

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark/ Parity	Result Type	ILEC Combined Results	CLEC Aggregate Results
FL	200204	7	07.01 02	Provisionin	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	1 74	2 1
FL	200204	7	07 02 01	Provisionin	Average Completed Interval	Business POTS - Field Work	Parity	(result in days)	3 06	2 5
FL	200204	7	07 02 02	Provisionin	Average Completed Interval	Business POTS - No Field Work	Parity	(result in days)	1 88	2 9
FL	200204	7	07 03 01	Provisionin	Average Completed Interval	ISDN BRI - Field Work	Parity	(result in days)	12 85	15 7
FL	200204	7	07 03 02	Provisionin	Average Completed Interval	ISDN BRI - No Field Work	Parity	(result in days)	11 84	1
FL	200204	7	07 04 01	Provisionin	Average Completed Interval	Centrex - Field Work	Parity	(result in days)	3 62	5
FL	200204	7	07 04.02	Provisionin	Average Completed Interval	Centrex - No Field Work	Parity	(result in days)	4 06	6
FL	200204	7	07 10 01	Provisionin	Average Completed Interval	UNE Loops - Designed - Field Work	Parity	(result in days)	0	6 1
FL	200204	7	07 10.02	Provisionin	Average Completed Interval	UNE Loops - Designed - No Field Work	Parity	(result in days)	0	2
FL	200204	7	07.101 01	Provisionin	Average Completed Interval	UNE Loops - xDSL Provisioned - Field Work	Parity	(result in days)	4 84	19 5
FL	200204	7	07 101 02	Provisionin	Average Completed Interval	UNE Loops - xDSL Provisioned - No Field Work	Parity	(result in days)	4 61	4 8
FL	200204	7	07 11 01	Provisionin	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	(result in days)	3 06	3 2
FL	200204	7	07 11.02	Provisionin	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)	0	4 3
FL	200204	7	07 131 01	Provisionin	Average Completed Interval	UNE Platform - Field Work	Parity	(result in days)	2 63	0
FL	200204	7	07 131 02	Provisionin	Average Completed Interval	UNE Platform - No Field Work	Parity	(result in days)	1.75	0
FL	200204	7	07 133 01	Provisionin	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	(result in days)	3.06	0
FL	200204	7	07 17 01	Provisionin	Average Completed Interval	Projects - Field Work	Parity	(result in days)	11 5	3
FL	200204	7	07 17 02	Provisionin	Average Completed Interval	Projects - No Field Work	Parity	(result in days)	19.13	4 7
FL	200204	8	8 01	Provisionin	Percent Orders Completed within Standard Interval	Residential POTS	Parity	(result is percentage)	98.89	98 7
FL	200204	8	8 02	Provisionin	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	95.35	95
FL	200204	8	8 03	Provisionin	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	94 87	100
FL	200204	8	8 04	Provisionin	Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	94.64	66 7
FL	200204	8	8 1	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - Designed	Parity	(result is percentage)	0	100
FL	200204	8	8 101	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	97 04	69
FL	200204	8	8 11	Provisionin	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	91 96	86 3
FL	200204	8	8 131	Provisionin	Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	98 55	0
FL	200204	8	8 133	Provisionin	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	(result is percentage)	91 96	0
FL	200204	8	8 15	Provisionin	Percent Orders Completed within Standard Interval	Interconnection Trunks	Parity	(result is percentage)	100	100
FL	200204	8	8 17	Provisionin	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	89 74	100
FL	200204	9	9 02	Provisionin	Coordinated Customer Conversion as a Percentage On-Time	Business	Benchmark	(result is percentage)	0	95 6
FL	200204	10	10	Provisionin	LNP Network Provisioning	NA	Parity	(result is percentage)	0	12.1
FL	200204	11	11 01 01	Provisionin	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	4 5	6 6
FL	200204	11	11 01 02	Provisionin	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	0 2	0 1
FL	200204	11	11 02 01	Provisionin	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	7.56	5 7
FL	200204	11	11.02 02	Provisionin	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	1 46	2 5
FL	200204	11	11.03 01	Provisionin	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	(result is percentage)	16 75	0
FL	200204	11	11.03 02	Provisionin	Percent of Due Dates Missed	ISDN BRI - No Field Work	Parity	(result is percentage)	1 61	33 3
FL	200204	11	11 04 01	Provisionin	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	8 58	33 3
FL	200204	11	11 04 02	Provisionin	Percent of Due Dates Missed	Centrex - No Field Work	Parity	(result is percentage)	1.87	0
FL	200204	11	11 05 01	Provisionin	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	12 5	0
FL	200204	11	11.07 01	Provisionin	Percent of Due Dates Missed	DS1/ISDN PRI - Field Work	Parity	(result is percentage)	12 5	0
FL	200204	11	11 10 01	Provisionin	Percent of Due Dates Missed	UNE Loops - Designed - Field Work	Parity	(result is percentage)	0	3 6
FL	200204	11	11 10 02	Provisionin	Percent of Due Dates Missed	UNE Loops - Designed - No Field Work	Parity	(result is percentage)	0	0
FL	200204	11	11 101 01	Provisionin	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - Field Work	Parity	(result is percentage)	6 33	32
FL	200204	11	11.101 02	Provisionin	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - No Field Work	Parity	(result is percentage)	0 47	14 3
FL	200204	11	11.11 01	Provisionin	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	(result is percentage)	7 56	8.8
FL	200204	11	11 11 02	Provisionin	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	0	8 7
FL	200204	11	11 131 01	Provisionin	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	5 06	0
FL	200204	11	11 131.02	Provisionin	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	(result is percentage)	0 3	0
FL	200204	11	11 133 01	Provisionin	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	(result is percentage)	7.56	0
FL	200204	11	11 14 01	Provisionin	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	(result is percentage)	0	11 1
FL	200204	12	12 01	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	11.16	6 9
FL	200204	12	12 02	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	8 28	0
FL	200204	12	12 03	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	1 89	0

