

ORIGINAL

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April 18, 2005

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COMMISSION
CLERK

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

Re: Docket No. 000121A-TP

In Re: Investigation into the establishment of operations support
systems permanent incumbent local exchange Telecommunications
companies

Dear Ms. Bayó:

Attached for filing is a settlement agreement and redlined SQM and SEEM plans (Agreed Plan). As indicated in the settlement agreement, the parties respectfully request for the Commission to approve the Agreed Plan as the new performance measurement plan for BellSouth in Florida. A copy of the same is being provided to all parties of record.

Sincerely,

Robert A. Culpepper
Robert A. Culpepper

CMP _____

COM _____

CTR _____

ECR _____ Enclosures

GCL _____

OPC _____

MMS _____

RCA _____

SCR _____

SEC 1 _____

OTH _____

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

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DOCUMENT NUMBER-DATE

03753 APR 18 05

FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via
Electronic Mail and U.S. Mail this 18th day of April, 2005 to the following:

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Robert A. Culpepper

**(+) Signed Protective
Agreement**

#502166

ORIGINAL

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into the Establishment)
Of Operations Support Systems Permanent)
Performance Measures for Incumbent)
Local Exchange Telecommunications.)
Companies (BellSouth Track).)

Docket No.: 000121A-TP

Filed: April 18, 2005

SETTLEMENT AGREEMENT

WHEREAS, in May 2004, BellSouth Telecommunications ("BellSouth"), filed a motion for the establishment of a new performance measurement plan in Florida;

WHEREAS, in July 2004, the Florida Public Service Commission ("Commission") commenced a periodic review of BellSouth's performance measurement plan, and in connection therewith BellSouth filed comments, a redlined version of its proposed Service Quality Measurement Plan ("SQM"); and a matrix explaining its proposed SQM revisions;

WHEREAS, in August 2004, BellSouth filed comments, a redlined version of its proposed Self-Effectuating Enforcement Mechanism Plan ("SEEM"), and a matrix explaining its proposed SEEM revisions;

WHEREAS, the competitive local exchange carrier ("CLEC") Coalition filed SQM comments in July 2004, and SEEM comments in August 2004;

WHEREAS, in September 2004, the Commission Staff commenced holding properly noticed workshops and conference calls, open to all interested parties, to consider proposed SQM and SEEM revisions;

WHEREAS, the Commission Staff, based on input from the parties, has made numerous recommendations regarding revisions to the SQM and SEEM plans, including issuing two SEEM Strawman Proposals;

DOCUMENT NUMBER DATE

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FPSC-COMMISSION CLERK

WHEREAS, BellSouth, the CLEC Coalition, and other interested parties (collectively, "Parties") have considered Staff's various recommendations, and

NOW THEREFORE, for good and valuable consideration, including the mutual promises made herein, the Parties agree as follows:

1. Parties agree to the redlined versions of the SQM and SEEM plans provided to the CLEC Coalition and other interested parties on April 14, 2005, a copy of which is attached. ("Agreed Plan").

2. Parties agree not to oppose any Staff and/or Commission action necessary to approve the Agreed Plan.

3. Parties agree that the Agreed Plan will be subject to an annual periodic review as more fully set forth in the Agreed Plan; however at the end of the first six months following implementation of the Agreed Plan in Florida, the Parties agree to participate in an informal review of the Agreed Plan.

4. This agreement is conditioned on Commission approval of the Agreed Plan, without a hearing. If any objection to Commission approval of the Agreed Plan results in undue delay and/or a hearing, the Parties reserve all rights they may have, including the right to propose further revisions to the SQM and SEEM plans.

5. Parties agree to jointly propose the approval of the Agreed Plan in the other states where BellSouth provides local service.

Docket No. 000121A-TP
Settlement Agreement
Filed: April 18, 2005

AGREED AND ACCEPTED:

BELLSOUTH TELECOMMUNICATIONS, INC.

BY: William N. Stacy 4-18-05
William N. Stacy
Network Vice President – Interconnection Operations

CLECs – CLEC signatures begin on the next page.

Docket No. 000121A-TP
Settlement Agreement
Filed: April 18, 2005

AGREED AND ACCEPTED:

ADD CLEC SIGNATURE BLOCKS

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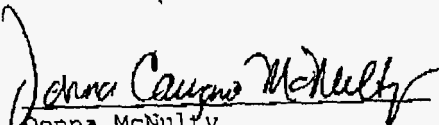
Settlement Agreement
Filed: April 18, 2005

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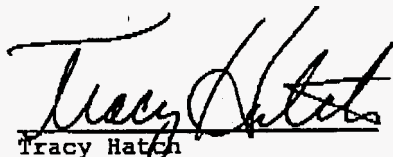
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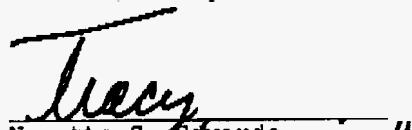
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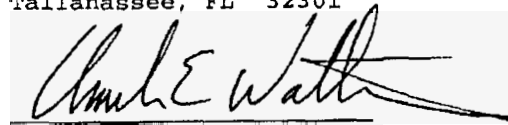
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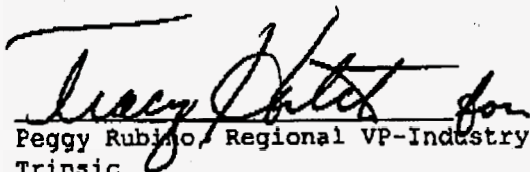
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BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

**Measurement Descriptions
Version ~~3.00~~ 4.00**

Issue Date: ~~July 1, 2003~~ June 1, 2005

Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers ~~both wholesale and retail~~. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)¹ ~~and their Retail Customers~~. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. ~~The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892 U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101-04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. This version of the SQM reflects the Florida Public Service Commission Order Nos. PSC-02-1736-PAA-TP, issued December 10, 2002, PSC-03-0529-PAA-TP, issued April 22, 2003 and PSC-03-0603-CO-TP, May 15, 2003. This specific SQM is based on Order No. (to be determined) in FPSC Docket No. 000121A-TP dated (to be determined).~~

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets for them develop and the processes stabilize. The measurements ~~are also~~ will be changed to reflect the dynamic changes in systems, described above and to correct errors, and respond to both 3rd Party audits, requirements and the Florida PSC Orders of the FPSC, FCC and the appropriate Courts of Law.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurements and the reports that flow from them.

~~Once it is approved, the most current copy of this document can be found on the web at URL: <http://pmap.bellsouth.com> in the Documentation/Exhibits folder.~~

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM PMAP website (<http://pmap.bellsouth.com>) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month. ~~Reports not posted by this time will be considered late~~

¹ *Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.*

Florida Performance Metrics

for SEEM payment purposes. Validated SEEM reports will be posted on the 15th of the following month. SEEM payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21st. Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month.

For details on SEEM, please refer to the SEEM Administrative Plan.

BellSouth shall retain the performance measurement raw Supporting dData fFiles (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.

Report Delivery Methods

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

Revision History

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

Florida Performance Metrics

V3.00	June 20, 2003	<p>This version incorporates changes based on the 6 month review of FL PAP beginning in Sept. 2002 and culminating with Order No. PSC-03-0603-CO-TP.</p> <p>This is the final version, which will be filed in Florida, August 8, 2003 and incorporates the changes directed by the FPSC in the orders issued on December 10, 2002, April 22, 2003 and May 15, 2003.</p>
<u>V4.00</u>	<u>June 1, 2005</u>	<u>This version incorporates changes based on the 6 month review of the FL PAP beginning in Sept. 2004 and culminating with Order No. (TBD)</u>

Contents

Section 1: Operations Support Systems (OSS)

OSS-1:	(Deleted) Average Response Interval and Percent within Interval (Pre-Ordering/Ordering).....	4
<u>OSS-1 [ARI]:</u>	<u>OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair).....</u>	<u>7</u>
OSS-2 <u>[IA]:</u>	OSS <u>Interface</u> Availability (Pre-Ordering/Ordering/Maintenance & Repair)	9
OSS-3:	(Deleted) OSS Availability (Maintenance & Repair).....	11
OSS-4:	(Deleted) Response Interval (Maintenance & Repair)	13
PO-1:	(Deleted) Loop Makeup - Response Time - Manual	15
PO-2 <u>[LMT]:</u>	Loop Makeup - Response Time - Electronic.....	17
<u>PO-3 [BMA]:</u>	<u>UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)</u>	<u>19</u>

Section 2: Ordering

O-1:	(Deleted) Acknowledgement Message Timeliness	20
O-2 <u>[AKC]:</u>	Acknowledgement Message Completeness	22
O-3 <u>[FT]:</u>	Percent Flow-Through Service Requests (<u>Summary</u>)	24
O-4:	(Deleted) Percent Flow-Through Service Requests (Detail)	27
	(Deleted) Flow-Through Error Analysis	30
O-6:	(Deleted) CLEC LSR Information	32
O-7:	(Deleted) Percent Rejected Service Requests.....	34
O-8 <u>[RI]:</u>	Reject Interval	36
O-9 <u>[FOCT]:</u>	Firm Order Confirmation Timeliness	40
O-10:	(Deleted) Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual	44
O-11 <u>[FOCC]:</u>	Firm Order Confirmation and Reject Response Completeness	46
O-12 <u>[OAAAT]:</u>	<u>Speed of Average Answer in Time - Ordering Centers.....</u>	<u>49</u>

Section 3: Provisioning

P-1 <u>[HOI]:</u>	<u>Mean Held Order Interval & Distribution Intervals.....</u>	<u>51</u>
<u>P-2A [PJ48]:</u>	<u>Percentage of Orders given Jeopardy Notices Interval >= 48 Hours.....</u>	<u>54</u>
<u>P-2B [PJ]:</u>	<u>Percentage of Orders Given Jeopardy Notices.....</u>	<u>57</u>
P-3 <u>[MIA]:</u>	Percent Missed Initial Installation Appointments	60
P-4 <u>[OCI]:</u>	Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution	63
P-5 <u>[CNI]:</u>	Average Completion Notice Interval	67
P-6:	(Deleted) % Completions/Attempts without Notice or < 24 hours Notice	70
P-7 <u>[CCI]:</u>	Coordinated Customer Conversions <u>Interval - Hot Cut Duration.....</u>	<u>72</u>
P-7A <u>[CCT]:</u>	Coordinated Customer Conversions - Hot Cut Timeliness % <u>Percent</u> within Interval and Average Interval	74
P-7B <u>[CCRT]:</u>	Coordinated Customer Conversions - Average Recovery Time.....	77
P-7C <u>[CPT]:</u>	Hot Cut Conversions - % <u>Percent</u> Provisioning Troubles Received within 7 5 Days of a Completed Service Order	79
<u>P-7D [NCDD]:</u>	<u>Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date.....</u>	<u>81</u>
P-8:	(Deleted) Cooperative Acceptance Testing - % of xDSL Loops Passing Cooperative Testing.....	82
P-9 <u>[PPT]:</u>	% <u>Percent</u> Provisioning Troubles within 30 "X" Days of Service Order Completion.....	84
P-11:	(Deleted) Service Order Accuracy	87
P-11A <u>[SOA]:</u>	Service Order Accuracy	89
P-13B <u>[LOOS]:</u>	LNP-Percent Out of Service < 60 Minutes.....	92
P-13C <u>[LAT]:</u>	LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date	94
P-13D <u>[LDT]:</u>	LNP-Average Disconnect Timeliness <u>Interval Distribution (Non-Trigger)</u>	<u>96</u>

Section 4: Maintenance & Repair

M&R-1 [MRA]:	Percent Missed Repair Appointments	98
M&R-2 [CTRR]:	Customer Trouble Report Rate	101
M&R-3 [MAD]:	Maintenance Average Duration	104
M&R-4 [PRT]:	Percent Repeat Customer Troubles within 30 Days	107
M&R-5 [OOS]:	Out of Service (OOS) > 24 Hours	110
M&R-6 [MAAT]:	Average Answer Time – Repair Centers	113
M&R-7:	(Deleted) Mean Time To Notify CLEC of Network Outages	115

Section 5: Billing

B-1 [BIA]:	Invoice Accuracy	117
B-2 [BIT]:	Mean Time to Deliver Invoices	119
B-3:	(Deleted) Usage Data Delivery Accuracy	121
B-4:	(Deleted) Usage Data Delivery Completeness	123
B-5 [BUDT]:	Usage Data Delivery Timeliness	125
B-6:	(Deleted) Mean Time to Deliver Usage	127
B-7:	(Deleted) Recurring Charge Completeness	129
B-8:	(Deleted) Non-Recurring Charge Completeness	131
B-9:	(Deleted) Percent Daily Usage Feed Errors Corrected in “X” Business Days	133
B-10 [BEC]:	Percent Billing Errors Corrected Adjustment Requests (BAR) Responded to within “X” 45 Business Days	135

Section 6: (Deleted) Operator Services and Directory Assistance

OS-1:	Speed to Answer Performance/Average Speed to Answer - Toll	137
OS-2:	Speed to Answer Performance/Percent Answered within “X” Seconds – Toll	139
DA-1:	Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)	140
DA-2:	Speed to Answer Performance/Percent Answered within “X” Seconds – Directory Assistance (DA)	142

Section 7: (Deleted) Database Update Information

D-1:	Average Database Update Interval	143
D-2:	Percent Database Update Accuracy	145
D-3:	Percent NXXs and LRNs Loaded by the LERG Effective Date	147

Section 8: (Deleted) E911

E-1:	Timeliness	149
E-2:	Accuracy	150
E-3:	Mean Interval	151

Section 96: Trunk Group Performance

TGP-1 [TGP]:	Trunk Group Performance-Aggregate	152
TGP-2:	(Deleted) Trunk Group Performance-CLEC Specific	155

Section 107: Collocation

C-1 [ART]:	Collocation Average Response Time	158
C-2 [AT]:	Collocation Average Arrangement Time	160
C-3 [MDD]:	Collocation Percent of Due Dates Missed	162

Section 118: Change Management

CM-1 [NT]:	Timeliness of Change Management Notices	163
CM-2:	(Deleted) Change Management Notice Average Delay Days	165
CM-3 [DT]:	Timeliness of Documents Documentation Associated with Change	166
CM-4:	(Deleted) Change Management Documentation Average Delay Days	167
CM-5 [ION]	Notification of CLEC Interface Outages	168
CM-6 [SEC]:	Percentage of Software Errors Corrected in "X" (10, 30, 45) Business Days	170
CM-7 [CRA]:	Percentage of Change Requests Accepted or Rejected within 10 Days	172
CM-8 [CRR]:	Percent Change Requests Rejected	173
CM-9 [NDPR]:	Number of Defects in Production Releases (Type 6 CR)	174
CM-10 [SV]:	Software Validation	176
CM-11 [SCRI]:	Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization	178
CM-11A [PCRI]:	Average Time to Implement Process Change Requests	180

Appendix A: (Deleted) Reporting Scope

A-1:	Standard Service Groupings	181
A-2:	Standard Service Order Activities	181

Appendix BA: Glossary of Acronyms and Terms

.....	182
-------	-----

Appendix CB: BellSouth Audit Policy

C-1:	BellSouth's Internal Audit Policy	
C-2:	BellSouth's External Audit Policy	
.....	193	

Appendix DC: OSS Interface Tables

.....	194
-------	-----

Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

.....	198
-------	-----

Appendix E: Description of Raw Data and Other Supporting Data Files

.....	200
-------	-----

Appendix F: BellSouth PMAP Data Notification Process

.....	203
-------	-----

Appendix G: SQM Equity Determination

.....	204
-------	-----

Appendix E: (Deleted) Flow-Through Matrix

.....	205
-------	-----

Appendix H: Special Access Measurements

.....	210
-------	-----

Section 1: Operations Support Systems (OSS)

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

Definition

The average response interval and percent within the Interval is the average times and percent of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service and feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions

- Syntactically incorrect queries
- Scheduled OSS Maintenance
- Retail usage of LENS

Business Rules

The average response interval for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The response interval starts when the application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is received by the client application. The percent of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the percent of accesses which take more than 6 seconds, and the percent which are less than or equal to 6.3 seconds are also captured. BellSouth will not schedule maintenance during the hours from 8:00 a.m. until 9:00 p.m., Monday through Friday.

Calculation

Response Interval = (a - b)

- a = Date and Time of Legacy Response
- b = Date and Time of Legacy Request

Average Response Interval = e / d

- e = Sum of Response Intervals
- d = Number of Legacy Requests During the Reporting Period

Percent within Interval = (e / f) X 100

- e = Count of requests within the designated Interval within the reporting period.
- f = Number of Legacy Requests during the Reporting Period for System for which a response was provided.

Report Structure

- Interface Type
- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

Data Retained**Relating to CLEC Experience**

- Report Month
- Legacy Contract (per reporting dimension)
- Response Interval
- Regional Scope

Relating to BellSouth Performance

- Report Month
- Legacy Contract (per reporting dimension)
- Response Interval
- Regional Scope

SQM Disaggregation – Analog/Benchmark**SQM Level of Disaggregation**

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

SQM Analog/Benchmark

- Parity + 2 seconds

(See Appendix D: Tables for SQM OSS Legacy Access Times)

SEEM Measure

SEEM _____ Tier I _____ Tier II _____ Tier III
Yes _____ X _____

SEEM Disaggregation – Analog/Benchmark**SEEM Disaggregation**

- RSAG – Address (Regional Street Address Guide–Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system.
- RSAG – TN (Regional Street Address Guide–Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system.
- ATLAS (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system.

Florida Performance Metrics

- ~~COFFI (Central Office Feature File Interface) — stores information about product and service offerings and availability. CLECs query this legacy system.~~
- ~~DSAP (DOE Support Application) — provides due date information. CLECs and BellSouth query this legacy system.~~
- ~~CRIS (Customer Record Information System) — Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information.~~
- ~~P/SIMS (Product/Services Inventory Management system) — provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system.~~
- ~~OASIS (Obtain Available Services Information Systems) — Information on feature and rate availability. BellSouth queries this legacy system.~~

SEEM Analog/Benchmark

- ~~Parity + 2 Seconds~~

~~(See Appendix D: Tables for SEEM OSS Legacy Systems)~~

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

OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

Definition

The response interval is the average/percentage of time to retrieve pre-order/order/maintenance and repair information from a given legacy system.

Exclusions

- Syntactically Incorrect queries
- Scheduled OSS Maintenance
- Test Transactions/Records

Business Rules

OSS Response Interval is designed to monitor the time required for the CLEC and BellSouth interface systems to obtain, from BellSouth's legacy systems, the information required to handle Pre-Ordering/Ordering/Maintenance and Repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the appropriate response has been transmitted through same point to the requester.

The average response interval for retrieving Pre-Order/Order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The following systems are observed in the Pre-Ordering/Ordering OSS Response Interval measurement: RSAG-Address, RSAG-TN, ATLAS, COFFI, DSAP, and CRIS.

The percent response interval for retrieving Maintenance and Repair information from a given legacy system is determined by dividing the number of responses returned within 10 seconds by the total number of queries submitted in the reporting period and multiplying by 100.

The following systems are observed in the Maintenance and Repair OSS Response Interval measurement: CRIS, DLETH, DLR, LMOS, LMOSupd, LNP Gateway, MARCH, OSPCM, Predictor, SOCS, and NIW.

Calculation

Pre-Ordering/Ordering OSS Response Interval = (a - b)

- a = Date and time of legacy response
- b = Date and time of legacy request

Pre-Ordering/Ordering Average Response Interval = (c / d)

- c = Sum of response intervals
- d = Number of legacy requests during the reporting period

Maintenance & Repair OSS Response Interval = (a - b)

- a = Query Response date and time
- b = Query Request date and time

Maintenance & Repair Percent Response Interval (per category) = (c / d) X 100

- c = Number of responses returned within 10 seconds
- d = Number of queries submitted in the reporting period

Report Structure

- Pre-Ordering/Ordering OSS Average Response Interval
- Maintenance & Repair OSS Percent Response Interval
- Legacy System/Interface Specific
- Geographic Scope
 - Region

SQM Disaggregation - Analog/Benchmark**SQM Level of Disaggregation****SQM/SEEM Analog/Benchmark**Legacy System/Interface

- Pre-Ordering/Ordering OSS Response Average Interval
 - Regional Level..... Parity + 2 seconds
- Maintenance and Repair OSS Response Percent within 10 Seconds
 - Regional Level, Per OSS Interface Parity with Retail

(See Appendix C: OSS Interface Tables)**SEEM Measure**

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>
<u>Yes</u>		<u>X</u>

OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

Definition

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface and for all Legacy systems accessed by them are captured. ("Functional Availability" is the amount of time in hours during the reporting period that the legacy systems are available to users. The planned System Scheduled Availability is the time in hours per day that the legacy system is scheduled to be available.)

Scheduled availability is posted on the Interconnection website- (http://www.interconnection.bellsouth.com/oss/oss_hour.html).

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- **Degraded service outages** which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time.
- Scheduled OSS Maintenance

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full and Loss of Functionality outages are included in the calculation for this measure.

- Full outages are defined as occurrences of either of the following:
 - Application/Interface application is down or totally inoperative
 - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
- Loss of Functionality outages are defined as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of pre-ordering and ordering systems.

(Note: Scheduled maintenance will not be performed between the hours of 8:00 a.m. through 9:00 p.m. Monday through Friday.)

Calculation

OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair) = $(a - b) / a \times 100$

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- ~~Interface Type~~
- ~~Not CLEC Specific~~
- Legacy System/Interface Specific
- ~~Not Product/Service Specific~~
- Geographic Scope
 - Regional Level

Data Retained
Relating to CLEC Experience

- Report Month
- Legacy Contract Type (per reporting dimension)
- Regional Scope
- Hours of Downtime

Relating to BellSouth Performance

- Report Month
- Legacy Contract Type (per reporting dimension)
- Regional Scope
- Hours of Downtime

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM/SEEM Analog/Benchmark

- Regional Level, Per OSS Interface>= 99.5%

(See Appendix D-C: OSS Interface Availability Tables for SQM)

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

SEEM Disaggregation--Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

- Regional Level, Per OSS Interface>= 99.5%

(See Appendix D: Tables for SEEM OSS Availability)

OSS-3: OSS Availability (Maintenance & Repair)

Definition

Percent of time applications are functionally available as compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. "Functional Availability" is defined as the number of hours in the reporting period that the applications/interfaces are available to users. "Scheduled Availability" is defined as the number of hours in the reporting period that the applications/interfaces are scheduled to be available.

Scheduled availability is posted on the Interconnection website: (http://www.interconnection.bellsouth.com/oss/oss_hour.html).

Exclusions

- CLEC impacting trouble caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Degraded service outages which are defined as a critical function that is normally performed by the CLEC or is normally provided by an application or system available to the CLEC, but with significantly reduced response or processing time

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full outages are included in the calculations for this measure.

- Full outages are defined as occurrences of either of the following:
 - Application/Interface application is down or totally inoperative
 - Application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application)
 - Loss of Functionality outages are defined as: A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of maintenance and repair systems.

Calculation

OSS Availability $(a/b) \times 100$

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Interface Type
- Not CLEC Specific
- Not Product/Service Specific
 - Regional Level

Data Retained

Relating to CLEC Experience

- Availability of CLEC TAFI
- Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM
- ECTA

Relating to BellSouth Performance

- Availability of BellSouth TAFI
- Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM

SQM Disaggregation—Analog/Benchmark

SQM Level of Disaggregation **SQM Analog/Benchmark**

- Regional Level, Per OSS Interface $\geq 99.5\%$

(See Appendix D: Tables for OSS Availability—M&R)

SEEM Measure

SEEM Tier I Tier II
..... X

SEEM Disaggregation—Analog/Benchmark

SEEM Disaggregation **SEEM Analog/Benchmark**

- Regional Level, Per OSS Interface $\geq 99.5\%$

(See Appendix D: Tables for SEEM OSS Availability—M&R)

OSS 4: Response Interval (Maintenance & Repair)

Definition

The response intervals are determined by subtracting the time a request is received on the BellSouth side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.

Exclusions

None

Business Rules

This measure is designed to monitor the time required for the CLEC and BellSouth interface system to obtain from BellSouth's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the response has been transmitted through that same point to the requester.

Note: The OSS Response Interval BellSouth Total Report is a combination of BellSouth Residence and Business Total.

Calculation

OSS Response Interval = (a - b)

- a = Query Response Date and Time
- b = Query Request Date and Time

Percent Response Interval (per category) = (e / d) X 100

- e = Number of Response Intervals in category "X"
- d = Number of Queries Submitted in the Reporting Period

where, "X" is <= 4, > 4 <= 10, > 10, <= 10, > 10, or > 30 seconds.

Average Interval = (e / f)

- e = Sum of Response Intervals
- f = Number of Queries Submitted in the Reporting Period

Report Structure

- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

Data Retained

Relating to CLEC Experience

- CLEC Transaction Intervals

Relating to BellSouth Performance

- BellSouth Business and Residential Transactions Intervals

SQM Disaggregation -- Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- Regional Level, Per OSS Interface Parity with Retail

(See Appendix D: Tables for Legacy System Access Times for M&R)

Note: BellSouth's Appendix D lists the query functions and the appropriate legacy systems that the queries travel through to return a response.

SEEM Measure

SEEM _____ Tier I _____ Tier II

Yes _____ X

SEEM Disaggregation -- Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Region Level, Per OSS Interface Parity with Retail

PO-1: Loop Makeup – Response Time – Manual

Definition

This report measures the average interval and percent within the interval from the submission of a Manual Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Inquiries, which are submitted electronically
- Designated Holidays are excluded from the interval calculation
- Weekends are excluded from the interval calculation
- Canceled Inquiries

Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes inquiries submitted via E-mail or FAX to BellSouth's Complex Resale Support Group (CRSG)

This measurement combines three intervals:

1. From receipt of a valid Service Inquiry for Loop Makeup to hand off to the Service Advocacy Center (SAC) for "Look-up."
2. From SAC start date to SAC complete date
3. From SAC complete date to date the Complex Resale Support Group (CRSG) distributes loop makeup information back to the CLEC.

The "Receive Date" is defined as the date the Manual LMUSI is received by the CRSG. It is counted as day Zero. LMU "Return Date" is defined as the date the LMU information is sent back to the CLEC from BellSouth. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Manual LMU request.

Note: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC.

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification.)

Calculation

Response Interval = (a - b)

- a = Date the LMUSI returned to CLEC
- b = Date the LMUSI is received

Average Interval = (e / d)

- e = Sum of all Response Intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e / f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
 - Region
- Interval for manual LMUs:
 - 0 – 1 day
 - >1 – 2 days
 - >2 – 3 days
 - 0 – 3 days
 - >3 – 6 days
 - >6 – 10 days
 - >10 days
- Average Interval in days

Data Retained

Relating to CLEC Experience

Report Month

- Total Number of Inquiries
- SI Intervals
- State and Region

Relating to BellSouth Performance

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Loops	Benchmark: 95% ≤ 3 Business Days

SEEM Measure

SEEM	Tier I	Tier II
100	A	A

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Loops	Benchmark: 95% ≤ 3 Business Days

PO-2 [LMT]: Loop Makeup - Response Time - Electronic

Definition

This report measures the ~~average interval and the percent within the interval from the~~ electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Manually Submitted Inquiries
- Canceled Requests
- Scheduled OSS Maintenance
- Test Transactions/Records

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the ~~Operational Support Systems~~ ordering interface; TAG gateways. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via the TAG-ordering interface gateways. LSRs submitted via LENS will be reflected in the results for the TAG interface.

Note: The Loop Makeup Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order ~~or not~~ and qualifies the loop. If a CLEC concludes that the loop makeup will support the service, and wants to order it, an firm order LSR is must be submitted by the CLEC. EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.

Calculation

Response Interval = (a - b)

- a = Date and time the LMUSI returned to CLEC
- b = Date and time the LMUSI is received

~~Average Interval = (c / d)~~

- ~~c = Sum of all response intervals~~
- ~~d = Total number of LMUSIs received within the reporting period~~

Percent within Interval = ~~(e / f)~~ (c / d) X 100

- ~~e~~ c = Total LMUSIs received within the interval
- ~~f~~ d = Total number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
 - Region
- Interval for electronic LMUSIs:
 - 0 - <= 1 minute
 - ~~>1 - <= 5 minutes~~
 - 0 - <= 5 minutes
 - >5 - <= 8 minutes

Florida Performance Metrics

- > 8 <= 15 minutes
- > 15 minutes
- Average Interval in minutes

Data Retained
Relating to CLEC Experience

- Report Month
- Total Number of Inquires
- SI Interval
- State and Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM/SEEM Analog/Benchmark

- Loops Benchmark: 95% <= 1 Minute

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

- Loop Benchmark: 95% <= 1 Minute

PO-3 [BMA]: UNE Bulk Migration Batch Scheduler Availability (Pre-Ordering)

Definition

This measure captures the functional availability of the UNE Bulk Migration Batch Scheduler application as a percentage of scheduled availability for the same system. Scheduled availability is posted on the PMAP website (<http://pmap.bellsouth.com/content/documentation.aspx>).

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Scheduled Downtime for Maintenance

Business Rules

The Interface Availability calculations are based upon availability of UNE Bulk Migration Batch Scheduler application utilized by CLECs for pre-ordering. "Functional Availability" is defined as the number of hours in the reporting period the UNE Bulk Migration Batch Scheduler is available to users. "Scheduled Availability" is defined as the number of hours in the reporting period the UNE Bulk Migration Batch Scheduler is scheduled to be available. Outages occur when: The application is totally inoperative for customers attempting to access or use the application (this includes transport outages when they may be directly associated with a specific application).

Calculation

Interface Availability = (a - b) / a X 100

- a = Scheduled Availability Minutes
- b = Full Outage Minutes

Report Structure

- Geographic Scope
- Region

SQM Disaggregation - Analog/Benchmark

<u>SQM Level of Disaggregation</u>	<u>SQM Analog/Benchmark</u>
---	------------------------------------

- UNE Bulk Migration Batch Scheduler Availability.....Diagnostic

SEEM Measure

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>
--------------------	----------------------	-----------------------

No.....

Section 2: Ordering

~~O-1: Acknowledgement Message Timeliness~~

Definition

This measurement provides the response interval and percent within the interval from the time an LSR or transmission (may contain multiple LSRs from one or more CLECs in multiple states) is electronically submitted via EDI or TAG until an acknowledgement notice is sent by the system.

Exclusions

- ◆ Scheduled OSS Maintenance
- ◆ Manually Submitted LSRs

Business Rules

The process includes EDI and TAG system functional acknowledgements for all Local Service Requests (LSRs) which are electronically submitted by the CLEC. The start time is the receipt time of the LSR at BellSouth's side of the interface (gateway). The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway). For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented.

Calculation

Response Interval = (a - b)

- ◆ a = Date and Time Acknowledgement Notices returned to CLEC
- ◆ b = Date and Time Messages/LSRs electronically submitted by the CLEC via EDI or TAG respectively

Average Response Interval = (e / d)

- ◆ e = Sum of all Response Intervals for returned acknowledgements
- ◆ d = Total number of electronically submitted Messages/LSRs received, via EDI or TAG respectively, for which Acknowledgement Notices were returned in the Reporting Period.

Percent within Interval = (e / f) X 100

- ◆ e = Total number of electronically submitted messages/LSRs received, from CLEC via EDI or TAG respectively, in the Reporting Period.
- ◆ f = Total number of electronically submitted messages/LSRs acknowledged in the Reporting Period.

Reporting Structure

- ◆ CLEC Aggregate
- ◆ CLEC Specific
- ◆ Geographic Scope
 - ◆ Region
- ◆ Electronically Submitted LSRs
 - 0 <= 10 minutes
 - > 10 <= 20 minutes
 - > 20 <= 30 minutes
 - 0 <= 30 minutes
 - > 30 <= 45 minutes
 - > 45 <= 60 minutes

Florida Performance Metrics

- ☐ > 60 <= 120 minutes
- ☐ > 120 minutes
- Average interval for electronically submitted LSRs in minutes

Data Retained

Relating to CLEC Experience

- Report Month
- Record of Functional Acknowledgements

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- EDI _____ EDI 95% <= 30 Minutes
- TAG _____ TAG 95% <= 30 Minutes

SEEM Measure

SEEM	Tier I	Tier II
Yes _____	X _____	X _____

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- EDI _____ EDI 95% <= 30 Minutes
- TAG _____ TAG 95% <= 30 Minutes

O-2 [AKC]: Acknowledgement Message Completeness

Definition

This measurement provides the percent of Messages transmissions/LSRs received via EDI or TAG ordering interface gateways, which are acknowledged electronically.

Exclusions

- Manually Submitted LSRs
- Test Transactions/Records

Business Rules

EDI and TAG Ordering interface gateways send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. For these CLECs using Users of EDI, may package many LSRs from multiple states in one transmission. If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. The Acknowledgement Message is returned prior to the determination of whether the LSR will be partially mechanized or fully mechanized.

Calculation

Acknowledgement Completeness = (a / b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for Messages transmissions/LSRs electronically submitted by EDI or TAG ordering interface gateways respectively
- b = Total number of electronically submitted Messages transmissions/LSRs received in the reporting period by EDI or TAG ordering interface gateways respectively

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region

Note: Acknowledgement Message is generated before the system recognizes whether this message (LSR) will be partially or fully mechanized.

Data Retained

Relating to CLEC Experience

- Report Month
- Record of Functional Acknowledgements

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- EDI Acknowledgments Benchmark: 99.975%
- TAG Benchmark: 99.5%

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• EDI	Benchmark: 99.9%
• TAG	Benchmark: 99.5%

O-2 [AKC]: Acknowledgement Message Completeness

O-3 [FT]: Percent Flow-Through Service Requests (Summary)

Definition

The percentage of Local Service Requests (LSRs) and Local Number Portability Local Service Requests (LNP-LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- Planned Manual Fallout for Percent Flow-Through only
- CLEC System Fallout
- ~~Scheduled OSS Maintenance~~
- Test Transactions/Records
- LSRs that received a Z Status

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the ~~three gateway interfaces~~ mechanized ordering interface gateways (TAG, EDI and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example: fax and courier) or are not designed to flow through (for example: Planned Manual Fallout).

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed ~~further~~ initially. When an LSR is submitted by a CLEC, source systems LEO/LNP Gateway will perform basic edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, source systems LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that are mechanically returned to the CLEC occur due to invalid data entry within the LSR. Edits contained within the source systems LESOG/AUTO will perform data validity checks to ensure the data within the LSR is complete correct and accurate valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification.

Planned Manual Fallout*: Planned Fallout that occurs by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, the source systems LESOG/AUTO will determine if the LSR should be forwarded to LCSC for manual handling. ~~Following are the categories for Manual~~ Planned Manual Fallout:

1. ~~Complex*~~
2. ~~Special pricing plans~~
3. ~~Some Partial migrations (All LNP Partial Migrations)~~
4. ~~New telephone number not yet posted to BOCRIS~~
5. ~~Pending order review required~~
6. ~~CSR inaccuracies such as invalid or missing CSR data in CRIS~~
7. ~~Expedites (requested by the CLEC)~~
8. ~~Denials restore and conversion, or disconnect and conversion orders~~
9. ~~Class of service invalid in certain states with some types of service~~
10. ~~Low volume such as activity type "T" (move)~~
11. ~~More than 25 business lines, or more than 15 loops~~
12. ~~Transfer of calls option for the CLEC end users~~
13. ~~Directory Listings (Identions and Captions)~~
14. ~~LNP Only Supplement LSRs except supps of O-2 (Due Date Changes) on Req Type CB~~

Florida Performance Metrics

*See LSR Flow-Through Matrix in ~~Appendix E~~ on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. ~~The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through. The current version of the Flow-Through Matrix is on the PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.~~

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is due to BellSouth-caused system functionality, the LCSC representative will correct the error and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = $a / [b - (c + d + e + f)] \times 100$

- a = The total number of LSRs that flow through LESOG/LAUTO the source systems and reach a status for a FOC to be issued
- b = The number of LSRs that passed the basic system edits and are accepted for further service order processing from LEO/LNP Gateway to LESOG/LAUTO
- c = The number of LSRs that fallout for planned manual processing
- d = The number of LSRs that are returned to the CLEC for auto clarification
- e = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification data entry error
- f = The number of LSRs that receive a Z status

Percent Achieved Flow Through = $a / [b - (c + d + e)] \times 100$

- a = The number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = The number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = The number of LSRs that are returned to the CLEC for auto clarification
- d = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = The number of LSRs that receive Z status

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - Region

Data Retained**Relating to CLEC Experience**

- Report Month
- Total number of LSRs received, by interface, by CLEC
 - TAG
 - EDI
 - LENS
- Total number of errors by type, by CLEC
 - Fatal Rejects
 - Auto Clarification
 - CLEC-Caused System Fallout
- Total number of errors by error code
- Total fallout for manual processing

Relating to BellSouth Performance

- Report Month
- Total number of errors by type
 - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark^a

- Residence.....Benchmark: 95%
- Business.....Benchmark: 90%
- UNE-L (includes UNE-L with LNP) Loops.....Benchmark: 85%
- UNE-P.....Benchmark: 90-95%
- LNP.....Benchmark: 85-95%

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/ Benchmark^a

- Residence.....Benchmark: 95%
- Business.....Benchmark: 90%
- UNE Loops.....Benchmark: 85%
- UNE P.....Benchmark: 90%
- LNP.....Benchmark: 85%

Notes:

- The Flow-Through Error Analysis will be posted with the Flow-Through report. The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.
- The CLEC LSR Information, (a.k.a. LSR Detail Report) is available by subscription. A CLEC wishing to receive a copy of their report should submit a feedback form (see link located in the "Resources" section on left side of PMAP website). Enter the name of the report in the Comments section.