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200204	12	12 04	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	CENTPEX	Parity	(result is percentage)	8 49	0
FL	200204	12	12 1	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	(result is percentage)	0	0
FL	200204	12	12 101	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	2 53	4
FL	200204	12	12 11	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	11 05	5 6
FL	200204	12	12 131	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	10 25	0
FL	200204	12	12 133	Provisionin	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	(result is percentage)	11 05	0
FL	200204	13	13 01 01	Provisionin	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	(result in days)	9 04	9 2
FL	200204	13	13 02 01	Provisionin	Delay order interval to completion date	Business POTS - 1 - 30 days held	Parity	(result in days)	9 07	0
FL	200204	13	13 101 01	Provisionin	Delay order interval to completion date	UNE Loops - xDSL Provisioned - 1 - 30 days held	Parity	(result in days)	6 5	8
FL	200204	13	13 101 02	Provisionin	Delay order interval to completion date	UNE Loops - xDSL Provisioned - 31 - 90 days held	Parity	(result in days)	0	35
FL	200204	13	13 11 01	Provisionin	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	(result in days)	8.89	16
FL	200204	13	13 131 01	Provisionin	Delay order interval to completion date	UNE Platform - 1 - 30 days held	Parity	(result in days)	9.05	0
FL	200204	13	13 133 01	Provisionin	Delay order interval to completion date	UNE Sub-Loops - Voice - 1 - 30 days held	Parity	(result in days)	8 89	0
FL	200204	14	14 01	Provisionin	Held Order Interval	Residential POTS	Parity	(result in days)	7 17	6 1
FL	200204	14	14 02	Provisionin	Held Order Interval	Business POTS	Parity	(result in days)	18 35	4 4
FL	200204	14	14 03	Provisionin	Held Order Interval	ISDN BRI	Parity	(result in days)	37 06	16
FL	200204	14	14 07	Provisionin	Held Order Interval	DS1/ISDN PRI	Parity	(result in days)	37 89	15 5
FL	200204	14	14.1	Provisionin	Held Order Interval	UNE Loops - Designed	Parity	(result in days)	0	22
FL	200204	14	14 101	Provisionin	Held Order Interval	UNE Loops - xDSL Provisioned	Parity	(result in days)	17 51	13 5
FL	200204	14	14 11	Provisionin	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	22 17	9 1
FL	200204	14	14 14	Provisionin	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	15
FL	200204	14	14 15	Provisionin	Held Order Interval	Interconnection Trunks	Parity	(result in days)	1	0 7
FL	200204	15	15 01 01	Provisionin	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2 29	0 3
FL	200204	15	15.01 02	Provisionin	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	0 29	0 1
FL	200204	15	15 03 01	Provisionin	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	2 68	6 4
FL	200204	15	15 03 02	Provisionin	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	0 72	0
FL	200204	15	15 05 01	Provisionin	Percent Provisioning Trouble Reports	LNP - Out of Service	Parity	(result is percentage)	0	0
FL	200204	15	15 05 02	Provisionin	Percent Provisioning Trouble Reports	LNP - Not Out of Service	Parity	(result is percentage)	0	0
FL	200204	17a	17a 01	Provisionin	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	3 04	5 6
FL	200204	17a	17a 02	Provisionin	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	4 06	4 9
FL	200204	17a	17a 03	Provisionin	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	0 47	0
FL	200204	17a	17a 04	Provisionin	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	0.59	0
FL	200204	17a	17a.05	Provisionin	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	0
FL	200204	17a	17a 07	Provisionin	Percentage of Troubles within 5 days for New Orders	DS1/ISDN PRI	Parity	(result is percentage)	2 15	3 7
FL	200204	17a	17a 09	Provisionin	Percentage of Troubles within 5 days for New Orders	VGPL/DS0	Parity	(result is percentage)	0	0
FL	200204	17a	17a.10	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed	Parity	(result is percentage)	0	0
FL	200204	17a	17a 101	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	4 75	1 8
FL	200204	17a	17a 11	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	6 68	15.6
FL	200204	17a	17a 131	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3 15	0
FL	200204	17a	17a 133	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	6 68	0
FL	200204	17a	17a 16	Provisionin	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0	0
FL	200204	18	18 01	Provisionin	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	342.2
FL	200204	19	19 01	Maintenan	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	1 56	2 8
FL	200204	19	19 02	Maintenan	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1 08	0 8
FL	200204	19	19 03	Maintenan	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 17	0 1
FL	200204	19	19 04	Maintenan	Customer Trouble Report Rate	Centrex	Parity	(result is percentage)	0 1	0.2
FL	200204	19	19 05	Maintenan	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0 03	0
FL	200204	19	19 06	Maintenan	Customer Trouble Report Rate	DDS	Parity	(result is percentage)	0	0
FL	200204	19	19 07	Maintenan	Customer Trouble Report Rate	DS1/ISDN PRI	Parity	(result is percentage)	1.58	1.5
FL	200204	19	19 09	Maintenan	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	0 2	0
FL	200204	19	19.101	Maintenan	Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	3 81	0 3
FL	200204	19	19 11	Maintenan	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	0 66	1.6
FL	200204	19	19 131	Maintenan	Customer Trouble Report Rate	UNE Platform	Parity	(result is percentage)	0	0
FL	200204	19	19 133	Maintenan	Customer Trouble Report Rate	UNE Sub-Loops - Voice	Parity	(result is percentage)	0	0