^a Benchmarks do not apply to the "Percent Achieved Flow Through."

O-4: Percent Flow-Through Service Requests (Detail)

Definition

A detailed list, by CLEC, of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual or human intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout for Percent Flow Through only
- CLEC System Fallout
- Scheduled OSS Maintenance

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto Clarification.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex*
2. Special pricing plans
3. Some Partial migrations (All LNP Partial Migrations)
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Identions and Captions)
14. LNP Only—Supplement LSRs except supps of O-2 (Due Date Changes) on Req Type CB

*See LSR Flow-Through Matrix in Appendix E for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through. The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through. The current version of the Flow-Through Matrix is on the PMAP website (<http://pmap.bellsouth.com>) in the

Florida Performance Metrics

Documentation/Exhibits folder. Any change in the flow-through order category from flow-through to non-flow-through shall require prior Commission approval.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BellSouth-caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

$$\text{Percent Flow Through} = a / [b - (c + d + e + f)] \times 100$$

- a = the total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fallout for manual processing
- d = the number of LSRs that are returned to the CLEC for auto clarification
- e = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- f = the number of LSRs that receive a Z status.

$$\text{Percent Achieved Flow Through} = a / [b - (c + d + e)] \times 100$$

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for auto clarification
- d = the number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = the number of LSRs that receive Z status

Report Structure

Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC-mechanized ordering process. The report provides the following:

- CLEC (by alias designation)
- Number of fatal rejects
- Mechanized interface used
- Total mechanized LSRs
- Total manual fallout
- Number of auto clarifications returned to CLEC
- Number of validated LSRs
- Number of BellSouth-caused fallout
- Number of CLEC-caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation
- Region

Data Retained**Relating to CLEC Experience**

- Report Month
- Total Number of LSRs Received, by Interface, by CLEC
 - TAG
 - EDI
 - LENS
- Total Number of Errors by Type, by CLEC
 - Fatal Rejects
 - Auto Clarification
 - CLEC Errors
 - Total Number of Errors by Error Code
 - Total Fallout for Manual Processing

Florida Performance Metrics

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type
 - BellSouth System Error

SQM Disaggregation—Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark^a

• Residence	Benchmark: 95%
• Business	Benchmark: 90%
• UNE Loops	Benchmark: 85%
• UNE P	Benchmark: 90%
• LNP	Benchmark: 85%

SEEM Measure

SEEM _____	Tier I _____	Tier II _____
es.	X	

SEEM Disaggregation—Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

• Residence	Benchmark: 95%
• Business	Benchmark: 90%
• UNE Loops	Benchmark: 85%
• UNE P	Benchmark: 90%
• LNP	Benchmark: 85%

^a Benchmarks do not apply to the "Percent Achieved Flow Through."

Flow-Through Error Analysis

Definition

An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.

Exclusions

Each Error Analysis is error code specific, therefore exclusions are not applicable.

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

Calculation

Total for each error type

Report Structure

Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following:

- Error Type (by error code)
- Count of each error type
- Percent of each error type
- Cumulative percent
- Error Description
- CLEC Caused Count of each error code
- Percent of aggregate by CLEC caused count
- Percent of CLEC caused count
- BellSouth Caused Count of each error code
- Percent of aggregate by BellSouth caused count
- Percent of BellSouth by BellSouth caused count.

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs Received
- Total Number of Errors by Type (by Error Code)
- CLEC-caused error

Relating to BellSouth Performance

- Report Month
- Total Number of Errors by Type (by Error Code)
- BellSouth System Error

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Not Applicable	Not Applicable

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

O-6: CLEC LSR Information

Definition

A list with the flow-through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period.

Exclusions

- Fatal Rejects
- LSRs Submitted Manually

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

Calculation

Not Applicable

Report Structure

Provides a list with the flow-through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period with an explanation of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR.

- CC
- PON
- Ver
- Timestamp
- Type
- Err #
- Note or Error Description

Data Retained

Relating to CLEC Experience

- Report Month
- Record of LSRs Received by CC, PON and Ver
- Record of Timestamp, Type, Err # and Note or Error Description for Each LSR by CC, PON and Ver

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Not Applicable	Not Applicable

SEEM Measure

SEEM _____ Tier I _____ Tier II

No. _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

• Not Applicable _____ Not Applicable

O-7: Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] received which are rejected due to error or omission. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Fatal Rejects
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable
- LSRs identified as "Projects"

Business Rules

Fully Mechanized: An LSR/Service Request is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, LENS, TAG, LESOG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.

Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

An Auto Clarification occurs when a valid LSR is electronically submitted but rejected from LESOG or LAUTO because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

Non-Mechanized: LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BellSouth service representative.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Calculation

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

- a = Total Number of Service Requests Rejected in the reporting period
- b = Total Number of Service Requests Received in the reporting period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region
- Product Specific percent Rejected
- Total percent Rejected

Data Retained
Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance R

- Not Applicable

SQM Disaggregation – Analog/Benchmark
SQM Level of Disaggregation _____ **SQM Analog/Benchmark**

Mechanized, Partially Mechanized and Non-Mechanized

- Resale – Residence Diagnostic
- Resale – Business
- Resale – Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DSL
- UNE Digital Loop >= DSL
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection Trunks

SEEM Measure
SEEM _____ **Tier I** _____ **Tier II**
SEEM Disaggregation – Analog/Benchmark
SEEM Disaggregation _____ **SEEM Analog/Benchmark**

- Not Applicable Not Applicable

O-8 [RI]: Reject Interval

Definition

~~Reject~~ The interval is the ~~average reject~~ for the return of a reject is the response time from the receipt of a service request [Local Service Requests (LSRs) or Access Service Requests (ASRs)] to the distribution of a reject. ~~Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single version of an LSR, the first reject issued is used for the calculation of the interval duration.~~

Exclusions

- Service requests canceled by CLEC prior to being rejected/clarified
- Fatal Rejects
- ~~Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only.~~
- ~~LSRs which are identified and classified as "Projects" with the exception of valid "Project IDs" for Bulk Migration~~

~~Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website:
<http://www.interconnection.bellsouth.com/centers/html/lcsc.html>~~

~~Local Interconnection Service Center (LISC) – Monday through Friday 4:30 PM until 8:00 AM
From 4:30 PM Friday until 8:00 AM Monday~~

~~The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.~~

~~The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.~~

~~In the case of a Partially-Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.~~

- Scheduled OSS Maintenance
- Test Transaction/Records

Business Rules

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI or TAG) is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

Service Requests are considered valid when submitted by the CLEC and pass edit checks to ensure the data received is correctly formatted and complete. When there are multiple rejects on a single LSR, the first reject issued is used for the calculation of the interval duration.

For Partially Mechanized and Non-Mechanized LSR/ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (<http://www.interconnection.bellsouth.com/centers>).

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, or TAG ordering interface gateways) until the LSR is rejected (date and time stamp or of reject in EDI translator, or TAG ordering interface gateways). Auto Clarifications are considered in the Fully Mechanized category.

Florida Performance Metrics

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator, or TAG ordering interface gateways) until it which falls out for manual handling. The stop time on partially mechanized LSRs is when until the LCSC Service Representative clarifies the LSR back to the CLEC via EDI translator, or TAG ordering interface gateways.

Non-Mechanized: The elapsed time from receipt of a valid LSR not submitted via electronic ordering systems (date and time stamp of FAX or date and time mailed paper LSRs is are received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON FAX Server.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC) Carrier Interconnection Switching Center (CISC). Trunks data is reported as a separate category.

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

Calculation

Reject Interval = (a - b)

- a = Date and time of service request rejection
- b = Date and time of service request receipt

Average Reject Interval = (e / d)

- e = Sum of all reject intervals
- d = Number of service requests rejected in reporting period

Reject Interval Distribution Percent within Interval = (e / f) (c / d) X 100

- e = Service requests rejected in reported interval
- f = Total number of service requests rejected in reporting period

Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
 - ~~0 - <= 4 minutes~~
 - ~~> 4 - <= 8 minutes~~
 - ~~> 8 - <= 12 minutes~~
 - ~~> 12 - <= 60 minutes~~
 - 0 - <= 1 hour
 - ~~> 1 - <= 4 hours~~
 - ~~> 4 - <= 8 hours~~
 - ~~> 8 - <= 12 hours~~
 - ~~> 12 - <= 16 hours~~
 - ~~> 16 - <= 20 hours~~
 - ~~> 20 - <= 24 hours~~
 - > 24 hours
- Partially Mechanized:
 - ~~0 - <= 1 hour~~
 - ~~> 1 - <= 4 hours~~
 - ~~> 4 - <= 8 hours~~
 - ~~> 8 - <= 10 hours~~
 - 0 - <= 10 hours
 - ~~> 10 - <= 18 hours~~
 - ~~0 - <= 18 hours~~
 - ~~> 18 - <= 24 hours~~
 - > 24 hours

Florida Performance Metrics

- Non-Mechanized:
 - 0 - <= 1 hour
 - > 1 - <= 4 hours
 - > 4 - <= 8 hours
 - > 8 - <= 12 hours
 - > 12 - <= 16 hours
 - > 16 - <= 20 hours
 - > 20 - <= 24 hours
 - 0 - <= 24 hours
 - > 24 hours
- Local Interconnection Trunks:
 - 0 - <= 4 days
 - 0 - <= 36 hours
 - > 36 hours
- Average Interval is reported in business hours.
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Reject Interval
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale - Residence Fully Mechanized
- Resale - Business Partially Mechanized
- Resale - Design (Special) Non-Mechanized
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting

SQM/SEEM Analog/Benchmark

- Fully Mechanized: 97% <= 1 Hour
- Partially Mechanized: 95% <= 10 Hours
- Non-Mechanized: 95% <= 24 Hours

Florida Performance Metrics

- ~~EELs~~
- ~~Switch Ports~~
- ~~UNE xDSL (ADSL, HDSL, UCL)~~
- ~~Line Sharing~~
- Local Interoffice Transport
- Local Interconnection Trunks Trunks: ~~95-90%~~ <= 36 Hours 4 Days

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	97% <= 1 hour
• Partially Mechanized	95% <= 10 hours
• Non-Mechanized	95 % <= 24 hours
• Local Interconnection Trunks	95% <= 36 hours

O-8 [RI]: Reject Interval

O-9 [FOCT]: Firm Order Confirmation Timeliness

Definition

The interval for return of a Firm Order Confirmation (FOC Interval) is the average response time from the receipt of a valid Access Service Request (ASR)/Local Service Request (LSR) or ASR to distribution of a FOC ~~Firm Order Confirmation~~. The interval will include an electronic facilities check.

Exclusions

- Service Requests canceled by CLEC prior to a FOC being confirmed ~~returned~~
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only
- LSRs which are identified and classified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations

~~Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website:~~
~~<http://www.interconnection.bellsouth.com/centers/html/lsc.html>~~

~~For ASRs processed in the Local Interconnection Service Center (LISC) – From 4:30 PM – All hours outside of Monday – Friday 8:00 AM – 4:30 PM CST, should be excluded.~~

~~The hours excluded will be altered to reflect changes in the Center operating hours. The Centers will accept faxed LSRs only during posted hours of operation.~~

~~The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.~~

~~In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.~~

- Test Transactions/Records
- Scheduled OSS Maintenance

Business Rules

When multiple FOCs occur on a single LSR/ASR, the first FOC is used to measure the interval.

For Partially Mechanized and Non-Mechanized LSR/ASRs, only normal business hours will be included in the interval calculation for this measure. The interval will be the amount of time accrued from receipt of the LSR/ASR until normal closing of the center, if an LSR/ASR is worked using overtime hours. In the case of a partially mechanized LSR/ASR received and worked outside normal business hours, the interval will be set at one (1) minute. The hours of operation can be found on the Interconnection website (<http://www.interconnection.bellsouth.com/centers>).

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG ordering interface gateways) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator or TAG ordering interface gateways.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG ordering interface gateways) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI translator or TAG ordering interface gateways.

Non-Mechanized: The elapsed time from receipt of a valid paper LSR not submitted via electronic systems (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON FAX Server.

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC) Carrier Interconnection Switching Center (CISC). The elapsed time is measured from receipt of a valid ASR (date and time stamp of a FAX or paper ASR received in the LISC) until the appropriate orders are issued by a BellSouth representative and a FOC issued in EXACT. Trunk data is reported as a separate category.

Note: When multiple FOCs occur on a single version of an LSR, the first FOC is used to measure the interval.

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the "start time-stamp" from the receipt of the original Global Request.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and time of Firm Order Confirmation
- b = Date and time of service request receipt

Average FOC Interval = (e /

- e = Sum of all Firm Order Confirmation Times
- d = Number of service requests confirmed in reporting period

FOC Interval Distribution Percent within Interval = (e / f) (c / d) X 100

- e c = Service requests confirmed in designated reported interval
- f d = Total service requests confirmed in the reporting period

Report Structure

One report with the following four Disaggregation Levels and their associated interval buckets:

- Fully Mechanized:
 - ~~0 - <= 15 minutes~~
 - ~~> 15 - <= 30 minutes~~
 - ~~> 30 - <= 45 minutes~~
 - ~~> 45 - <= 60 minutes~~
 - ~~> 60 - <= 90 minutes~~
 - ~~> 90 - <= 120 minutes~~
 - ~~> 120 - <= 180 minutes~~
 - ~~0 - <= 3 hours~~
 - ~~> 3 - <= 6 hours~~
 - ~~> 6 - <= 12 hours~~
 - ~~> 12 - <= 24 hours~~
 - ~~> 24 - <= 48 hours~~
 - ~~> 48 hours~~
- Partially Mechanized:
 - ~~0 - <= 4 hours~~
 - ~~> 4 - <= 8 hours~~
 - ~~> 8 - <= 10 hours~~
 - ~~0 - <= 10 hours~~
 - ~~> 10 - <= 18 hours~~
 - ~~0 - <= 18 hours~~
 - ~~> 18 - <= 24 hours~~
 - ~~> 24 - <= 48 hours~~
 - ~~> 48 hours~~
- Non-mechanized:
 - ~~0 - <= 4 hours~~

Florida Performance Metrics

- > 4 - <= 8 hours
- > 8 - <= 12 hours
- > 12 - <= 16 hours
- 0 - <= 24 hours
- > 16 - <= 20 hours
- > 20 - <= 24 hours
- > 24 - <= 36 hours
- 0 - <= 36 hours
- > 36 - <= 48 hours
- > 48 hours
- Local Interconnection Trunks:
 - <= 48 hours
 - 0 - <= 5 business days
 - > 48 hours
- Average interval is reported in business hours
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Interval for FOC
- Total Number of LSRs
- State and Region
- Total Number of ASRs (Trunks)

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Resale - Residence (Non-Design)
- Resale - Business (Non-Design)
- Resale - Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- ~~INP (Standalone)~~
- 2W UNE Analog Loop Design
- ~~2W Analog Loop Non-Design~~
- ~~2W Analog Loop with INP Design~~
- ~~2W Analog Loop with INP Non-Design~~
- 2W UNE Analog Loop with LNP Design
- ~~2W Analog Loop with LNP Non-Design~~
- ~~UNE Digital Loop < DS1~~
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- ~~UNE Combination Other~~
- UNE ISDN/UDCA/DSL Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- UNE EELs

SQM/SEEM Analog/Benchmark

Fully Mechanized: 95% <= 3 Hours
Partially Mechanized: 95% <= 10 Hours
Non-Mechanized: 95% <= 24 Hours

Florida Performance Metrics

- ~~Switch Ports~~
- ~~UNE xDSL (ADSL, HDSL, UCL)~~
- ~~Line Sharing~~
- ~~Local Interoffice Transport~~
- Local Interconnection Trunks Trunks: 95% <= 48 Hours 5 business days

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	95% <= 3 Hours
• Partially Mechanized	95% <= 10 Hours
• Non-Mechanized	95% <= 24 Hours
• Local Interconnection Trunks	95% <= 48 Hours

O-10: ~~h~~ LSR Firm Order Confirmation (FOC) Response**Definition**

This report measures the interval and the percent within the interval from the submission of a Service Inquiry (SI) with Firm Order LSR to the distribution of a Firm Order Confirmation (FOC).

Exclusions

- Designated Holidays are excluded from the interval calculation.
- Weekend hours from 5:00 PM Friday until 8:00 AM Monday are excluded from the interval calculation of the Service Inquiry.
- Canceled Requests
- Electronically Submitted Requests
- Non-business hours for Partially Mechanized and Non-Mechanized LSRs are excluded from the interval calculation. The excluded time is the time outside of normal operations which can be found at the following website:
<http://www.interconnection.bellsouth.com/centers/html/4esc.html>

Business Rules

This measurement combines four intervals:

1. From receipt of a valid Service Inquiry with LSR to hand off to the Service Advocacy Center (SAC) for Loop 'Look-up'.
2. From SAC start date to SAC complete date.
3. From SAC complete date to the Complex Resale Support Group (CRSG) complete date with hand off to LCSC.
4. From receipt of a valid SI/LSR in the LCSC to Firm Order Confirmation.

(A valid Service Inquiry is an inquiry that has all required fields populated correctly and has not been returned for clarification.)