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200204	19	19 147	Maintenan	Customer Trouble Report Rate	EELS	Parity	(result is percentage)	24 38	2
FL	200204	19	19 16	Maintenan	Customer Trouble Report Rate	LNP	Parity	(result is percentage)	0	0
FL	200204	20	20 01 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	23 08	13 7
FL	200204	20	20 01 02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	10 62	4 5
FL	200204	20	20 02 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	15 81	18.1
FL	200204	20	20.02 02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	10 73	7 7
FL	200204	20	20 03 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)	55 26	100
FL	200204	20	20 04 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	28 57	0
FL	200204	20	20 07 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	DS1/ISDN PRI - Dispatch	Parity	(result is percentage)	50 27	50
FL	200204	20	20.101 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Parity	(result is percentage)	42 67	35
FL	200204	20	20 11 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	20 51	24 7
FL	200204	20	20 11 02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	(result is percentage)	7 54	40
FL	200204	20	20 131 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	(result is percentage)	21 57	0
FL	200204	20	20 133 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops - Voice - Dispatch	Parity	(result is percentage)	20 51	0
FL	200204	20	20 147.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Dispatch	Parity	(result is percentage)	54 32	0
FL	200204	21	21 01 01	Maintenan	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	17 16	12 9
FL	200204	21	21 01 02	Maintenan	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	8 64	6 5
FL	200204	21	21.02.01	Maintenan	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	22 62	15 2
FL	200204	21	21 02 02	Maintenan	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	15.53	13 4
FL	200204	21	21 03 01	Maintenan	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	21.66	69 7
FL	200204	21	21 04.01	Maintenan	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	19 04	8 4
FL	200204	21	21 07 01	Maintenan	Average Time to Restore	DS1/ISDN PRI - Dispatch	Parity	(result in hours)	4 16	10
FL	200204	21	21 101 01	Maintenan	Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Parity	(result in hours)	26 95	21 8
FL	200204	21	21 11.01	Maintenan	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	(result in hours)	13 6	17 5
FL	200204	21	21 11 02	Maintenan	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	(result in hours)	6 65	7.1
FL	200204	21	21 131 01	Maintenan	Average Time to Restore	UNE Platform - Dispatch	Parity	(result in hours)	18 44	16 9
FL	200204	21	21 133 01	Maintenan	Average Time to Restore	UNE Sub-Loops - Voice - Dispatch	Parity	(result in hours)	13 6	16 9
FL	200204	21	21 147 01	Maintenan	Average Time to Restore	EELS - Dispatch	Parity	(result in hours)	4 42	3 2
FL	200204	22	22 01	Maintenan	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	91 19	96 4
FL	200204	22	22 02	Maintenan	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	72 51	91 4
FL	200204	22	22.11	Maintenan	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93 54	86 7
FL	200204	22	22 133	Maintenan	POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Parity	(result is percentage)	93 54	100
FL	200204	23	23 01	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	15 47	16 9
FL	200204	23	23 02	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	20 83	23 5
FL	200204	23	23 03	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	(result is percentage)	18 07	100
FL	200204	23	23 04	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	11 19	0
FL	200204	23	23 07	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Parity	(result is percentage)	28 65	25
FL	200204	23	23 101	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	18 31	50
FL	200204	23	23 11	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	15 05	19 6
FL	200204	23	23 131	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	(result is percentage)	16 55	50
FL	200204	23	23 133	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Parity	(result is percentage)	15.05	50
FL	200204	23	23 147	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	EELS	Parity	(result is percentage)	26 34	0
FL	200204	24	24	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
FL	200204	25	25	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	0
FL	200204	27	27.01	Network	Network Outage Notification	Switching	Parity	Result in Hours	0	0 7
FL	200204	28	28.01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1 54	1 5
FL	200204	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1 54	1 5
FL	200204	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(result is percentage)	0	100
FL	200204	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200204	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	96 9
FL	200204	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200204	31	31 01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99 89	99 9
FL	200204	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	95 8
FL	200204	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	91 78	76 3

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200204	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	70 5
FL	200204	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 67	100
FL	200204	33	33 02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	67 6
FL	200204	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	90 57	90 8
FL	200204	34	34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99 32	97 8
FL	200204	34	34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	(result is percentage)	96 67	97 7
FL	200204	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	92 2
FL	200204	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	80 5
FL	200204	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	89 3
FL	200204	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	99 64	97
FL	200204	38	38 01 01	Database	Percent Database Accuracy	911 Database - Service Order updates	Parity	(result is percentage)	0	100
FL	200204	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200204	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200204	40	40 01 03	Collocation	Time to Respond to a Collocation Request	Space availability request - Virtual	Benchmark	(result is percentage)	0	100
FL	200204	40	40 02 03	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Virtual	Benchmark	(result is percentage)	0	100
FL	200204	41	41 04 01	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Caged	Benchmark	(result is percentage)	0	50
FL	200204	41	41 04 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	(result is percentage)	0	83 3
FL	200204	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)	0	0
FL	200204	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200204	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200204	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

Attachment "D"