Calculation

FOC Timeliness Interval with SI = (a - b)

- a = Date and Time Firm Order Confirmation (FOC) for SI with LSR returned to CLEC
- b = Date and Time SI with LSR received

Average Interval = (c / d)

- c = Sum of all FOC Timeliness Intervals with SI
- d = Total number of SIs with LSRs received in the reporting period

Percent within Interval = (e / f) X 100

- e = Total number of Service Inquiries with LSRs received by the CRSG to distribution of FOC by the Local Carrier Service Center (LCSC)
- f = Total number of Service Inquiries with LSRs received in the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - State
 - Region
- Intervals
 - 0 <= 3 days

2See O-9 for FOC Timeliness

Florida Performance Metrics

- ~~> 3 <= 5 days~~
- ~~0 <= 5 days~~
- ~~> 5 <= 7 days~~
- ~~> 7 <= 10 days~~
- ~~> 10 <= 15 days~~
- ~~> 15 days~~
- Average Interval measured in days

Data Retained
Relating to CLEC Experience

- Report Month
- Total Number of Requests
- SI Intervals
- State and Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation – Analog/Benchmark
SQM Level of Disaggregation _____ **SQM Analog/Benchmark**

- ~~xDSL (includes UNE unbundled ADSL, HDSL and 95% Returned <= 5 Business Days~~
- ~~UNE Unbundled Copper Loops)~~
- Unbundled Interoffice Transport

SEEM Measure

SEEM _____ Tier I _____ Tier II

No

SEEM Disaggregation – Analog/Benchmark
SEEM Disaggregation _____ **SEEM Analog/Benchmark**

- Not Applicable Not Applicable

O-11 [FOCC]: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every ~~This measurement provides the percent of Local Service Requests (LSRs)/Access Service Requests (ASRs) received during the reporting period that are responded to with either a reject or firm order confirmation.~~ transaction (version). ~~Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.~~

Exclusions

- Service requests canceled by the CLEC prior to FOC or Rejected/~~clarified being sent~~
- Fatal Rejects
- LSRs identified as "Projects" with the exception of valid "Projects IDs" for Bulk Migrations
- Test Transactions/Records

Business Rules

Fully Mechanized: The number of FOCs or ~~Auto-Clarifications~~ Rejects sent to the CLEC from ~~EDI, or TAG~~ ordering interface gateways in response to electronically submitted LSRs (date and time stamp in ordering interface gateways).

Partially Mechanized: The number of FOCs or Rejects sent to the CLEC from ~~EDI, or TAG~~ ordering interface gateways in response to electronically submitted LSRs, (date and time stamp in ordering interface gateways). which fallout for manual handling by the LCSC personnel.

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs by via FAX server in response to manually submitted LSRs/ASRs (date and time stamp in FAX Server).

Local Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the ~~Local Interconnection Service Center (LISC)~~ Carrier Interconnection Switching Center (CISC). ~~Trunk data is reported as a separate category.~~

Bulk Migrations: Requests for Bulk Migrations will come into BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

~~For CLEC Results:~~

~~Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.~~

Calculation

Firm Order Confirmation / Reject Response Completeness = (a / b) X 100

- a = Total number of service requests for which a Firm Order Confirmation or Reject is sent
- b = Total number of service requests received in the report period

Report Structure

- One report with the following four Disaggregation Levels:
 - Fully Mechanized;
 - Partially Mechanized;
 - Non-Mechanized and
 - Local Interconnection Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State and Region

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- Total Number of ASRs (Trunks)
- Total Number of FOCs

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- ~~Resale Residence~~ Fully Mechanized.....95% Returned
- ~~Resale Business~~ Partially Mechanized.....95% Returned
- ~~Resale Design (Special)~~ Non-Mechanized.....95% Returned
- ~~Resale PBX~~
- ~~Resale Centrex~~
- ~~Resale ISDN~~
- ~~LNP (Standalone)~~
- ~~INP (Standalone)~~
- ~~2W Analog Loop Design~~
- ~~2W Analog Loop Non-Design~~
- ~~2W Analog Loop with INP Design~~
- ~~2W Analog Loop with INP Non-Design~~
- ~~2W Analog Loop with LNP Design~~
- ~~2W Analog Loop with LNP Non-Design~~
- ~~UNE Digital Loop < DS1~~
- ~~UNE Digital Loop >= DS1~~
- ~~UNE Loop + Port Combinations~~
- ~~UNE Combination Other~~
- ~~UNE ISDN Loop~~
- ~~UNE Other Design~~
- ~~UNE Other Non-Design~~
- ~~UNE Line Splitting~~
- ~~EELs~~
- ~~Switch Ports~~
- ~~UNE xDSL (ADSL, HDSL, UCL)~~
- ~~Line Sharing~~
- ~~Local Interoffice Transport~~
- Local Interconnection Trunks.....95% Returned

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation -- Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	95% Returned
• Partially Mechanized	
• Non-Mechanized	
• Local Interconnection Trunks	

O-12 [OAAT]: Speed of Average Answer in Time - Ordering Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth Ordering Center.

Exclusions

None

- Volume of abandoned calls

Business Rules

The clock duration starts when the a CLEC representative or BellSouth customer makes a choice on the ordering center's menu appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE LNP, etc.) and is put in the call enters the queue for that particular group in the LCSC the next service representative and. The clock stops when a BellSouth service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Twenty percent of these calls stem from ordering related activity and are reported in this measurement.

Calculation

Speed of Answer Time for BellSouth in Ordering Centers = (a ÷ b)

- a = Total seconds in queue Time BellSouth service representative answers call
- b = Total number of calls answered in the reporting period Time of entry into queue

Average Answer Time for BellSouth Ordering Centers = (c ÷ d)

- c = Sum of all answer times
- d = Total number of calls answered in the reporting period

Report Structure

Aggregate

- CLEC —Local Carrier Service Center Aggregate
- BellSouth Aggregate
 - Business Service Center
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Mechanized Tracking through LCSC Automatic Call Distributor

Relating to BellSouth Performance

- Mechanized Tracking through BellSouth Retail Center Support System

SQM Disaggregation - Analog/Benchmark**SQM Level of Disaggregation****SQM/~~SEEM~~ Analog/Benchmark**

- CLEC Local Carrier Service Center Parity with Retail (Business Service Center)

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

~~SEEM Disaggregation - Analog/Benchmark~~**~~SEEM Disaggregation~~****~~SEEM Analog/Benchmark~~**

- ~~CLEC Local Carrier Service Center Parity with Retail (Business Service Center)~~

O-12

: Speed of Average Answer in Time - Ordering Centers

Section 3: Provisioning

P-1 [HOI]: Mean Held Order Interval & Distribution Intervals

Definition

This report measures When delays occur in completing CLEC orders, the average period that CLEC orders are held for due to BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed orders. Calculation of the interval is the total days orders are held and pending but not completed that have passed the currently committed due date, divided by the total number of held orders. This report is based on orders still pending, held and past their committed due date at the end of the reporting period. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval.)

Exclusions

- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be) Test order types may be C, N, R, or T).
- Disconnect (D) & From (F) Orders
- Orders with Appointment Code of 'A', i.e., orders for locations requiring special construction including locations where no address exists and a technician must make a field visit to determine how to get facilities to the location.
- Listing Orders

Business Rules

Mean Held Order Interval: This metric is computed at the close of each reporting period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order, and, identifying all orders that have been reported as completed in SOCS after the currently committed due date for the order. For each such held order, the interval is determined from the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period, is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of held order days are accumulated in a category is and then divided by the number of held orders within the same category to produce the mean held order interval. The interval is by expressed in calendar days with no exclusions for Holidays or Sundays.

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and >90 days. (Orders counted in >90 days are also included in >15 days).

Calculation

Mean Held Order Interval = a / b

- a = Sum of held-over-days for all held past due orders Held with a BellSouth Missed Appointment from the earliest BellSouth missed appointment
- b = Total n Number of held past due orders held and pending but not completed and past the committed due date

Held Order Distribution Interval (for each interval) = (c / d) X 100

- c = # of orders held for >= 15 days or # of orders held for >= 90 days
- d = Total # of past due orders held and pending but not completed)

Florida Performance Metrics

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Circuit Breakout < 10, >= 10 (except trunks)~~
- ~~Dispatch/Non-Dispatch~~
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Order Number and PON (PON)~~
- ~~Order Submission Date (TICKET_ID)~~
- ~~Committed Due Date (DD)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Hold Reason~~
- ~~Total Line/Circuit Count~~
- ~~Geographic Scope~~

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- ~~Report Month~~
- ~~BellSouth Order Number~~
- ~~Order Submission Date~~
- ~~Committed Due Date~~
- ~~Service Type~~
- ~~Hold Reason~~
- ~~Total Line/Circuit Count~~
- ~~Geographic Scope~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- | | |
|--|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W-UNE Analog Loop (Design) | Retail Residence, and Business, and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W-UNE Analog Loop (Non-Design) | Retail Residence and Business – (POTS (Excluding Switch
Based Orders) |
| • 2W Analog Loop with LNP-Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop with LNP-Non-Design | Retail Residence and Business (POTS Excluding
Switch-Based Orders) |
| • 2W Analog Loop with INP-Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop with INP-Non-Design | Retail Residence and Business (POTS Excluding
Switch-Based Orders) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |

Florida Performance Metrics

- UNE Loop + Port Combinations.....Retail Residence and Business
 - Dispatch In.....Dispatch In
 - Switch Based.....Switched Based
- UNE EELs.....Retail DS1/DS3
- UNE Switch Ports.....Retail Residence and Business (POTS)
- UNE Combo Other.....Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL).....ADSL Provided to Retail
- UNE ISDN/UDC/IDSL (Includes UDC).....Retail ISDN – BRI
- UNE Line Splitting/Sharing.....ADSL Provided to Retail
- UNE Line Sharing.....ADSL Provided to Retail
- UNE Other Design.....Retail Design Diagnostic
- UNE Other Non-Design.....Retail Residence and Business Diagnostic
- Local Transport (Unbundled Interoffice Transport).....Retail DS1/DS3 Interoffice
- Local Interconnection Trunks.....Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
No.....		

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation.....	SEEM Analog/Benchmark
• Not Applicable.....	Not Applicable

P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices Interval >= 48 Hours

Definition

~~When BellSouth can determine, in advance, that a committed due date is in jeopardy for facility delay, it BellSouth will provide advance notice to the CLEC. This report measures the percentage of jeopardy notices that BellSouth provides in advance to the CLECs indicating a committed due date is in jeopardy due to a facility delay.~~

The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the due date of the order.

Exclusions

- ~~Orders held for CLEC end-user reasons~~
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- ~~Disconnect (D) and From (F) orders~~
- ~~Orders with jeopardyized Notice when jeopardy is identified on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.~~
- ~~Orders issued with a due date of \leq less than 48 hours~~
- Listing Orders

Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. ~~The number of committed orders in a report period is the number of orders that have a due date in the reporting period are included in the calculation. The interval is calculated using the date/time the notice is released to the CLEC/BellSouth systems/FAX Server until 5 PM on the due date of the order. Jeopardy notices for interconnection trunk results are usually zero as these trunks seldom experience facility delays. The Committed Due Date is considered the Confirmed Due Date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.~~

Calculation

~~Jeopardy Interval = a - b~~

- ~~a = Date and time of scheduled due date on service order~~
- ~~b = Date and time of jeopardy notice~~

~~Average Jeopardy Interval = c / d~~

- ~~c = Sum of all jeopardy intervals~~
- ~~d = Number of orders notified of jeopardy in reporting period~~

Percentage of Orders Given Jeopardy Notice >= 48 Hours = (a / b) X 100

- a = Number of orders given jeopardy notice >= 48 hours in the reporting period
- b = Number of orders given jeopardy notices in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Mechanized Orders~~
- ~~Non-Mechanized Orders~~
- ~~Dispatch/Non-Dispatch~~
- Geographic Scope

Florida Performance Metrics

- State
- Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

• Resale Residence (Non-Design)	95% >= 48 hours
• Resale Business (Non-Design)	95% >= 48 hours
• Resale Design	95% >= 48 hours
• Resale PBX	95% >= 48 hours
• Resale Centrex	95% >= 48 hours
• Resale ISDN	95% >= 48 hours
• LNP (Standalone)	95% >= 48 hours
• INP (Standalone)	95% >= 48 hours
• 2W UNE Analog Loop (Design)	95% >= 48 hours
• 2W UNE Analog Loop (Non-Design)	95% >= 48 hours
• 2W Analog Loop with LNP Design	95% >= 48 hours
• 2W Analog Loop with LNP Non-Design	95% >= 48 hours
• 2W Analog Loop with INP Design	95% >= 48 hours
• 2W Analog Loop with INP Non-Design	95% >= 48 hours
• UNE Digital Loop < DS1	95% >= 48 hours
• UNE Digital Loop >= DS1	95% >= 48 hours
• UNE Loop + Port Combinations	95% >= 48 hours
- Dispatch In	Dispatch In
- Switch Based	Switch Based
• UNE Switch Ports	95% >= 48 hours
• UNE EELs	95% >= 48 hours
• UNE Combo Other	95% >= 48 hours
• UNE xDSL (HDSL, ADSL and UCL)	95% >= 48 hours
• UNE ISDN (Includes UDC) /UDC/IDSL	95% >= 48 hours
• UNE Line Sharing	95% >= 48 hours
• UNE Line Splitting/Sharing	95% >= 48 hours
• UNE Other Design	95% >= 48 hours
• UNE Other Non-Design	95% >= 48 hours
• Local Transport (Unbundled Interoffice Transport)	95% >= 48 hours
• Local Interconnection Trunks	95% >= 48 hours

SEEM Measure

SEEM	Tier I	Tier II
No		

P- [PJ48]: Percentage of Orders given Jeopardy-Notices Interval >= 48 Hours

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-2A

: Percentage of Orders given Jeopardy Notices Interval >= 48 Hours

P-2B [PJ]: Percentage of Orders Given Jeopardy Notices

Definition

~~This report measures the percentage of orders given jeopardy notices. When BellSouth can determine in advance that a committed due date is in jeopardy for to facility delay, out of the total orders due in the reporting period, it will provide advance notice to the CLEC.~~

~~The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.~~

Exclusions

- ~~• Orders held for CLEC end-user reasons~~
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T).
- Disconnect (D) and From (F) eOrders
- Listing Orders
- Orders jeopardized on the due date
- Orders issued with a due date of less than or equal to 48 hours

Business Rules

~~When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of eOrders that have a due date in the reporting period are included in the calculation. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.~~

Calculation

Percent of Orders Given Jeopardy Notice = (a / b) X 100

- a = Number of orders given jeopardy notices in the reporting period
- b = Number of orders confirmed (due) in the reporting period

~~Percent of Orders Given Jeopardy Notice >= 48 hours = (c / d) X 100~~

- ~~• c = Number of Orders Given Jeopardy Notice >= 48 hours in Reporting Period (electronic only)~~
- ~~• d = Number of Orders Given Jeopardy Notices in Reporting Period (electronic only)~~

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~• Mechanized Orders~~
- ~~• Non-Mechanized Orders~~
- ~~• Dispatch/Non-Dispatch~~
- Geographic Scope
 - State
 - Region

Data Retained
Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Date and Time Jeopardy Notice sent
- Committed Due Date
- Service Type

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM Analog/Benchmark

- | | |
|--|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W-UNE Analog Loop (Design) | Retail Residence, and Business, and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W-UNE Analog Loop (Non-Design) | Retail Residence and Business – (POTS (Excluding Switch
Based Orders) |
| • 2W Analog Loop with LNP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop with LNP Non-Design | Retail Residence and Business – (POTS Excluding Switch-
Based Orders) |
| • 2W Analog Loop with INP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop with INP Non-Design | Retail Residence and Business – (POTS Excluding Switch-
Based Orders) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations..... | Retail Residence and Business |
| Dispatch In..... | Dispatch In |
| Switch Based | Switch Based |
| • UNE EELs | Retail DS1/DS3 |
| • UNE Switch Ports..... | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL)..... | ADSL Provided to Retail |
| • UNE ISDN (Includes UDC)/UDC/ISL..... | Retail ISDN - BRI |
| • UNE Line Splitting/Sharing..... | ADSL Provided to Retail |
| • UNE Line Sharing | ADSL Provided to Retail |
| • UNE Other Design..... | Retail Design Diagnostic |
| • UNE Other Non-Design..... | Retail Residence and Business Diagnostic |
| • Local Transport (Unbundled Interoffice Transport)..... | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable.....	Not Applicable

P-3 [MIA]: Percent Missed Initial Installation Appointments

Definition

"Percent missed initial installation appointments" monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth. This report measures is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for Total misses and End User Misses

Exclusions

- Orders canceled prior to the due date including orders that are to be provisioned on the same day they are placed. ("Zero Due Date Orders")
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc., which may be Order types may be coded C, N, R or T)
- Disconnect (D) & From (F) Orders
- End User Misses
- Listing Orders

Business Rules

Percent Missed Initial Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code, used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.

All Service orders are considered as met, unless the first missed appointment code is due to BellSouth company reasons. If an attempt is made to provision service prior to the commitment time, but there is no access, a miss will not be counted unless BellSouth fails to meet the original commitment time. If no access occurs after the commitment time, the report is flagged a missed appointment.