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Unit of Type	REG Combined Results	CLEC Aggregate Results
FL	200203	01	01 01 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	(result in seconds)	0	2 5
FL	200203	01	01.02 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	0 6
FL	200203	01	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	6
FL	200203	01	01 031 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	10 2
FL	200203	01	01 04 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	(result in seconds)	0	3
FL	200203	01	01 05 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	2 2
FL	200203	01	01 06 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	(result in seconds)	0	2.1
FL	200203	01	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	Benchmark	(result in seconds)	0	2 2
FL	200203	01	01 08 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	Benchmark	(result in seconds)	0	14 4
FL	200203	02	02 01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200203	02	02.01.02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	0
FL	200203	02	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	0
FL	200203	02	02.01.11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	0
FL	200203	02	02 01 15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in hours)	0	13 1
FL	200203	02	02.01.16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	0 2
FL	200203	02	02 03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	3 2
FL	200203	02	02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	5
FL	200203	02	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	(result in hours)	0	6
FL	200203	02	02 03 05	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - PBX	Benchmark	(result in hours)	0	15 9
FL	200203	02	02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed Other	Benchmark	(result in hours)	0	31 3
FL	200203	02	02 03 101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	5 5
FL	200203	02	02 03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	2 9
FL	200203	02	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	8
FL	200203	02	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS - Loop	Benchmark	(result in hours)	0	5 9
FL	200203	02	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	2 1
FL	200203	02	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	7 1
FL	200203	03	03 01 02 01	Order	Average Reject Notice Interval	All Electronic - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	33 8
FL	200203	03	03 03 01 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	6 7
FL	200203	03	03 03.02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	3 4
FL	200203	03	03 03.02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	5.3
FL	200203	05	05 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Parity	(result is percentage)	1.4	0 5
FL	200203	05	05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	3 3	1
FL	200203	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	0 7	0
FL	200203	05	05 05	Provisioning	Percentage of Orders Jeopardized	PBX	Parity	(result is percentage)	0	0
FL	200203	05	05 10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Parity	(result is percentage)	0	0
FL	200203	05	05 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Capable	Parity	(result is percentage)	10 2	0
FL	200203	05	05 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	5 2	0
FL	200203	05	05 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Parity	(result is percentage)	1 6	0
FL	200203	05	05.133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	5 2	0
FL	200203	06	06 01 01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	4 1	2
FL	200203	06	06 01.02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	(result in days)	0 4	1
FL	200203	06	06 02.01	Provisioning	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	2 6	2.1
FL	200203	06	06 02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	(result in days)	0 3	3 6
FL	200203	06	06 03 02	Provisioning	Average Jeopardy Notice Interval	ISDN BRI - Installation	Parity	(result in days)	0.1	15.9

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	BLEC Composite Results	CLEC Aggregate Results
FL	200203	06	06 10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Installation	Parity	(result in days)	0	3 6
FL	200203	06	06.101 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Assignment	Parity	(result in days)	7 1	0 6
FL	200203	06	06 101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Installation	Parity	(result in days)	0 3	4
FL	200203	06	06 11 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	(result in days)	2 6	2 2
FL	200203	06	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	(result in days)	0 3	1 9
FL	200203	06	06 147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Installation	Parity	(result in days)	0	2 3
FL	200203	07	07 01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Parity	(result in days)	2 5	2.9
FL	200203	07	07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	1 7	2
FL	200203	07	07 02 01	Provisioning	Average Completed Interval	Business POTS - Field Work	Parity	(result in days)	3	2 5
FL	200203	07	07 02 02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Parity	(result in days)	1 8	5 8
FL	200203	07	07 03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Parity	(result in days)	12 4	13 5
FL	200203	07	07 05 01	Provisioning	Average Completed Interval	PBX - Field Work	Parity	(result in days)	3 3	0
FL	200203	07	07 10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other - Field Work	Parity	(result in days)	0	8 7
FL	200203	07	07.101 01	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - Field Work	Parity	(result in days)	4 6	7 8
FL	200203	07	07.101 02	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - No Field Work	Parity	(result in days)	4 9	8 5
FL	200203	07	07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	(result in days)	3	5
FL	200203	07	07.11 02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)	0	4 3
FL	200203	07	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Parity	(result in days)	2 6	2
FL	200203	07	07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	Parity	(result in days)	1 7	0
FL	200203	07	07 133 01	Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	(result in days)	3	0
FL	200203	07	07 17 01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	(result in days)	17	0
FL	200203	07	07.17 02	Provisioning	Average Completed Interval	Projects - No Field Work	Parity	(result in days)	4 1	3 7
FL	200203	08	08 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	(result is percentage)	98 5	98 6
FL	200203	08	08 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	94 3	96.6
FL	200203	08	08 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	94 8	100
FL	200203	08	08 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	(result is percentage)	94 4	0
FL	200203	08	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed Other	Parity	(result is percentage)	0	94 7
FL	200203	08	08 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Parity	(result is percentage)	96 9	62 1
FL	200203	08	08.11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	90 3	87 8
FL	200203	08	08 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	98 1	100
FL	200203	08	08 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	(result is percentage)	90 3	0
FL	200203	08	08 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	96.3	100
FL	200203	09	09 02	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Business	Benchmark	(result is percentage)	0	96 9
FL	200203	09	09.03	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmark	(result is percentage)	0	100
FL	200203	10	10	Provisioning	LNP Network Provisioning	NA	Parity	(result is percentage)	0	31
FL	200203	11	11 01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	5 1	7 3
FL	200203	11	11 01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	0 3	0 1
FL	200203	11	11 02 01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	9 4	7 4
FL	200203	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	1 9	0
FL	200203	11	11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	(result is percentage)	11 9	0
FL	200203	11	11.04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	5 6	0
FL	200203	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	4	0
FL	200203	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Parity	(result is percentage)	16 7	0
FL	200203	11	11 10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)	0	3

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	BEC Comparison Results	CLEC Aggregate Results
FL	200203	11	11 101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Parity	(result is percentage)	0.6	25
FL	200203	11	11 11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	(result is percentage)	9 4	8
FL	200203	11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	0	13
FL	200203	11	11.131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	5 8	0
FL	200203	11	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	(result is percentage)	0 4	0
FL	200203	11	11.133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	(result is percentage)	9 4	0
FL	200203	11	11 14 01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	(result is percentage)	0	12 5
FL	200203	12	12.01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	10 3	9 8
FL	200203	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	9 6	0
FL	200203	12	12.03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	2 7	0
FL	200203	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	(result is percentage)	5 2	0
FL	200203	12	12 05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Parity	(result is percentage)	10	0
FL	200203	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	(result is percentage)	0	0
FL	200203	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	6 3	5 3
FL	200203	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	12 5	5 7
FL	200203	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	10 1	0
FL	200203	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	(result is percentage)	12 5	0
FL	200203	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	(result in days)	8 2	11 8
FL	200203	13	13 01 02	Provisioning	Delay order interval to completion date	Residential POTS - 31 - 90 days held	Parity	(result in days)	44 8	43 5
FL	200203	13	13 10 01	Provisioning	Delay order interval to completion date	UNE Loops - Designed Other - 1 - 30 days held	Parity	(result in days)	0	0
FL	200203	13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 1 - 30 days held	Parity	(result in days)	7 9	7 5
FL	200203	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	(result in days)	9 4	8 3
FL	200203	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	(result in days)	13 4	4 3
FL	200203	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	(result in days)	34 1	6 1
FL	200203	14	14 03	Provisioning	Held Order Interval	ISDN BRI	Parity	(result in days)	96 2	5 8
FL	200203	14	14 05	Provisioning	Held Order Interval	PBX	Parity	(result in days)	57 8	0
FL	200203	14	14 07	Provisioning	Held Order Interval	DS-1/ISDN PRI	Parity	(result in days)	40 3	19
FL	200203	14	14 10	Provisioning	Held Order Interval	UNE Loops - Designed Other	Parity	(result in days)	0	6 7
FL	200203	14	14.101	Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Parity	(result in days)	26	10.9
FL	200203	14	14.11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	21	8
FL	200203	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	11.5
FL	200203	15	15.01.01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2 6	0 4
FL	200203	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	0 3	0
FL	200203	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	3 8	1.1
FL	200203	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	0 3	1 1
FL	200203	15	15 05 01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of Service	Parity	(result is percentage)	0	0
FL	200203	15	15.05.02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not Out of Service	Parity	(result is percentage)	0	0
FL	200203	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	3 2	6 7
FL	200203	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	4 5	5 2
FL	200203	17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	2.3	0
FL	200203	17a	17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	0 4	0
FL	200203	17a	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	0
FL	200203	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	60	0
FL	200203	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Capable	Parity	(result is percentage)	4	8 2

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	KPI Computation Result	CLEC Aggregate Result
FL	200203	17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	9 6	2 2
FL	200203	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3 4	100
FL	200203	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	6 6	0
FL	200203	17a	17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	EELS - Loop	Parity	(result is percentage)	0	0
FL	200203	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0 1	0
FL	200203	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	329 4
FL	200203	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	1 5	3
FL	200203	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1.1	0 5
FL	200203	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 2	0 1
FL	200203	19	19 04	Maintenance	Customer Trouble Report Rate	Centrex	Parity	(result is percentage)	0 1	0 3
FL	200203	19	19.05	Maintenance	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0	0.1
FL	200203	19	19 06	Maintenance	Customer Trouble Report Rate	DDS	Parity	(result is percentage)	0 3	0
FL	200203	19	19.07	Maintenance	Customer Trouble Report Rate	DS-1/ISDN PRI	Parity	(result is percentage)	1 8	1 1
FL	200203	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	0 2	0
FL	200203	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Capable	Parity	(result is percentage)	3 5	0 2
FL	200203	19	19 11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	0 7	0 9
FL	200203	19	19.131	Maintenance	Customer Trouble Report Rate	UNE Platform	Parity	(result is percentage)	0	0
FL	200203	19	19 133	Maintenance	Customer Trouble Report Rate	UNE Sub-Loops - Voice	Parity	(result is percentage)	0	0
FL	200203	19	19 147	Maintenance	Customer Trouble Report Rate	EELS - Loop	Parity	(result is percentage)	3450	6 8
FL	200203	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	Parity	(result is percentage)	0	0
FL	200203	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	24 4	11 9
FL	200203	20	20.01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	7 3	8 1
FL	200203	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	19 2	24 7
FL	200203	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	14 8	0
FL	200203	20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)	52 2	0
FL	200203	20	20.04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	26 6	75
FL	200203	20	20 04 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - No Dispatch	Parity	(result is percentage)	45 5	0
FL	200203	20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Parity	(result is percentage)	50	100
FL	200203	20	20 07.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS-1/ISDN PRI - Dispatch	Parity	(result is percentage)	46.1	33 3
FL	200203	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable - Dispatch	Parity	(result is percentage)	41 5	33 3
FL	200203	20	20.11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	23 6	36 2
FL	200203	20	20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	(result is percentage)	10 3	0
FL	200203	20	20 131.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	(result is percentage)	23 4	0
FL	200203	20	20.131 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	Parity	(result is percentage)	7 7	0
FL	200203	20	20 133 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops - Voice - Dispatch	Parity	(result is percentage)	23 6	0
FL	200203	20	20.147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Loop - Dispatch	Parity	(result is percentage)	48 5	33 3
FL	200203	21	21.01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	17 7	13 4
FL	200203	21	21 01.02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	9 4	9 8
FL	200203	21	21 02.01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	22 4	16 6
FL	200203	21	21 02.02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	23 8	7 6
FL	200203	21	21 03.01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	30 3	2 3
FL	200203	21	21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	23 4	33
FL	200203	21	21 04 02	Maintenance	Average Time to Restore	Centrex - No Dispatch	Parity	(result in hours)	24 1	4 2
FL	200203	21	21 05.01	Maintenance	Average Time to Restore	PBX - Dispatch	Parity	(result in hours)	29 5	26 8