Calculation

Percent Missed Installation Appointments = $(a / b) \times 100$

- a = Number of orders with Completion date in reporting period past the original committed due date where the installation appointment is not met
- b = Total number of orders completed during the in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits >= 10 lines/circuits (except trunks)
- Dispatch/Non-Dispatch (except Trunks)
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON (PON)

Florida Performance Metrics

- Committed Due Date (DD)
- Completion Date (CMPLTN-DD)
- Status Type
- Status Notice Date
- Standard Order Activity

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Committed Due Date (DD)
- Completion Date (CMPLTN-DD)
- Status Type
- Status Notice Date
- Standard Order Activity

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W-UNE Analog Loop (Design)	Retail Residence, and Business and Design (Dispatch) (Excluding Digital Loops)
• 2W-UNE Analog Loop (Non-Design)	Retail Residence and Business – (POTS (Excluding Switch Based Orders)
• 2W-UNE-Analog Loop with LNP-Design	Retail Residence, and Business and Design (Dispatch) (Excluding Digital Loops)
• 2W-UNE-Analog Loop with LNP-Non-Design	Retail Residence and Business – (POTS (Excluding Switch Based Orders)
• 2W Analog Loop With INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	Retail Residence and Business – (POTS Excluding Switch Based Orders)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
Dispatch In	Dispatch In
Switch Based	Switched Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE EELs	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
Without Conditioning	Without Conditioning
With Conditioning	With Conditioning (BellSouth does not offer this service to Retail)
• UNE ISDN/UDC/IDSL	Retail ISDN - BRI
• UNE Line Splitting/Sharing Without Conditioning	ADSL Provided to Retail
With Conditioning	ADSL Provided to Retail
• UNE Other Design	Diagnostic Retail Design
• UNE Other Non-Design	Diagnostic Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail Trunks
• UNE Line Splitting Without Conditioning	ADSL Provided to Retail
With Conditioning	ADSL Provided to Retail
• UNE UDC/IDSL	Retail ISDN - BRI

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence, and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business – (POTS (Excluding Switch-Based Orders))
• 2W Analog Loop With LNP – Design	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP – Non-Design	Retail Residence and Business – (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With INP – Design	Retail Residence and Business Dispatch
• 2W Analog Loop With INP – Non-Design	Retail Residence and Business – (POTS Excluding Switch-Based Orders)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
• Dispatch In	Dispatched In
• Switch Based	Switch Based
• EELs	Retail DS1/DS3
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• Without Conditioning	Without Conditioning
• With Conditioning	With Conditioning (BellSouth does not offer this service to Retail)
• UNE ISDN	Retail ISDN – BRI
• UNE Line Splitting Without Conditioning	ADSL Provided to Retail
• With Conditioning	ADSL Provided to Retail
• UNE Line Sharing Without Conditioning	ADSL Provided to Retail
• With Conditioning	ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• UNE UDC/ADSL	Retail ISDN – BRI

P-4 [OCI]: Average Order Completion Interval (OCI) & Order Completion Interval Distribution

Definition

This report measures The “average completion interval” measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The “Order Completion Interval Distribution” provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on service orders.

Exclusions

- Canceled Service Orders
- **Order activities of BellSouth** or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be order types C, N, R or T)
- Disconnect (D & F) orders (Except “D” orders associated with LNP Standalone)
- “L” Appointment coded orders (where the customer has requested a later than offered interval)
- CLEC/End user-caused misses
- Listing Orders

Business Rules

The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth issues a FOC/SOCS date time-stamp indicating receipt of an order (application date) from the CLEC to BellSouth’s actual order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work non-dispatched) or field orders (dispatched). Orders can be either dispatch or non-dispatch.

The interval breakout for UNE and Design is: 0-5 = 0 <= 5, 5-10 = 5 <= 10, 10-15 = 10 <= 15, 15-20 = 15 <= 20, 20-25 = 20 <= 25, 25-30 = 25 <= 30, >= 30 = 30 and greater.

Only valid business days will be included in the calculation of this interval. Valid business days may be found at the following website: (<http://www.interconnection.bellsouth.com/#localorderinghandbook/intervalguide>).

Calculation

Order Completion Interval = (a - b)

- a = Completion Date
- b = FOC/ or SOCS date time-stamp (application date)

Average Order Completion Interval = (c / d)

- c = Sum of all completion intervals
- d = Count of orders completed in the reporting period

Order Completion Interval Distribution (for each interval) = (e / f) X 100

- e = Service Orders Completed in “X” days
- f = Total Service Orders Completed in Reporting Period

Florida Performance Metrics

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Dispatch/Non-Dispatch~~ categories applicable to all levels except trunks
- ~~Residence and Business~~ reported in day-intervals = 0,1,2,3,4,5,5+
- ~~UNE and Design~~ reported in day-intervals = 0,5,5-10,10-15,15-20,20-25,25-30, >= 30
- All Levels are reported < 40 6 lines/circuits; >= 40 6 lines/circuits (except trunks)
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Company Name~~
- ~~Order Number (PON)~~
- ~~Application Date and Time~~
- ~~Completion Date (CMPLTN_DT)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Geographic Scope~~

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- ~~Report Month~~
- ~~BellSouth Order Number~~
- ~~Order Submission Date and Time~~
- ~~Order Completion Date and Time~~
- ~~Service Type~~
- ~~Geographic Scope~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|--|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W-UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W-UNE Analog Loop (Non-Design) | Retail Residence and Business (Dispatch) -(POTS Excluding
Switch-Based Orders) |
| • 2W-UNE Analog Loop with LNP-Design | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W-UNE Analog Loop with LNP-Non-Design | Retail Residence and Business -(POTS-(Excluding
Switch-Based Orders) (Dispatch) |
| • 2W Analog Loop with INP-Design | Retail Residence and Business-Dispatch |
| • 2W Analog Loop with INP-Non-Design | Retail Residence and Business -(POTS Excluding
Switch-Based Orders) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |

Florida Performance Metrics

• UNE Loop + Port Combinations.....	Retail Residence and Business
- Dispatch In.....	- Dispatch In
- Switch Based.....	- Switch Based
• UNE EELs.....	Retail DS1/DS3
• UNE Switch Ports.....	Retail Residence and Business (POTS)
• UNE Combo Other.....	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	
- without conditioning.....	<= 5 Days
- with conditioning.....	<= 12 Days
• UNE ISDN/UDC/ADSL.....	Retail ISDN - BRI
• UNE Line Sharing without Conditioning.....	ADSL Provided to Retail
with Conditioning.....	<= 12 Days
• UNE Line Splitting/Sharing without Conditioning.....	ADSL Provided to Retail
with Conditioning.....	<= 12 Days
• Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice
• UNE Other Design.....	Retail Design Diagnostic
• UNE Other Non-Design.....	Retail Residence and Business Diagnostic
• UNE UDC/ADSL.....	Retail ISDN - BRI
• Local Interconnection Trunks.....	Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence.....	Retail Residence
• Resale Business.....	Retail Business
• Resale Design.....	Retail Design
• Resale PBX.....	Retail PBX
• Resale Centrex.....	Retail Centrex
• Resale ISDN.....	Retail ISDN
• LNP (Standalone).....	Retail Residence and Business (POTS)
• INP (Standalone).....	Retail Residence and Business (POTS)
• 2W Analog Loop Design.....	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design.....	Retail Residence and Business (POTS Excluding Switch-Based Orders)
• 2W Analog Loop with LNP - Design.....	Retail Residence and Business Dispatch
• 2W Analog Loop with LNP - Non-Design.....	Retail Residence and Business (POTS Excluding Switch-Based Orders)
• 2W Analog Loop with INP - Design.....	Retail Residence and Business Dispatch
• 2W Analog Loop with INP - Non-Design.....	Retail Residence and Business (POTS Excluding Switch-Based Orders)
• UNE Digital Loop < DS1.....	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1.....	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations.....	Retail Residence and Business
- Dispatch In.....	- Dispatch In
- Switch Based.....	- Switch Based
• UNE Switch Ports.....	Retail Residence and Business (POTS)
• UNE Combo Other.....	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	
- without conditioning.....	<= 5 Days
- with conditioning.....	<= 12 Days
• UNE ISDN.....	Retail ISDN - BRI
• UNE Line Sharing Without Conditioning.....	ADSL Provided to Retail
With Conditioning.....	<= 12 Days
• Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks.....	Parity with Retail
• UNE Line Splitting Without Conditioning.....	ADSL Provided to Retail
With Conditioning.....	<= 12 Days
• UNE Other Design.....	Retail Design



Docket No. 000121A-TP
Provisioning

Florida Performance Metrics

• UNE Other Non-Design.....	Retail Residence and Business
• EELs	Retail DS1/DS3
• UNE UDC/DSL	Retail ISDN/BRI

P-4 [OC]: Average Order Completion Interval (OCI) & Order Completion Interval Distribution

P-5 [CNI]: Average Completion Notice Interval

Definition

~~The Completion Notice Interval is~~ This report measures the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc., which may be) Test order types may be C, N, R, or T)
- ~~D & F Disconnect Orders (Exception: "D" orders associated with LNP Standalone)~~
- Listing Orders

Business Rules

~~The interval begins Measurement on interval of with the completion date and time entered by a field technician on dispatched orders, and SPM start time on the due date for non-dispatched orders; to the and the interval ends with release of a the notice of completion status to the CLEC/BellSouth of the completion status.~~ The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems ~~either completing the order or rejecting the order to the Work Management Center (WMC), either completing or rejecting the order.~~ If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

~~The start time for all orders is the completion stamp, either by the field technician or the SPM due date stamp ;~~ The end time for mechanized orders is the time stamp ~~when the notice was delivered to the CLEC interface (LENS, EDI, OR TAG).~~ For non-mechanized orders the end time will be date and timestamp of order update from the FAX record via LON or the C-SOTS system. For the retail analog, the start time is ~~begins~~ when the technician completes the order and ~~the end time is ends when the order status is changed to complete in SOCS.~~

Calculation

Completion Notice Interval = (a - b)

- a = Date and time of notice of completion
- b = Date and time of work completion

Average Completion Notice Interval = c / d

- c = Sum of all completion notice intervals
- d = Number of orders with notice of completion in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- ~~Dispatch/Non-Dispatch~~
- Reporting intervals in hours: 0,1 <= 2, >2 <= 4, >4 <= 8, >8 <= 12, >12 <= 24, >24
- Reported in categories of <10 line / circuits; >= 10 line/circuits (except trunks)
- Geographic Scope
 - State
 - ~~Region~~

Data Retained
Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)
- Work Completion Date (empltn_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number (so_nbr)
- Work Completion Date (empltn_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the raw data file.

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM Analog/Benchmark

- | | |
|---|---|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence and Business – (POTS Excluding
Switch-Based Orders) |
| • 2W UNE Analog Loop with LNP - Design | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W UNE Analog Loop with LNP- Non-Design | Retail Residence and Business – (POTS (Excluding
Switch Based Orders) |
| • 2W Analog Loop with INP - Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop with INP - Non-Design | Retail Residence and Business – (POTS Excluding
Switch-Based Orders) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations..... | Retail Residence and Business |
| – Dispatch In | Dispatch In |
| – Switch Based | Switch Based |
| • UNE EELs | Retail DS1/DS3 |
| • UNE Switch Ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL)..... | ADSL Provided to Retail |
| • UNE ISDN/UDC/ADSL | Retail ISDN - BRI |

Florida Performance Metrics

- | | |
|--|--|
| • UNE Line Sharing without Conditioning | ADSL Provided to Retail |
| with Conditioning | ≤ 12 Days |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • UNE Other Design | Retail Design Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • UNE UDC/ADSL | Retail ISDN BRI |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

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

Definition

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

Exclusions

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

Business Rules

For CLEC Results:

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

Calculation

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

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

Report Structure

- ◆ CLEC Specific
- ◆ CLEC Aggregate
- ◆ Dispatch /Non-Dispatch
- ◆ Total Orders FOC < 24 Hours
- ◆ Total Completed Service Orders
- ◆ % FOC < 24 Hours
- ◆ Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ◆ Committed Due Date (DD)
- ◆ FOC End Timestamp
- ◆ Report Month
- ◆ CLEC Order Number and PON

Relating to BellSouth Performance

- ◆ Not Applicable

Florida Performance Metrics

SQM Disaggregation—Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	← 5%
• Resale Business	
• Resale Design	
• Resale PBX	
• Resale Centrex	
• Resale ISDN	
• LNP (Standalone)	
• INP (Standalone)	
• 2W Analog Loop Design	
• 2W Analog Loop Non-Design	
• 2W Analog Loop Design with LNP	
• 2W Analog Loop Non-Design with LNP	
• 2W Analog Loop Design with INP	
• 2W Analog Loop Non-Design with INP	
• UNE Digital Loop < DS1	
• UNE Digital Loop ≥ DS1	
• UNE Loop + Port Combinations	
— Dispatch In	
— Switch-Based	
• UNE Switch Ports	
• UNE Combo Other	
• UNE xDSL (HDSL, ADSL and UCL)	
• UNE ISDN (Includes UDC)	
• UNE Line Sharing	
• UNE Line Splitting	
• Local Transport (Unbundled Interoffice Transport)	
• Local Interconnection Trunks	
• EELS	

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation—Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-7 [CCI]: Coordinated Customer Conversions Interval – Hot Cut Duration

Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch, and cross connect it to the CLEC, and notify the CLEC after the conversion is complete. This measurement applies to service orders with INP and with LNP, and where the CLEC has requested BellSouth to provide a coordinated cut-over conversion.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement Canceled Service Orders
- Delays caused by the due to CLEC following Disconnection of the Unbundled Loop
- ~~Unbundled Loops where there~~ is no existing subscriber loop and loops where coordination is not requested
- Non-Coordinated Conversions
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

When the service order includes LNP, the interval includes the total time for the cut over including the translation time to place the line back in service on the ported line. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order. Coordinated conversions are scheduled between the CLEC and BellSouth. The start time will be captured when the physical conversion begins and the stop time will be when the CLEC is notified after the conversion is complete. The conversion interval for the entire service order is calculated and then divided by the number of loops converted to determine the average duration per loop.

Calculation

Coordinated Customer Conversions Interval = (a - b) / c

- a = Completion date and time for Cross-Connection of a Coordinated Unbundled Loop of CLEC notification
- b = Disconnection Start date and time of an Coordinated Unbundled Loop conversion
- c = Number of loops per order

Percent Coordinated Customer Conversions (for each interval) = (e / d) (d / c) X 100

- e / d = Total number of Coordinated Customer Conversions for each interval (loops) within <= 15 minutes
- d / c = Total number of Unbundled Loop with Coordinated Customer Conversions (items loops) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~The interval breakout is 0-5 = 0-5, 5-15 = >5-15, >=15 = 15 and greater, plus Overall Average Interval~~
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Order Number~~
- ~~Committed Due Date (DD)~~

Florida Performance Metrics

- Service Type (CLASS_SVC_DESC)
- Cutover Start Time
- Cutover Completion Time
- Portability Start and Completion Times (INP orders)
- Total Conversions (Items)

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Unbundled Loops with INP Coordinated Customer Conversions (Loops) 95% <= 15 Minutes
- Unbundled Loops with LNP 95% <= 15 minutes

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Unbundled Loops with INP 95% <= 15 Minutes
- Unbundled Loops with LNP 95% <= 15 minutes

P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness % Percent within Interval and Average Interval

Definition

This report category measures the percentage of orders where whether BellSouth begins the cutover conversion of an unbundled loop on a coordinated and/or a time specific order at within a timely manner of the CLEC requested start time. ~~It measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order and the average interval.~~

Exclusions

- Any order canceled by the CLEC ~~will be excluded from this measurement.~~
- Delays caused by the CLEC
- ~~Unbundled~~ Loops where there is no existing subscriber loop and loops where coordination is not requested
- Subsequent ~~All unbundled~~ loops on multiple loop orders after the first loop
- ~~Test Orders~~
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

This report measures whether BellSouth begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered "on time" if it starts ≤ 15 minutes before or after the requested start time. ~~Using the scheduled time and the actual cut over start time, the measurement will calculate the percent within interval and the average interval.~~ If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the "on time" interval. ~~≤ 15 minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time; > 15 minutes, ≤ 30 minutes includes cuts within 15:00 – 30:00 minutes either prior to or after the scheduled cut time; > 30 minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time.~~ If Integrated Digital Loop Carrier (IDLC) is involved, a four-hour window applies to the start time. (8 A.M. to Noon or 1 P.M. to **5 P.M.**) This only applies if BellSouth must notify the CLEC by 10:30 AM on the day before the due date ~~that the service is on IDLC and then the "on time" interval is ≤ 2 hours before or after the requested start time.~~

Calculation

% Percent within Interval = (a / b) X 100

- a = Total number of coordinated unbundled loop orders ~~for the interval~~ converted "on time"
- b = Total number of coordinated unbundled loop orders for the reporting period

Interval = (e – d)

- e = Scheduled Time for Cross Connection of a Coordinated Unbundled Loop Order
- d = Actual Start Date and Time of a Coordinated Unbundled Loop Order

Average Interval = (e / f)

- ~~Sum of all Intervals~~
- Total Number of Coordinated Unbundled Loop Orders for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~Reported in intervals of early, on time and late cuts % ≤ 15 minutes; % > 15 minutes, ≤ 30 minutes; % > 30 minutes, plus Overall Average Interval~~
- Geographic Scope
 - State

Florida Performance Metrics

Region

- Percentages are reported in intervals of early, on time and late cuts for IDLC and non-IDLC cuts

On-Time (Non-IDLC)

≤ 15 minutes

Note: This is a 30-minute bucket representing a cut that begins 15 minutes or less before or after the scheduled start time.

Early (Non-IDLC)

>15 minutes ≤ 30 minutes

>30 minutes ≤ 60 minutes

>60 minutes ≤ 120 minutes

>120 minutes ≤ 180 minutes

>180 minutes ≤ 240 minutes

≤ 240 minutes

Late (Non-IDLC)

>15 minutes ≤ 30 minutes

>30 minutes ≤ 60 minutes

>60 minutes ≤ 120 minutes

>120 minutes ≤ 180 minutes

>180 minutes ≤ 240 minutes

>240 minutes

Overall Average Interval for non-IDLC

On-Time (IDLC)

≤ 2 hours

Note: This is a 4-hour bucket representing a cut involving IDLC that begins 2 hours or less before or after the scheduled start time

Early (IDLC)

>2 hours

Late (IDLC)

>2 hours

Overall Average Interval for IDLC

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DES)
- Cutover Scheduled Start Time
- Cutover Actual Start Time
- Total Conversion Orders

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Product Reporting Level

- ~~SL1 Time Specific~~ ~~Non-IDLC~~ 95% within + or - 15 minutes of scheduled start time

- ~~SL1 Non-Time Specific~~

- ~~SL2 Time Specific~~

- ~~SL2 Non-Time Specific~~

- ~~SL1 IDLC~~ 95% within 4 Hour Window 95% within + or - 2 hours of scheduled start time

- ~~SL2 IDLC~~

SQM/SEEM Analog/Benchmark

SEEM Measure

SEEM Tier I Tier II

Yes..... X X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- Product Reporting Level

- ~~SL1 Time Specific~~ 95% within + or - 15 minutes of scheduled start time

- ~~SL1 Non-Time Specific~~

- ~~SL2 Time Specific~~

- ~~SL2 Non-Time Specific~~

- ~~SL1 IDLC~~ 95% within 4 Hour Window

- ~~SL2 IDLC~~

SEEM Analog/Benchmark

P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time

Definition

Measures the time between notification and resolution by BellSouth of a service outage found that can be isolated to the BellSouth side of the network. The time between notification and resolution by BellSouth must be measured to ensure that CLEC customers do not experience unjustifiable lengthy service outages during a Coordinated Customer Conversion. This report measures outages associated with Coordinated Customer Conversions prior to service order completion, which can be isolated to BellSouth's side of the network.