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	RLEC Comparison Results	CLEC Aggregate Results
FL	200203	21	21 07 01	Maintenance	Average Time to Restore	DS-1/ISDN PRI - Dispatch	Parity	(result in hours)	4 2	3 6
FL	200203	21	21 101 01	Maintenance	Average Time to Restore	UNE Loops - xDSL Capable - Dispatch	Parity	(result in hours)	26 1	32
FL	200203	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	(result in hours)	14.7	22 8
FL	200203	21	21 11.02	Maintenance	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	(result in hours)	11.1	8
FL	200203	21	21 131 01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Parity	(result in hours)	19	1 6
FL	200203	21	21.131 02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	Parity	(result in hours)	9 7	2 5
FL	200203	21	21.133 01	Maintenance	Average Time to Restore	UNE Sub-Loops - Voice - Dispatch	Parity	(result in hours)	14 7	1 7
FL	200203	21	21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Parity	(result in hours)	4 6	3 9
FL	200203	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	91 4	96 6
FL	200203	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	70 3	87 5
FL	200203	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93 5	81 6
FL	200203	22	22 133	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Parity	(result is percentage)	93 5	100
FL	200203	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	15 8	13.8
FL	200203	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	21 1	21 8
FL	200203	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	(result is percentage)	11 7	0
FL	200203	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	14 3	20
FL	200203	23	23.05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	0	0
FL	200203	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Parity	(result is percentage)	22 6	0
FL	200203	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	22 3	6 7
FL	200203	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	14 7	20 3
FL	200203	23	23 131	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	(result is percentage)	16 9	33 3
FL	200203	23	23.133	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Parity	(result is percentage)	14 7	0
FL	200203	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	21 4	33 3
FL	200203	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
FL	200203	25	25.00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	0
FL	200203	28	28 01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1 4	1 4
FL	200203	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1 4	1 3
FL	200203	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(Result is Percentage)	0	99 7
FL	200203	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200203	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
FL	200203	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200203	31	31 01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99 9	99 9
FL	200203	31	31.04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	96.2
FL	200203	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	96.2	99 1
FL	200203	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	77
FL	200203	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 5	99 1
FL	200203	33	33 02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	80 3
FL	200203	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	89.1	90 8
FL	200203	34	34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99 3	97 9
FL	200203	34	34 01.03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	(result is percentage)	96 6	97 7
FL	200203	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	91 3
FL	200203	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	75 5
FL	200203	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	88 6
FL	200203	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	99 8	98 3

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200203	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200203	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200203	40	40 01 01	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200203	40	40 01.02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200203	40	40 02 01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200203	40	40.02.02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200203	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)	0	0
FL	200203	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
]	200203	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200203	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

Attachment "D"

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	ILEC Combined Results	ILEC Aggregate Results
FL	200202	01	01 01 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	(result in seconds)	8	2 2
FL	200202	01	01 02 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	0 7
FL	200202	01	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	18 2
FL	200202	01	01 031.01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	12.7
FL	200202	01	01 04 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	(result in seconds)	0	4 1
FL	200202	01	01 05 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	2 3
FL	200202	01	01 06 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	(result in seconds)	0	2 6
FL	200202	01	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	Benchmark	(result in seconds)	0	74 9
FL	200202	01	01 08 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	Benchmark	(result in seconds)	0	15 6
FL	200202	02	02 01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 10	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Designed Other	Benchmark	(result in hours)	0	0
FL	200202	02	02 01.101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	0 1
FL	200202	02	02 01.131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 141	Order	Average FOC/LSC Notice Interval	All Electronic - Line Sharing	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in hours)	0	28 8
FL	200202	02	02 01 16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	0 6
FL	200202	02	02 03.01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	5 8
FL	200202	02	02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	6 4
FL	200202	02	02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed Other	Benchmark	(result in hours)	0	2 2
FL	200202	02	02 03 101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	33
FL	200202	02	02.03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	2 3
FL	200202	02	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	4 7
FL	200202	02	02 03 141	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Line Sharing	Benchmark	(result in hours)	0	5
FL	200202	02	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS - Loop	Benchmark	(result in hours)	0	1 4
FL	200202	02	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	2 2
FL	200202	02	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	3 6
FL	200202	03	03 03 01.01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	139 5
FL	200202	03	03.03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	6 6
FL	200202	03	03.03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	2 5
FL	200202	05	05 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Parity	(result is percentage)	1 5	0 6
FL	200202	05	05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	3 6	1 1
FL	200202	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	1 4	0
FL	200202	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	1 4	0
FL	200202	05	05 04	Provisioning	Percentage of Orders Jeopardized	Centrex	Parity	(result is percentage)	0 5	0
FL	200202	05	05.05	Provisioning	Percentage of Orders Jeopardized	PBX	Parity	(result is percentage)	8 6	0
FL	200202	05	05 10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Parity	(result is percentage)	0	3 7
FL	200202	05	05 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Capable	Parity	(result is percentage)	11	4 7
FL	200202	05	05 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	5 9	0
FL	200202	05	05 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Parity	(result is percentage)	1 7	0
FL	200202	05	05 133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	5.9	0
FL	200202	06	06 01 01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	5	2.1
FL	200202	06	06 01 02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	(result in days)	0.3	0 5
FL	200202	06	06 02 01	Provisioning	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	7.4	2 3
FL	200202	06	06 02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	(result in days)	0.3	0 3
FL	200202	06	06 03 02	Provisioning	Average Jeopardy Notice Interval	ISDN BRI - Installation	Parity	(result in days)	0 3	0
FL	200202	06	06.10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Installation	Parity	(result in days)	0	9 5
FL	200202	06	06 101 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Assignment	Parity	(result in days)	9	13 7
FL	200202	06	06 101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Installation	Parity	(result in days)	0 7	6 2
FL	200202	06	06 11 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	(result in days)	7 9	4

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	ILEC Aggregate Results	CLEC Aggregate Results
FL	200202	06	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	(result in days)	0 2	2.8
FL	200202	06	06 147 01	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Assignment	Parity	(result in days)	0	7 4
FL	200202	06	06 147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Installation	Parity	(result in days)	0	5 6
FL	200202	07	07.01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Parity	(result in days)	2 2	2 6
FL	200202	07	07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	1 5	2 2
FL	200202	07	07.02 01	Provisioning	Average Completed Interval	Business POTS - Field Work	Parity	(result in days)	3 6	5 9
FL	200202	07	07.02.02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Parity	(result in days)	2	2 1
FL	200202	07	07.03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Parity	(result in days)	16.8	0
FL	200202	07	07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work	Parity	(result in days)	5	2
FL	200202	07	07.04.02	Provisioning	Average Completed Interval	Centrex - No Field Work	Parity	(result in days)	3 6	1
FL	200202	07	07 05 01	Provisioning	Average Completed Interval	PBX - Field Work	Parity	(result in days)	9 4	6
FL	200202	07	07 05 02	Provisioning	Average Completed Interval	PBX - No Field Work	Parity	(result in days)	2 3	4
FL	200202	07	07.10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other - Field Work	Parity	(result in days)	0	10 9
FL	200202	07	07 101 01	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - Field Work	Parity	(result in days)	4 8	14 9
FL	200202	07	07 101 02	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - No Field Work	Parity	(result in days)	5	2.8
FL	200202	07	07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	(result in days)	3 6	3 8
FL	200202	07	07 11 02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)	0	4
FL	200202	07	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Parity	(result in days)	2 4	0
FL	200202	07	07 133 01	Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	(result in days)	3 6	0
FL	200202	07	07 17 01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	(result in days)	7 3	9
FL	200202	08	08 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	(result is percentage)	98 5	98 4
FL	200202	08	08 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	94 8	94 3
FL	200202	08	08 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	78 1	0
FL	200202	08	08.04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	98 5	100
FL	200202	08	08 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	(result is percentage)	100	100
FL	200202	08	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed Other	Parity	(result is percentage)	0	95
FL	200202	08	08 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Parity	(result is percentage)	96 7	75
FL	200202	08	08 11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	91 1	90 6
FL	200202	08	08.131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	98 2	0
FL	200202	08	08 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	(result is percentage)	91 1	0
FL	200202	08	08 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	95	100
FL	200202	09	09.02	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Business	Benchmark	(result is percentage)	0	100
FL	200202	09	09.03	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmark	(result is percentage)	0	100
FL	200202	10	10	Provisioning	LNP Network Provisioning	NA	Parity	(result is percentage)	0	10
FL	200202	11	11 01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	5 9	7 5
FL	200202	11	11.01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	0.3	0.2
FL	200202	11	11.02.01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	8 5	8 4
FL	200202	11	11.02.02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	1 8	2 2
FL	200202	11	11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	(result is percentage)	17	25
FL	200202	11	11.04.01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	3	0
FL	200202	11	11 04.02	Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	Parity	(result is percentage)	0 9	0
FL	200202	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	3 2	0
FL	200202	11	11 05 02	Provisioning	Percent of Due Dates Missed	PBX - No Field Work	Parity	(result is percentage)	0	0
FL	200202	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Parity	(result is percentage)	2 2	0
FL	200202	11	11 10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)	0	5
FL	200202	11	11 101 01	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - Field Work	Parity	(result is percentage)	7 4	26
FL	200202	11	11.101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Parity	(result is percentage)	1	0
FL	200202	11	11 11.01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	(result is percentage)	8.5	4 9
FL	200202	11	11 11.02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	0	6 1
FL	200202	11	11 131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	6 3	0
FL	200202	11	11.131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	(result is percentage)	0 4	0