Exclusions

- ~~Cutovers~~ Conversions where service outages are due to CLEC caused reasons ~~when the CLEC agrees~~
- ~~Cutovers~~ Conversions where service outages are due to end-user caused reasons ~~when the CLEC agrees~~
- ~~Test Orders~~
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the service trouble has been restored and the CLEC has been notified. ~~The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified.~~ The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration. This measure also displays the overall percentage of orders which did not experience a trouble during a coordinated conversion.

Calculation

Recovery Time = (a - b)

- a = Date and time ~~that the initial trouble is cleared and the Closed-by-CLEC is notified~~
- b = Date and time the initial trouble is opened with BellSouth

Average Recovery Time = (c / d)

- c = Sum of all the Recovery Times ~~per circuit~~
- d = Number of troubles ~~per circuit~~ referred to BellSouth

Percentage of Items with No Troubles = (e / f) X 100

- e = Total items in the reporting period that did not have a trouble during a coordinated conversion
- f = Total items for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Company Name~~

Florida Performance Metrics

- CLEC Order Number (so_nbr)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- CLEC Acceptance Conflict (CLEC_CONFLICT)
- CLEC Conflict Resolved (CLEC_CON_RES)
- CLEC Conflict MFC (CLEC_CONFLICT_MFC)
- Total Conversion Orders

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- None

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM Analog/Benchmark

- ~~Unbundled Loops with INP~~ Coordinated Customer Conversions (Loops) <= 5 Hours
- ~~Unbundled Loops with LNP~~ <= 5 Hours

SEEM Measure

SEEM	Tier I	Tier II
No.....		

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

- Not Applicable.....Not Applicable

P-7B

: Coordinated Customer Conversions – Average Recovery Time

P-7C [CPT]: Hot Cut Conversions - % Percent Provisioning Troubles Received within 7 5 Days of a Completed Service Order

Definition

This report measures the percentage of provisioning troubles received within 7 5 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Hot Cut Conversion (CCC) measures and ensures the quality and accuracy of Coordinated Customer Hot Cut Conversion activities.

Exclusions

- ~~Any order canceled by the~~ CLEC Canceled Orders
- Troubles caused by Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth
- Disconnect Orders

Business Rules

~~Measures the quality and accuracy of completed service orders associated with Coordinated and Non-coordinated Customer Conversions. The first trouble report received on a circuit ID within 7 5 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed Coordinated Customer Conversion service orders and following 7 days after the completion of the service order for a trouble report issue date.~~

Calculation

% Percentage of Provisioning Troubles within 7 5 Days of Service Order Completion = (a / b) X 100

- a = The sum of all ~~CCC Hot Cut~~ Circuits with a trouble within 7 5 days following service order(s) completion
- b = The total number of ~~CCC Service Order Hot Cut~~ Circuits completed in the previous reporting period ~~calendar month~~

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr)
- PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date

Florida Performance Metrics

- Standard Order Activity
- Geographic Scope
- Total Conversion Circuits

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- UNE Loops Design <= 3%
- UNE Loop Non-Design <= 3

SEEM Measure

SEEM	Tier I	Tier II
No Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- UNE Loop Design <= 3%
- UNE Loop Non-Design <= 3%

P-7D [NCDD]: Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date

Definition

This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.

Exclusions

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R, or T)

Business Rules

The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

Calculation

Percent Completed and Notified on Due Date = (a / b) X 100

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Non-Coordinated Conversions.....95% Completed on Due Date with CLEC Notification

SEEM Measure

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>
<u>Yes.....</u>	<u>X.....</u>	<u>X.....</u>

P-8: Cooperative Acceptance Testing -- % of xDSL Loops Passing Cooperative Testing

Definition

A loop will be considered successfully cooperatively tested when both the CLEC and BellSouth representatives agree that the loop meets the technical specifications set forth in TR 73600.

Exclusions

- Testing failures due to CLEC (incorrect contact number, CLEC not ready, etc.)
- xDSL lines with no request for cooperative testing
- Test Orders

Business Rules

When a BellSouth technician finishes delivering an order for an xDSL loop where the CLEC order calls for cooperative testing at the customer's premise, the BellSouth technician is to call a toll free number to the CLEC testing center. The BellSouth technician and the CLEC representative at the center then test the line. As an example of the type of testing performed, the testing center may ask the technician to put a short on the line so that the center can run a test to see if it can identify the short. CLEC caused failures will be captured in the raw data files.

Calculation

Cooperative Acceptance Testing -- % of xDSL Loops Successfully Tested = $(a / b) \times 100$

- a = Total number of successful xDSL cooperative tests for xDSL lines where cooperative testing was requested in the reporting period
- b = Total Number of xDSL line tests requested by the CLEC and scheduled in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop Tested
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name (OCN)
- CLEC Order Number (so_nbr) and PON (PON)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Acceptance Testing Completed (ACCEPT_TESTING)
- Acceptance Testing Declined (ACCEPT_TESTING)
- Total xDSL Orders
- Missed Appointments Code (SO_MISSED_CMMT_CD)

Note: Code in parentheses is the corresponding header found in the raw data file.

Florida Performance Metrics

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• UNE xDSL	95% of Lines Successfully Tested
– ADSL	
– HDSL	
– UCL	
– OTHER	

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• UNE xDSL	95% of Lines Successfully Tested
– ADSL	
– HDSL	
– UCL	
– Other	

P-9 [PPT]: % Percent Provisioning Troubles within 30 "X" Days of Service Order Completion

Definition

~~Percent Provisioning troubles within 30 days of service order Completion measures~~ This report measures the quality and accuracy of the provisioning process by calculating the percentage of troubles received within "X" days of service order ~~activities~~ completion.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.,) ~~Test order types which may be order types C, N, R, or T)~~
- ~~D & F Disconnect Orders~~
- Trouble reports caused and closed out to Customer Provided Equipment (CPE) or CLEC Equipment
- Listing Orders
- Troubles outside of BellSouth's control
 - ~~A cut or damaged cable, caused by other than BellSouth employees or contractors~~
 - ~~Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth~~

Business Rules

~~Measures the quality and accuracy of completed orders. The first trouble report received after the completion of a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. When the completed service order is matched to a trouble report, it is uniquely counted one time in the numerator. Reports are calculated~~ Candidates are identified by searching in the prior report period for all completed service orders following 30 days after completion of the service order for a trouble report issue date and then searching for all trouble reports received within 5 days (POTS Non-Designed services) or 14 days (Designed services) of the service order completion date.

~~D & F orders are excluded as there is no subsequent activity following a disconnect.~~

Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

% Percent Provisioning Troubles within 30 "X" Days of Service Order Activity Completion = (a / b) X 100

- a = ~~Trouble Reports on all~~ Total completed orders receiving a trouble report within "X" 30-days of the following service order(s) completion
- b = All service orders completed in the previous reporting period calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- ~~Reported in categories of <10 line/circuits; >= 10 line/circuits (except trunks)~~
- Dispatch /Non-Dispatch (except trunks)
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Order Submission Date (TICKET_ID)
- Order Submission Time (TICKET_ID)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- BellSouth Order Number
- Order Submission Date
- Order Submission Time
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|--|---|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • LNP (Standalone) | Retail Residence and Business (POTS) |
| • INP (Standalone) | Retail Residence and Business (POTS) |
| • 2W UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS (Excluding Switch
Based Orders) |
| • 2W UNE Analog Loop with LNP Design | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W UNE Analog Loop with LNP Non-Design | Retail Residence and Business - (POTS (Excluding
Switch Based Orders) |
| • 2W Analog Loop with INP Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop with INP Non-Design | Retail Residence and Business (POTS - Excluding
Switch Based Orders) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| - Dispatch In | - Dispatch In |
| - Switch Based | - Switch Based |
| • UNE EELs | Retail DS1/DS3 |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN/Includes UDC/IDSL | Retail ISDN-BRI |
| • UNE Line Sharing | ADSL Provided to Retail |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| - Dispatch In | - Dispatch In |
| - Switch Based | - Switch Based |
| • UNE Switch Ports | Retail Residence and Business (POTS) |

Florida Performance Metrics

• UNE Combo Other	Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• UNE Other Design	Retail Design Diagnostic
• UNE Other Non-Design	Retail Residence and Business Diagnostic
• Local Interconnection Trunks	Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business (POTS Excluding Switch-Based Orders)
• 2W Analog Loop with LNP Design	Retail Residence and Business Dispatch
• 2W Analog Loop with LNP Non-Design	Retail Residence and Business (POTS Excluding Switch-Based Orders)
• 2W Analog Loop with INP Design	Retail Residence and Business Dispatch
• 2W Analog Loop with INP Non-Design	Retail Residence and Business (POTS Excluding Switch-Based Orders)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
– Dispatch In	Dispatch In
– Switch Based	Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
• EELs	Retail DS1/DS3
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• UNE ISDN (Includes UDC)	Retail ISDN BRI
• UNE Line Splitting	ADSL Provided to Retail
• UNE Line Sharing	ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Other Non-Design	Retail Residence and Business
• UNE Other Design	Retail Design

P-9 [PPT]: % Percent Provisioning Troubles within 30 "X" Days of Service Order Completion

Florida Performance Metrics

Relating to BellSouth Performance

- No BellSouth Analog Exist

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	95% Accurate
• Resale Business	
• Resale Design (Specials)	
• UNE Specials (Design)	
• UNE (Non-Design)	
• Local Interconnection Trunks	

SEEM Measure

SEEM _____ Tier I _____ Tier II

Yes

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale	95%
• UNE	95%
• UNE-P	95%

Note: This measure to be replaced when P-11A is implemented.

P-11: Service Order Accuracy

Note: This measure becomes effective with September 2003 service orders. The Service Order Accuracy measure as defined in the previous SQM will be effective prior to that time.

P-11A [SOA]: Service Order Accuracy

Definition

The Service Order Accuracy measurement ~~This report~~ measures the accuracy and completeness of CLEC requests for service by comparing the CLEC Local Service Request (LSR) to the completed service order after provisioning has been completed. Only electronically submitted LSRs that require manual handling (Partially Mechanized) by a BellSouth service representative in the LCSC are measured.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, ~~Test Orders using test OCs, etc.,~~ which may be coded order types C, N, R or T etc.)
- Disconnect Orders
- ~~CLEC LSRs Submitted Manually (FAX or Courier)~~
- CLEC LSRs submitted electronically that are not manually handled by BellSouth (Flow-Through)
- "Projects" with no LSR

Business Rules

~~Only CLEC LSRs submitted electronically that fall out of the electronic system for manual processing (partially mechanized) by a BellSouth representative and the resulting service orders are selected for this measure. The CLEC requested services on the LSR are mechanically compared to the completed service order using the CLEC affecting service attributes shown below.~~

Selected CLEC Affecting Service Attributes

The BellSouth Local Service Request (LSR) fields identified below will be used, as applicable, for this Service Order Accuracy review process.

BellSouth LSR Fields

~~A service affecting comparison of the fields listed below will determine the accuracy of the provisioning process. The fields listed below would only be captured as a miss when they are service affecting. For the purpose of the Service Order Accuracy measure, if any of the fields listed below are populated on the LSR and do not match the corresponding field on the Service Order, and are service affecting, the order will be scored as a miss. ~~but this mismatch does not affect the correct provisioning of the Service Order, the field is not considered to be service affecting and therefore will not be included as a miss in this measure.~~~~

~~An example would be BellSouth will maintain a list of LCSC/System workarounds which will not be considered service affecting. This list which will be identified in a document posted on the Interconnection website. CLECs may discuss any of the posted LCSC/System workarounds during the regular PMAP notification calls.~~

- Company Code
- PON
- Billed Telephone Number
- Telephone Number
- Ported Telephone Number
- Circuit ID
- PIC
- LPIC
- Directory Listing
 - Directory Delivery Address
 - Listing Activity

Florida Performance Metrics

- Alphanumeric Listing Identifier Code
- Record Type
- Listing Type
- Listed Telephone Number
- Listed Name, Last Name
- Listed Name, First Name
- Address Indicator
- Listed Address House Number
- Listed Address House Number Suffix
- Listed Address Street Directional
- Listed Address Street Name
- Listed Address Thoroughfare
- Listed Address Street Suffix
- Listed Address Locality
- Yellow Pages Heading
- Features
 - Feature Activity
 - Feature Codes
 - Feature Detail*
- Hunting
 - Hunt Group Activity
 - Hunt Group Identifier
 - Telephone Number Identifier
 - Hunt Type Code
 - Hunt Line Activity
 - Hunting Sequence
 - Number Type
 - Hunting Telephone Number
- E911 Listing
 - Service Address House Number
 - Service Address House Number Suffix
 - Service Address Street Directional
 - Service Address Street Name
 - Service Address Thoroughfare
 - Service Address Street Suffix
 - Service Address Descriptive Location
- EATN
- ATN
- APOT
- CFA
- NC
- NCI

* Feature Detail will only be checked for the following USOCs: GCE, GCJ, CREX4, GCJRC, GCZ, DRS, VMSAX, S98VM, S98AF, SMBBX, MBBRX. USOCs and FIDs for Feature Detail will be posted on the Interconnection Website. Any changes to the USOCs and FIDs required to continue checking the identical service will be updated on this Website.

Calculation

Percent Service Order Accuracy = (a / b) X 100

- a = Applicable Orders completed without error
- b = Applicable Orders completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - Region

Data Retained
Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Order Number (PON)~~
- ~~Local Service Request (LSR) Number~~
- ~~BellSouth Service Order Number~~
- ~~BellSouth Service Order Completion Date~~
- ~~Service Type (Resale, UNE, UNE-P)~~
- ~~Standard Order Activity~~

Relating to BellSouth Performance

- ~~No BellSouth Analog Exists~~

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Resale	95% Accurate
• UNE	95% Accurate
• UNE-P	95% Accurate

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale	95% Accurate
• UNE	95% Accurate
• UNE-P	95% Accurate

P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes

Definition

~~The number of LNP related conversions where the time required to facilitate the activation of the port in BellSouth's network is less than 60 minutes, expressed as a percentage of total number of activations that took place. This report measures the percentage of time that BellSouth performs electronic system updates within 60 minutes of receiving LNP activations.~~

Exclusions

- CLEC Caused Errors
- NPAC ~~Caused errors~~ unless caused by BellSouth
- Standalone LNP orders with more than 500 number activations
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Listing Orders
- Scheduled OSS Maintenance

Business Rules

~~The interval starts when time is the ESI Number Manager broadcast message is sent to BellSouth's gateway. Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The end time is when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Count the number of activations that took place in less than 60 minutes the confirmation receipt time in the Local Service Management Systems (LSMS), which advises that BellSouth's electronic systems have successfully been updated. A disconnect time for all telephone numbers contained within an order will be calculated and averaged to present a disconnect time for the order as a whole.~~

Calculation

Percent Out of Service < 60 Minutes = (a / b) X 100

- a = Number of orders containing activations provisioned in less than 60 minutes
- b = Total orders containing LNP Activations

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Order Number~~
- ~~Telephone Number/Circuit Number~~
- ~~Committed Due Date~~
- ~~Date/Time of Recent Change Notice~~

Relating to BellSouth Performance

- ~~SOCS Completion Date and Time Stamp~~
- ~~CLEC Activate Message~~

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

• LNP>= 96.5%

SEEM Measure

SEEM Tier I Tier II Tier III

Yes..... X X

SEEM Disaggregation – Analog/Benchmark

~~SEEM Disaggregation~~

~~SEEM Analog/Benchmark~~

• LNP>= 96.5%

P-13B

: LNP-Percent Out of Service < 60 Minutes

P-13C [LAT]: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date

Definition

This report measures the percentage of time BellSouth applies a 10-digit trigger for orders containing ported telephone numbers LNP-TNs prior to the due date.

Exclusions

- Remote Call Forwarding, DID's, and ISDN Data TN's
- Excludes CLEC or customer caused misses or delays
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc., which may be order types C, N, R or T)
- Zero due dated expedited orders requested by the CLEC
- Listing Orders

Business Rules

~~Obtain~~ The number of LNP TNs orders where the 10-digit trigger was applicable prior to the due date, divided by ~~and~~ the total number of LNP TNs orders where the 10-digit trigger was applicable.

Calculation

Percentage of 10-Digit Trigger Applications = (a / b) X 100

- a = Count of LNP TNs orders for a which 10-digit trigger was applied prior to due date
- b = Total LNP TNs orders for which 10-digit triggers were applicable

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Telephone Number/Circuit Number~~
- ~~Committed Due Date~~
- ~~Date/Time of Recent Change Notice~~

Relating to BellSouth Performance

- ~~SOCS Completion Date and Time Stamp~~
- ~~CLEC Activate Message~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- LNP (Standalone) Benchmark: >= 95%

SQM/SEEM Analog/Benchmark

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation	SEEM Analog/Benchmark
• LNP (Standalone)	Benchmark: 95%

P-13C [LAT]: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Pri to the LNP Order Due Date

P-13D [LDT]: LNP-Average Disconnect Timeliness Interval Distribution (Non-Trigger)

Definition

Disconnect timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities. This report measures the percentage of time translations are removed from BellSouth's switch within 4 hours of the receipt of a non-triggerable port activation message. When multiple numbers are ported on a single order, translations for each number must be removed within the interval.

Exclusions

- Canceled Service Orders
- Order activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.,) where identifiable. Order types which may be order types C, N, R, or T)
- Listing Orders
- CLEC Caused Errors
- NPAC-caused Errors, unless caused by BellSouth
- Incomplete ports where only a subset of the total requested lines on the LSR are submitted via Activate Messages have been received compared with the LSR and create messages
- Orders which are candidates for 10 digit triggers, except those that did not receive 10 digit triggers prior to the port out date
- LSRs where the CLEC did not contact BSB BellSouth within 30 minutes after Activate Message

Business Rules

The Disconnect Timeliness interval is determined for each telephone number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'activate') for each telephone number ported until each number is disconnected in the BellSouth Central Office switch. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period. Non-business hours will be excluded from the duration calculation for unscheduled after hours LNP ports. This will yield a benchmark equivalent to by 12:00 noon the next business day thus, keeping the benchmark at 4 hours.

Calculation

Disconnect Timeliness Interval = $(a - b) \times 100$

- a = Completion Date and Time i Central Office switch for each number on disconnect order Number of non-triggerable orders with translations removed in less than 4 hours
- b = Valid 'Number Ported' message received date and time Total number of non-triggerable orders during report period

Average Disconnect Timeliness Interval = (e / d)

- e = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Florida Performance Metrics

Data Retained

Relating to CLEC Experience

- Order Number
- Telephone Number/Circuit Number
- Committed Due Date
- Receipt Date/Time (ESI Number Manager)
- Date/Time of Recent Change Notice

Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- LNP (Normal Working Hours and Approved After Hours).....95% <= 4 Hours
- LNP (Unscheduled After Hours Ports)95% <= 4 Hours (excluding non-business hours)

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation – Analog/Benchmark

- LNP (Normal Working Hours and Approved After Hours).....95% <= 4 Hours
- LNP (Unscheduled After Hours Ports).....95% <= 4 Hours (excluding non-business hours)

Section 4: Maintenance & Repair

M&R-1 [MRA]: Percent Missed Repair Appointments

Definition

This report measures ~~The percentage of~~ customer trouble reports not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BellSouth personnel clear the trouble and closes the customer trouble report in his/her their Computer Access Terminal (CAT) or workstation. If this is after the commitment time, the report is flagged as a 'missed commitment' or a 'missed repair appointment'. ~~When the data for this measure is collected for BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. (No access reports are not part of this measure because they are not a missed appointment). If no access occurs after the commitment time, the report is flagged a missed appointment.~~

~~Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).~~

Calculation

Percentage of Missed Repair Appointments = (a / b) X 100

- a = Count of customer troubles not cleared by the quoted commitment date and time
- b = Total customer trouble reports closed in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Company Name~~

Florida Performance Metrics

- Submission Date and Time (TICKET_ID)
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- BellSouth Company Code
- Submission Date and Time
- Completion Date
- Service Type
- Disposition and Cause (Non-Design/Non-Special-Only)
- Trouble Code (Design and Trunking Services)

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

• Resale Residence (Non-Design)	Retail Residence (Non-Design)
• Resale Business (Non-Design)	Retail Business (Non-Design)
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W UNE Analog Loop (Design)	Retail Residence, & Business and Design (Dispatch) (Excluding Digital Loops)
• 2W UNE Analog Loop (Non-Design)	Retail Residence & and Business - (POTS) (Exclusion of Excluding Switch Based Feature Troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
• UNE EELs	Retail DS1/DS3
• UNE Switch ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• UNE ISDN/UDC/DSL	Retail ISDN - BRI
• UNE Line Splitting/Sharing	ADSL Provided to Retail
• UNE Other Design	Retail Design Diagnostic
• UNE Other Non-Design	Retail Residence and Business Diagnostic
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail Trunks

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence, & Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)



Florida Performance Metrics

• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence & Business
• UNE Switch ports	Retail Residence & Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• UNE ISDN	Retail ISDN - BRI
• UNE Line Sharing	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail

M&R-2 [CTRR]: Customer Trouble Report Rate

Definition

~~This report measures the percentage of initial and repeated customer direct or referred customer troubles reported closed within a calendar month, per 100 lines/circuits in service.~~

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports/lines associated with internal or administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

~~Customer Trouble Report Rate contains all closed customer direct reports, including repeat reports, is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combinations that exist for the CLECs and BellSouth respectively at the end of the report month.~~

Calculation

Customer Trouble Report Rate = (a / b) X 100

- a = Count of initial and repeated customer trouble reports closed in the current reporting period
- b = Number of ~~Service Access~~ lines in service at end of the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~CLEC Company Name~~
- ~~Ticket Submission Date and Time (TICKET_ID)~~
- ~~Ticket Completion Date (CMPLTN_DT)~~
- ~~Service Type (CLASS_SVC_DESC)~~
- ~~Disposition and Cause (CAUSE_CD & CAUSE_DESC)~~
- ~~Service Access lines in service at the end of period~~

Note: Code in parentheses is the corresponding header found in the raw data file.

Florida Performance Metrics

Relating to BellSouth Performance

- Report Month
- BellSouth Company Code
- Ticket Submission Date and Time
- Ticket Completion Date
- Service Type
- Disposition and Cause (Non-Design/Non-Special-Only)
- Trouble Code (Design and Trunking Services)
- Service Access lines in service at the end of period

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|---|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS) (Exclusion of
Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE EELs | Retail DS1/DS3 |
| • UNE Switch Ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN/UDC/IDSL | Retail ISDN - BRI |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| • UNE Other Design | Retail Design Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- | | |
|---------------------------------------|---|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W Analog Loop Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop Non-Design | Retail Residence and Business (POTS) (Exclusion of Switch-
Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE Switch Ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |



Docket No. 000121A-TP
Maintenance & Repair

Florida Performance Metrics

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

M&R-2 [CTRR]: Customer Trouble Report Rate

M&R-3 [MAD]: Maintenance Average Duration

Definition

This report measures the average duration of customer troubles reports, from the receipt of the customer trouble report to the time the trouble report is cleared.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

For average The duration the clock starts on the date and time of the receipt of the a correct report information, i.e. correct telephone number, correct circuit identification, trouble description, etc. for the repair request. The clock and stops on the date and time the service is restored and the BellSouth or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

For tickets administered through WFA, (CLECs and BellSouth), durations do not include No Access, Delayed Maintenance and Referred Time.

Calculation

Maintenance Duration = (a - b)

- a = Date and time of service restoration
- b = Date and time customer trouble ticket was opened

Average Maintenance Duration = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total closed customer troubles in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Total Tickets (LINE_NBR)
- CLEC Company Name
- Ticket Submission Date and Time (TICKET_ID)

Florida Performance Metrics

- Ticket Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission Time
- Ticket Completion Date
- Ticket Completion Time
- Total Duration Time
- Service Type
- Disposition and Cause (Non-Design/Non-Special Only)
- Trouble Code (Design and Trunking Services)

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|---|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS) (Exclusion of
Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE EELs | Retail DS1/DS3 |
| • UNE Switch ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business & Design Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN/UDCA/ISL | Retail ISDN - BRI |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| • UNE Other Design | Retail Design Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- | | |
|--------------------|------------------|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |

Florida Performance Metrics

• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business (POTS) (Exclusion of Switch- Based Feature Troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
• UNE Switch ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• UNE ISDN	Retail ISDN - BRI
• UNE Line Sharing	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail

M&R-
: Maintenance Average Duration

M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days

Definition

Percent Customer Repeat Troubles within 30 Days measures the percent of customer troubles, during the current reporting period, that had at least one prior trouble ticket on the same line/circuit, anytime in the proceeding 30 calendar days from the receipt of the current trouble report. This report measures the percentage of customer trouble reports received within 30 days of a previous trouble report.

Exclusions

- Trouble tickets canceled at the CLEC request
- BellSouth trouble reports associated with internal or administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

~~This measure includes~~ Customer trouble reports considered for this measure are those on the same line/circuit, received within 30 days of an original customer trouble report. Candidates for this measure are determined by using either the 'cleared date' from LMOS or the 'closed date' from WFA of the first trouble, and the 'received date' of the next trouble.

Calculation

Percent Repeat Customer Troubles within 30 Days = (a / b) X 100

- a = Count of repeat customer troubles reports using the 'received date' where more than one trouble report was logged for the same service line/circuit, within a continuous 30 day period
- b = Count of Total customer trouble reports using the 'cleared date' or 'closed' in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ~~Report Month~~
- ~~Total Tickets (LINE_NBR)~~
- ~~CLEC Company Name~~
- ~~Ticket Submission Date and Time (TICKET_ID)~~
- ~~Ticket Completion Date (CMPLTN_DT)~~
- ~~Total and Percent Repeat Customer Trouble Reports within 30 Days (TOT_REPEAT)~~
- ~~Service Type~~
- ~~Disposition and Cause (CAUSE_CD & CAUSE_DESC)~~

Note: Code in parentheses is the corresponding header found in the raw data file.

Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission Time
- Ticket Completion Date
- Ticket Completion Time
- Total and Percent Repeat Customer Trouble Reports within 30 Days
- Service Type
- Disposition and Cause (Non-Design /Non-Special-Only)
- Trouble Code (Design and Trunking Services)

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM/SEEM Analog/Benchmark

- | | |
|---|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W UNE Analog Loop (Design) | Retail Residence and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS) (Exclusion of
Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE EELs | Retail DS1/DS3 |
| • UNE Switch ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL Provided to Retail |
| • UNE ISDN/UDC/ADSL | Retail ISDN - BRI |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| • UNE Other Design | Retail Design Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

- | | |
|--------------------------------------|---|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W Analog Loop Design | Retail Residence and Business Dispatch |
| • 2W Analog Loop Non-Design | Retail Residence and Business (POTS) (Exclusion of Switch-
Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |



Docket No. 000121A-TP
Maintenance & Repair

Florida Performance Metrics

• UNE Switch ports.....	Retail Residence and Business (POTS)
• UNE Combo Other.....	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL).....	ADSL Provided to Retail
• UNE ISDN.....	Retail ISDN — BRI
• UNE Line Sharing.....	ADSL Provided to Retail
• UNE Other Design.....	Retail Design
• UNE Other Non-Design.....	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks.....	Parity with Retail

M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days

M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

Definition

This report measures the amount of ~~For~~ Out of Service Customer Troubles (no dial tone, cannot be called, or cannot call out) and is represented as a the percentage of Total OOS Customer Troubles cleared in excess of 24 hours. (All design services troubles are considered to be out of service).

Exclusions

- Trouble reports canceled at the CLEC request
- BellSouth trouble reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles
- Informational Tickets
- Troubles outside of BellSouth's control
 - A cut or damaged cable, caused by other than BellSouth employees or contractors
 - Troubles caused by vandalism/theft, motor accidents or petroleum/chemical accidents caused by parties other than BellSouth

Business Rules

Customer trouble reports that are out of service and cleared in excess of 24 hours. The clock ~~begins~~ starts when the customer trouble report is created in LMOS/WFA and ~~the customer trouble~~ is counted if the elapsed time exceeds 24 hours.

Calculation

Out of Service (OOS) > 24 hours = (a / b) X 100

- a = Total Cleared Customer Troubles OOS > 24 Hours
- b = Total OOS Customer Troubles in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- ◆ Report Month
- ◆ Total Tickets
- ◆ CLEC Company Name
- ◆ Ticket Submission Date and Time (TICKET_DT)
- ◆ Ticket Completion Date (CMPLTN_DT)
- ◆ Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG)
- ◆ Service type (CLASS_SVC_DESC)
- ◆ Disposition and Cause (CAUSE_CD & CAUSE_DESC)

Note: Code in parentheses is the corresponding header found in the raw data file.

Florida Performance Metrics

Relating to BellSouth Performance

- Report Month
- Total Tickets
- BellSouth Company Code
- Ticket Submission Date
- Ticket Submission time
- Ticket Completion Date
- Ticket Completion Time
- Percent of Customer Troubles out of Service > 24 Hours
- Service Type
- Disposition and Cause (Non-Design/Non-Special only)
- Trouble Code (Design and Trunking Services)

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- | | |
|---|--|
| • Resale Residence (Non-Design) | Retail Residence (Non-Design) |
| • Resale Business (Non-Design) | Retail Business (Non-Design) |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W UNE Analog Loop (Design) | Retail Residence, and Business and Design (Dispatch)
(Excluding Digital Loops) |
| • 2W UNE Analog Loop (Non-Design) | Retail Residence and Business - (POTS) (Exclusion of
Excluding Switch Based Feature Troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |
| • UNE EELS | Retail DS1/DS3 |
| • UNE Switch ports | Retail Residence and Business (POTS) |
| • UNE Combo Other | Retail Residence, Business and Design Dispatch |
| • UNE xDSL (HDSL, ADSL and UCL) | ADSL provided to Retail |
| • UNE ISDN/UDC/IDSL | Retail ISDN - BRI |
| • UNE Line Splitting/Sharing | ADSL Provided to Retail |
| • UNE Other Design | Retail Design Diagnostic |
| • UNE Other Non-Design | Retail Residence and Business Diagnostic |
| • Local Transport (Unbundled Interoffice Transport) | Retail DS1/DS3 Interoffice |
| • Local Interconnection Trunks | Parity with Retail Trunks |

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- | | |
|--------------------------------------|--|
| • Resale Residence | Retail Residence |
| • Resale Business | Retail Business |
| • Resale Design | Retail Design |
| • Resale PBX | Retail PBX |
| • Resale Centrex | Retail Centrex |
| • Resale ISDN | Retail ISDN |
| • 2W Analog Loop Design | Retail Residence, and Business Dispatch |
| • 2W Analog Loop Non-Design | Retail Residence and Business (POTS) (Exclusion of
Switch-based feature troubles) |
| • UNE Digital Loop < DS1 | Retail Digital Loop < DS1 |
| • UNE Digital Loop >= DS1 | Retail Digital Loop >= DS1 |
| • UNE Loop + Port Combinations | Retail Residence and Business |



Docket No. 000121A-TP
Maintenance & Repair

Florida Performance Metrics

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

M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

M&R-6 [MAAT]: Average Answer Time – Repair Centers

Definition

This report measures the average time a customer is in queue when calling a BellSouth repair center.

Exclusions

Volume of abandoned calls

Business Rules

The duration clock starts when a CLEC representative or BellSouth customer makes a choice on the repair center's menu and is put in queue for the next repair attendant. The and clock stops when the repair attendant answers the call. Abandoned calls are not included in the volume of calls handled but are included in total seconds. Small Business has a universal call center where the same service representatives handle both ordering and maintenance calls. Eighty percent of these calls stem from maintenance related activity and are reported in this measurement.

Note: The Total Column is a combined BellSouth Residence and Business number.

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth repair attendant answers call
- b = Time of entry into queue ~~after ACD selection~~

Average Answer Time for BellSouth Repair Centers = (c / d)

- c = Sum of all answer times
- d = Total number of calls ~~by~~ in the reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- ~~CLEC Average Answer Time~~

Relating to BellSouth Performance

- ~~BellSouth Average Answer Time~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- ~~Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.~~

SQM Analog/Benchmark

- ~~For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.~~

SQM Level of Disaggregation

SQM Analog/Benchmark

- CLEC Average Answer Time BellSouth Average Answer Time

SEEM Measure

SEEM Tier I Tier II

No.....

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation **SEEM Analog/Benchmark**

• Not Applicable..... Not Applicable

M&R-6 [MAAT]: Average Answer Time – Repair Centers

M&R-7: Mean Time to Notify CLEC of Network Outages

Definition

BellSouth will inform the CLEC and appropriate BellSouth personnel of any Network outages (customer impacting).

Exclusions

None

Business Rules

The time it takes for the Network Management Center (NMC) to notify the CLEC and appropriate BellSouth personnel of a customer impacting network incident in equipment that may be utilized by the CLEC. When BellSouth becomes aware of a network incident, the CLEC and appropriate BellSouth personnel will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. The CLECs will be notified the same way and at the same time as BellSouth personnel. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

Calculation

Time to Notify = (a - b)

- a = Date and Time NMC Notified
- b = Date and Time NMC detected network incident

Mean Time to Notify = (c / d)

- c = Sum of all Times to Notify
- d = Count of all Network Incidents

Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

Relating to BellSouth Performance

- Report Month
- Major Network Events
- Date/Time of Incident
- Date/Time of Notification

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• BellSouth Aggregate	Parity with Retail
• CLEC Aggregate	Parity with Retail
• CLEC Specific	Parity with Retail

SEEM Measure

SEEM Tier I Tier II
No

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

Section 5: Billing

B-1 [BIA]: Invoice Accuracy

Definition

This measure provides reports the percentage of accuracy of the billing invoices rendered to CLECs during the current month by BellSouth to wholesale and retail customers.

Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer, adjustments as per agreements and/or settlements with CLEC, adjustments related to the implementation of regulatory mandated or contract negotiated rate changes)
- Test Accounts

Business Rules

~~The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes. The CLEC specific raw data file (which is available on the PMAP web site) will contain the number of bills and adjustments for the reporting month. The number of bills and bill adjustments will be displayed by OCN and/or ACNA. Absolute value of total billed revenue and absolute value of adjustment amounts related to billing errors and manual OC&C's (Other Charges and Credits) indicative of back-billing errors or manual back-billing greater than 3 bill periods appearing on the bill during the report month are used to compute invoice accuracy. All bill periods are included in a report month.~~

Calculation

Invoice Accuracy = $[(a - b) / a] \times 100$

- a = Absolute value of total billed revenues during current data month
- b = Absolute value of total billing error related adjustments during current data month

Measure of Adjustments = $[(c - d) / c] \times 100$

- c = Number of Bills in current month
- d = Number of Billing-related Adjustments in current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
 - Region
- Number of Adjustments

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type

Florida Performance Metrics

- ☐ UNE
- ☐ Resale
- ☐ Interconnection
- ☒ total billed revenue
- ☒ Total Billing Related Adjustments
- ☒ Number of Bills
- ☒ Number of Adjustments

Relating to BellSouth Performance

- ☒ Report Month
- ☒ Retail Type
 - ☐ CRIS
 - ☐ CABS
- ☒ Total billed revenue
- ☒ Total Billing Related Adjustments

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM/SEEM Analog/Benchmark

- ☒ Product/Invoice Type.....Parity with BellSouth Retail Aggregate

CLEC Invoice Accuracy

- ☒ ResaleRetail Invoice Accuracy
- ☒ UNERetail Invoice Accuracy
- ☒ InterconnectionRetail Invoice Accuracy

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X	X

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

- ☒ ResaleParity with Retail
- ☒ UNE
- ☒ Interconnection

B-2 [BIT]: Mean Time to Deliver Invoices

Definition

This report measures the mean interval for timeliness of billing invoices sent to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days delivered to USPS (US Postal Service) or transmitted to the customer in an agreed upon format.

Exclusions

None

Business Rules

~~Bill Distribution is calculated as follows: CRIS BILLS The number of workdays is reported for CRIS bills. This is calculated by counting the Bill Period date as the first workday. Weekends and holidays are excluded when counting workdays. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system.~~

~~CABS BILLS The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days.~~

Invoice timeliness is determined by calculating the interval between the bill period date and actual transmission or distribution of the invoice.