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Parity	Result Type	ILEC Performance Results	CLEC Performance Results
FL	200202	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	(result is percentage)	8.3	0
FL	200202	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	11 4	4 7
FL	200202	12	12.02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	9 2	3 7
FL	200202	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	1 4	0
FL	200202	12	12 05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Parity	(result is percentage)	0	0
FL	200202	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	(result is percentage)	0	7 1
FL	200202	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	4 9	14.3
FL	200202	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	11.9	3 2
FL	200202	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	10 7	0
FL	200202	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	(result in days)	8 4	7 5
FL	200202	13	13 02 01	Provisioning	Delay order interval to completion date	Business POTS - 1 - 30 days held	Parity	(result in days)	10 6	9
FL	200202	13	13 10 02	Provisioning	Delay order interval to completion date	UNE Loops - Designed Other - 31 - 90 days held	Parity	(result in days)	0	40
FL	200202	13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 1 - 30 days held	Parity	(result in days)	8	6 3
FL	200202	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	(result in days)	10.9	5
FL	200202	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	(result in days)	11 2	13.7
FL	200202	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	(result in days)	37 8	5 5
FL	200202	14	14 03	Provisioning	Held Order Interval	ISDN BRI	Parity	(result in days)	95.2	4
FL	200202	14	14 07	Provisioning	Held Order Interval	DS-1/ISDN PRI	Parity	(result in days)	14.6	15
FL	200202	14	14 101	Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Parity	(result in days)	40 7	6
FL	200202	14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	21 2	7 7
FL	200202	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	2 6
FL	200202	15	15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2 5	0 5
FL	200202	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	0 4	0.1
FL	200202	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	3 4	2 8
FL	200202	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	0 6	0
FL	200202	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	3 4	5 3
FL	200202	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	5 2	6 1
FL	200202	17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	0 9	0
FL	200202	17a	17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	1 2	0
FL	200202	17a	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	0
FL	200202	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	450	0
FL	200202	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Capable	Parity	(result is percentage)	4 1	7 5
FL	200202	17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	8	8 3
FL	200202	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3 5	0
FL	200202	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	8	0
FL	200202	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0	0
FL	200202	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	345 3
FL	200202	19	19.01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	1 6	2 8
FL	200202	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1 1	0 6
FL	200202	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 1	0
FL	200202	19	19.04	Maintenance	Customer Trouble Report Rate	Centrex	Parity	(result is percentage)	0 1	0 2
FL	200202	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0 1	0
FL	200202	19	19 06	Maintenance	Customer Trouble Report Rate	DDS	Parity	(result is percentage)	0.6	0
FL	200202	19	19 07	Maintenance	Customer Trouble Report Rate	DS-1/ISDN PRI	Parity	(result is percentage)	1.5	1 7
FL	200202	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	0 2	0 3
FL	200202	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Capable	Parity	(result is percentage)	3 8	0 2
FL	200202	19	19 11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	0 7	0 7
FL	200202	19	19 147	Maintenance	Customer Trouble Report Rate	EELS - Loop	Parity	(result is percentage)	4033.3	2.2
FL	200202	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	Parity	(result is percentage)	0	0
FL	200202	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	23 7	15 3
FL	200202	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	4 6	0

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark / Parity	Result Type	BLEC Combined Results	CLEC Aggregate Results
FL	200202	20	20.02.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	17 2	19.3
FL	200202	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	13 2	7
FL	200202	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	25 7	0
FL	200202	20	20 04 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - No Dispatch	Parity	(result is percentage)	26 3	0
FL	200202	20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS-1/ISDN PRI - Dispatch	Parity	(result is percentage)	49 1	25
FL	200202	20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	(result is percentage)	56 9	0
FL	200202	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable - Dispatch	Parity	(result is percentage)	45 5	46 7
FL	200202	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	21 9	33 3
FL	200202	20	20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	(result is percentage)	4 5	0
FL	200202	20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Loop - Dispatch	Parity	(result is percentage)	51 2	100
FL	200202	21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	18	14 2
FL	200202	21	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	7 1	6 4
FL	200202	21	21.02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	24 6	16 3
FL	200202	21	21 02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	25.2	10 7
FL	200202	21	21.04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	32 6	21 4
FL	200202	21	21 04 02	Maintenance	Average Time to Restore	Centrex - No Dispatch	Parity	(result in hours)	60	7.4
FL	200202	21	21 07 01	Maintenance	Average Time to Restore	DS-1/ISDN PRI - Dispatch	Parity	(result in hours)	5	3 6
FL	200202	21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	(result in hours)	5 3	1 5
FL	200202	21	21.101 01	Maintenance	Average Time to Restore	UNE Loops - xDSL Capable - Dispatch	Parity	(result in hours)	24 8	29.9
FL	200202	21	21.11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	(result in hours)	14 6	17 6
FL	200202	21	21 11 02	Maintenance	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	(result in hours)	6 1	3 3
FL	200202	21	21.147.01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Parity	(result in hours)	5	8 6
FL	200202	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	90	95 5
FL	200202	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	69 9	92 6
FL	200202	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93 5	86 8
FL	200202	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	16 5	17 7
FL	200202	23	23.02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	21.7	17 6
FL	200202	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	10 9	25
FL	200202	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Parity	(result is percentage)	23 2	25
FL	200202	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Parity	(result is percentage)	21 5	0
FL	200202	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	19 2	46 7
FL	200202	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	16 6	19 1
FL	200202	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	22 7	100
FL	200202	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
FL	200202	25	25.00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	0
FL	200202	28	28.01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1 6	1 5
FL	200202	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1 6	1 4
FL	200202	28	28.03	Billing	Usage Timeliness	Switched Access	Benchmark	(Result is Percentage)	0	97 6
FL	200202	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200202	30	30.02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
FL	200202	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200202	31	31 01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99 9	99 9
FL	200202	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	99 5
FL	200202	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	89.9	78 9
FL	200202	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	68 2
FL	200202	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 5	98 4
FL	200202	33	33 02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	70 5
FL	200202	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	89	92 3
FL	200202	34	34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99 3	98 1
FL	200202	34	34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	(result is percentage)	96 3	98
FL	200202	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	90 7

State	Month, Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark or Parity	Result Type	BLEC Comparative Results	CLEC Aggregate Results
FL	200202	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	93	81 9
FL	200202	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	88
FL	200202	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	99	96 2
FL	200202	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200202	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200202	40	40 01 01	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200202	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	40	40 02 01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200202	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	41	41 04 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)	0	0
FL	200202	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200202	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200202	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0