To determine the number of workdays, begin counting the bill period date as the first workday (or the next workday if the bill period date is a weekend or holiday). The invoice transmission date is counted as the last workday. Invoice transmission date is the workday the invoice is delivered to the Post Office or transmitted to the customer. CLEC bills and BellSouth bills transmitted in less than or equal to one day difference will be considered parity.

Calculation

Invoice Timeliness = (a - b)

- a = Invoice Transmission Date
- b = ~~Close Date of Scheduled~~ Bill Cycle Period Date

Mean Time to Deliver Invoices = (c / d)

- c = Sum of all invoice timeliness intervals
- d = Count of invoices transmitted in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- — Report Month

Florida Performance Metrics

- Invoice Type
 - UNE
 - Resale
 - Interconnection
 - State
- Invoice Transmission Count
- Date of Scheduled Bill Close

Relating to BellSouth Performance

- Report Month
- Invoice Type
 - CRIS
 - CABS
- Invoice Transmission Count
- Date of Scheduled Bill Close

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM/SEEM Analog/Benchmark

- Product/Invoice Type
- State

The average delivery intervals are compared as follows:

- Resale CRIS Retail CRIS
- UNE CRIS Retail CRIS
- Interconnection UNE CABS Retail CABS

SQM Analog/Benchmark

- CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

- CLEC State Parity with Retail
 - CRIS
 - CABS
- BST State

B-3: Usage Data Delivery Accuracy

Definition

This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.

Exclusions

None

Business Rules

The accuracy of the data delivery of usage records delivered by BellSouth to the CLEC must enable them to provide a degree of accuracy comparative to BellSouth bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.

Calculation

Usage Data Delivery Accuracy (Packs) = $(a - b) / a \times 100$ (This calculation not ordered by the FPSC)

- a = Total number of usage data packs sent during current month
- b = Total number of usage data packs requiring retransmission during current month

Usage Data Delivery Accuracy (Records) = $(e - d) / e \times 100$

- e = Total number of usage records sent during current month
- d = Total number of usage records requiring retransmission during current month

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
 - BellSouth Recorded
 - Non BellSouth Recorded
- Number of Records
- Packs

Relating to BellSouth Performance

- Report Month
- Record Type
- Number of Records
- Packs



SQM Disaggregation—Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark
• Region _____ Parity With Retail

SEEM Measure

SEEM _____ Tier I _____ Tier II
Yes _____ X _____

SEEM Disaggregation—Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• CLEC State (In Florida, SEEM is based on records) _____ Parity with Retail
• BellSouth Region _____

B-3: Usage Data Delivery Accuracy

B-4: Usage Data Delivery Completeness

Definition

This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BellSouth messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Completeness = $(a / b) \times 100$

- a = Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date
- b = Total number of Recorded usage records delivered during the current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
 - BellSouth Recorded
 - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Disaggregation—Analog/Benchmark

SQM Level of Disaggregation **SQM Analog/Benchmark**

- Region $\geq 98\%$ within 30 Calendar Days



Florida Performance Metrics

Docket No. 000121A-TP
Billing

~~SEEM Measure~~

~~SEEM~~ ~~Tier I~~ ~~Tier II~~

~~SEEM Disaggregation - Analog/Benchmark~~

SEEM Disaggregation	SEEM Analog/Benchmark
<p>1. SEEM Disaggregation</p> <p>2. SEEM Analog/Benchmark</p>	<p>1. SEEM Disaggregation</p> <p>2. SEEM Analog/Benchmark</p>

Not Applicable

~~B-4: Usage Data Delivery Completeness~~

B-5 [BUDT]: Usage Data Delivery Timeliness

Definition

This measurement provides a percentage of report measures recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The timeliness interval of usage recorded by other companies is measured from the date BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Timeliness Current Month = (a / b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
 - BellSouth Recorded
 - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Region Usage Data Delivery Timeliness>= 95% Delivered within 6 Six Calendar Days

Florida Performance Metrics

SEEM Measure

SEEM	Tier I	Tier II
No <u>Yes</u>	<u>X</u>	<u>X</u>

~~SEEM Disaggregation – Analog/Benchmark~~

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable.....	Not Applicable

B-5 [BUDT]: Usage Data Delivery Timeliness

B-6: Mean Time to Deliver Usage

Definition

This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of this measure is to calculate the average number of days it takes BellSouth to deliver usage data to the appropriate CLEC. The calculation reflects the differences between the date the data is transmitted or mailed to the CLEC and the date the data is generated by Customer divided by the total record volume delivery.

Each delivery record is calculated as the time, in days, between when the customer generates the call and when BellSouth delivers the usage data to the CLEC. Each delivery record is categorized by the resulting number of days.

An estimated interval is calculated for each category by taking the total number of usage data records delivered for that period and multiplying it by the total number of days in that period. The mean (average) time to deliver the usage data is calculated by summing all estimated intervals and dividing by the total number of records delivered.

Note: Any usage record falling in the 30+ day interval will be added using an average figure of 31.5 days.

Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.

Calculation

Delivery Interval Record = (a - b)

- a = Date BellSouth delivers the usage data
- b = Date usage data is generated by the customer

Estimated Interval = (c X d)

- c = Number of records delivered in each category
- d = Number of days to deliver for the category

Mean Time to Deliver Usage = (e / f)

- e = Sum of all estimated intervals
- f = Total number of records delivered

Report Structure

- CLEC Aggregate
- CLEC Specific
- Region

Data Retained

Relating to CLEC Experience

- Report Month
- Record Type
 - BellSouth Recorded
 - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Level of Disaggregation – Analog/Benchmark

SQM Level of Disaggregation: _____ SQM Analog/Benchmark
 • Region: _____ ~ 6 Days

SEEM Measure

SEEM _____ Tier I _____ Tier II
 No _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation: _____ SEEM Analog/Benchmark
 • Not Applicable: _____ Not Applicable

B-6: Mean Time to Deliver Usage

B-7: Recurring Charge Completeness

Definition

This measure captures percentage of fractional recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of fractional recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total fractional recurring charges on the bill.

Calculation

Recurring Charge Completeness = $(a / b) \times 100$

- a = Count of fractional recurring charges that are on the correct bill¹
 - b = Total count of fractional recurring charges that are on the bill
- ¹Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type
- Total Recurring Charges Billed
- Total Billed On Time

Relating to BellSouth Performance

- Report Month
- Retail Analog
- Total Recurring Charges Billed
- Total Billed On Time

SQM Level of Disaggregation – Analog/Benchmark

SQM Level of Disaggregation ————— **SQM Analog/Benchmark**

Product/Invoice Type

- Resale Parity
- UNE Benchmark: 90%
- Interconnection Benchmark: 90%

Florida Performance Metrics

SEEM Measure

SEEM _____ Tier I _____ Tier II

to _____

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

• Not Applicable _____ Not Applicable

B-7: Recurring Charge Completeness

B-8: Non-Recurring Charge Completeness

Definition

This measure captures percentage of non-recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill. The count of non-recurring charges in the calculation refers to a sum of absolute total dollar values either billed on the correct bill or absolute value of total non-recurring charges on the bill.

Calculation

Non-Recurring Charge Completeness = $(a / b) \times 100$

- a = Count of non-recurring charges that are on the correct bill¹
 - b = Total count of non-recurring charges that are on the bill
- ¹Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
- State

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type
- Total Non-Recurring Charges Billed
- Total Billed On Time

Relating to BellSouth Performance

- Report Month
- Retail Analog
- Total Non-Recurring Charges Billed
- Total Billed On Time

SQM Level of Disaggregation -- Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

Product/Invoice Type _____

- Resale _____ Parity
- UNE _____ Benchmark 90%
- Interconnection _____ Benchmark 90%



Florida Performance Metrics

Docket No. 000121A-TP
Billing

SEEM Measure

SEEM _____ Tier I _____ Tier II

No _____

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

• Not Applicable _____ Not Applicable

B-8: Non-Recurring Charge Completeness

B-9: Percent Daily Usage Feed Errors Corrected in "X" Business Days

Definition

Measures the timely correction of Daily Usage Feed (DUF) errors in record information and Pack formats measured separately. Errors included (1) Pack Failure errors and (2) EMI content errors in records.

Exclusions

- Usage that cannot be corrected and resent or usage that the CLEC doesn't want Retransmitted.
- CLEC Problem/Issue/File Retransmission forms disputed by BellSouth SMEs that do not result in an EMI error.
- CLEC notification received by BellSouth > 10 business days from transmission date of errored messages or packs.

Business Rules

This measure will provide the % of errors corrected in "X" Business days.

Pack Failure errors are defined as a DUF header/trailer error containing one or more of the following conditions: Grand total records not equal to records in pack or sequence/invoice numbers for a from RAO is not sequential

EMI content errors are defined as those records with errors contained in the EMI detail records that cause a message to be unbillable by the CLEC

Only notification received via the CLEC Problem/Issue/File Retransmission form will be included in this measure. To locate the form, go to the PMAP web site (<http://pmap.bellsouth.com/>) and click the Documentation/Exhibits link, then select the "CLEC Problem/Issue/File Retransmission form."

When circumstances arise for multiple content errors it is not necessary for the form to be filled out in its entirety, the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type error condition, a new CLEC Problem/Issue/File Retransmission form should be submitted.

EMI content errors should be attached in a separate file from the CLEC Problem/Issue/File Retransmission form

Elapsed time is measured in business days.

The clock starts when BellSouth receives CLEC's Problem/Issue/File Retransmission form.

The clock stops when BellSouth provides the corrected usage to the CLEC using the predesignated DUF delivery method.

This measure applies only to CLECs that are ODUF and ADUF participants

Calculation

Timeliness of Daily Usage EMI Content Errors Corrected = $(a / b) \times 100$

- a = Total number of Daily Usage Records with EMI Content Errors Corrected in the reporting month within 10 Business Days.
- b = Total number of Daily Usage Records with EMI Content Errors corrected in reporting month.

Timeliness of Daily Usage Pack Format Errors Corrected = $(c / d) \times 100$

- c = Total number of Daily Usage Packs with Format Errors Corrected in the reporting month within 4 Business Days.
- d = Total number of Daily Usage Packs with Format Errors corrected in reporting month

Florida Performance Metrics

Report Structure

- CLEC Specific
 - Total number of BST-disputed Daily Usage Records with EMI Content Errors received in reporting month.
 - Total number of Daily Usage Records with EMI Content Errors received in reporting month.
 - Total number of BST-disputed Daily Usage Packs with Format Errors received in reporting month
 - Total number of Daily Usage Packs with Format Errors received in reporting month
- CLEC Aggregate
- Geographic Scope
 - Region

Data Retained**Relating to CLEC Experience**

- Report Month
 - BellSouth Recorded
 - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Level of Disaggregation—Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark
• Region.....Diagnostic

SEEM Measure

SEEM _____ Tier I _____ Tier II
No.....

SEEM Disaggregation—Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• Not Applicable.....Not Applicable

B-10 [BEC]: Percent Billing Errors Corrected Adjustment Requests (BAR) Responded to within "X" 45 Business Days

Definition

This report measures timely responses to carrier bill adjustments requests.

Exclusions

- Adjustments that are initiated by BellSouth

Business Rules

This measure applies to CLEC wholesale bill adjustment requests. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. The clock starts when BellSouth receives the CLEC Billing Adjustment Request (BAR) form and the clock stops when BellSouth either makes an adjustment through BOCRIS or ACATS (generally next CLEC bill unless adjustment request after middle of the month) or BellSouth denies the request in BDATS or ACATS and BellSouth notifies the CLEC of the BAR resolution. BellSouth will report separately those adjustment requests that are disputed by BellSouth. (BAR form and instructions are found at www.interconnection.bellsouth.com/forms/html/billing&collections.html).

Calculation

Percent Billing Errors Corrected Adjustments Responded to within 45 Business Days = $(a / b) \times 100$

- a = Total number of BAR resolutions sent requests received in the data month that were responded to in 45 business days
- b = Total number of BAR requests received resolutions due in reporting period the data month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State
 - Region

Data Retained

Relating to CLEC Experience

- Number of BellSouth Adjustments in 45 Business Days
- Total number of Billing Adjustment Requests in Reporting Period
- Number of Adjustments disputed by BellSouth (reported separately)

Relating to BellSouth Performance

- None

SQM Disaggregation - Retail Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- State 90% Billing Disputes <= 45 Business Days
- Percent Billing Adjustment Requests responded to 90% <= 45 business days



Florida Performance Metrics

Docket No. 000121A-TP
Billing

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

~~SEEM Disaggregation—Analog/Benchmark~~

SEEM Disaggregation	SEEM Analog/Benchmark
• State.....	90% Billing Disputes <= 45 Business Days

~~Note: In order to set an appropriate penalty provision, staff recommends deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.~~

B-10 [BEC]: Percent Billing Errors Corrected Adjustment Requests (BAR) Responded to within "X" 45 Business Days

Section 6: ~~Operator Services and Directory Assistance~~

OS-1: ~~Speed to Answer Performance/Average Speed to Answer Toll~~

Definition

Measurement of the average time in seconds calls wait before answered by a toll operator.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

~~Speed to Answer Performance/Average Speed to Answer Toll~~ = a/b

- ~~a~~ = Total queue time
- ~~b~~ = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- ~~Reported for the aggregate of BellSouth and CLECs~~
 - ~~— State~~

Data Retained (on Aggregate Basis)

- ~~For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP~~
- ~~Month~~
- ~~Call Type (Toll)~~
- ~~Average Speed of Answer~~

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ **SQM Analog/Benchmark**

- ~~None~~ Parity by Design



Florida Performance Metrics

Docket No. 000121A-TP
Operator Services and Directory Assistance

SEEM Measure

SEEM Tier I Tier II

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
Not Applicable	Not Applicable

OS-1: Speed to Answer Performance/Average Speed to Answer Toll

OS-2: Speed to Answer Performance/Percent Answered within "X" Seconds—Toll

Definition

Measurement of the percent of toll calls that are answered in less than ten seconds

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
- State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

SQM Disaggregation—Analog/Benchmark

SQM Level of Disaggregation: _____ SQM Analog/Benchmark

- None Parity by Design

SEEM Measure

SEEM _____ Tier I _____ Tier II

No _____

SEEM Disaggregation—Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Not Applicable Not Applicable

DA-1: Speed to Answer Performance/Average Speed to Answer—Directory Assistance (DA)

Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer—Directory Assistance (DA) = a/b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
- State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (DA)
- Average Speed of Answer

SQM Level of Disaggregation—Analog/Benchmark

SQM Level of Disaggregation _____ **SQM Analog/Benchmark**

- None Parity by Design



Florida Performance Metrics

Docket No. 000121A-TP
~~Operator Services and Directory Assistance~~

SEEM Measure

SEEM _____ Tier I _____ Tier II

No. _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

• Not Applicable _____ Not Applicable

DA-1: Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)

DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds — Directory Assistance (DA)**Definition**

Measurement of the percent of DA calls that are answered in less than twelve seconds.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
— State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month
- Call Type (DA)
- Average Speed of Answer

SQM Disaggregation — Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark
• None Parity by Design

SEEM Measure

SEEM _____ Tier I _____ Tier II
No.

SEEM Disaggregation — Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• Not Applicable Not Applicable

DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds — Directory Assistance (DA)

Section 7: Database Update Information

D-1: Average Database Update Interval

Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings.

Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system. This metric includes updates from stand-alone directory listing orders.

For BellSouth Results:

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation

$$\text{Update Interval} = (a - b)$$

- a = Completion Date and Time of Database Update
- b = Submission Date and Time of Database Change

$$\text{Average Update Interval} = (c / d)$$

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

Report Structure

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained
Relating to CLEC Experience

- Database File Submission Time
- Database File Update Completion Time
- CLEC Number of Submissions
- Total Number of Updates

Relating to BellSouth Performance

- Database File Submission Time
- Database File Update Completion Time
- BellSouth Number of Submissions
- Total Number of Updates

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ **SQM Analog/Benchmark**

- Database Type Parity by Design
- LIDB
- Directory Listings
- Directory Assistance

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**

•
•

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**

- Not Applicable Not Applicable

D-2: Percent Database Update Accuracy

Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB) Directory Assistance and Directory Listings using a statistically valid sample of completed CLEC Service Orders in a manual review. This manual review is not conducted on BellSouth Service Orders.

Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

For each update reviewed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each database (e.g., LIDB, Directory Assistance and Directory Listings) should be separately tracked and reported.

A statistically valid sample of completed CLEC Service Orders is pulled each month. This metric includes updates from stand-alone directory listing orders.

Calculation

Percent Update Accuracy = $(a / b) \times 100$

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr) and PON (PON)
- Local Service Request (LSR)
- Order Submission Date
- Number of Orders Reviewed

Note: Code in parentheses is the corresponding header found in the raw data file.



Florida Performance Metrics

Docket No. 000121A-TP
Database Update Information

Relating to BellSouth Performance

• Not Applicable

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ **SQM Analog/Benchmark**

• Database Type 95% Accurate
 — LIDB
 — Directory Listings
 — Directory Assistance

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**

No

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**

• Not Applicable Not Applicable

D-2: Percent Database Update Accuracy

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

Definition

Measurement of the percent of NXX(s) and Location Routing Numbers (LRNs) loaded and tested in new end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date when facilities are in place. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date
- Expedite Requests

Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date, or completion of the initial interconnection trunk group(s) whichever is longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration — Dispatch-In database.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP-capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth's Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing and Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINS) document.

Calculation

Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date = (a / b) X 100

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs to be scheduled and loaded by the LERG effective date

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)
- Geographic Scope
 - Region



Data Retained

Relating to CLEC Experience

- Company Name
- Company Code
- NPA/NXX
- LERG Effective Date
- Loaded Date

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- Geographic Scope 100% by LERG Effective Date
 – Region

SEEM Measure

SEEM _____ Tier I _____ Tier II

No

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

- Not Applicable Not Applicable

D-3: Percent NXXs and LERs Loaded by the LERG Effective Date

Section 8: ~~E911~~

~~E-1: Timeliness~~

Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth retail records) processed successfully within a 24-hour period.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

$$\text{E911 Timeliness} = (a / b) \times 100$$

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark
• None Parity by Design

SEEM Measure

SEEM _____ Tier I _____ Tier II
No

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
• Not Applicable Not Applicable

E-2: Accuracy

Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

$$\text{E911 Accuracy} = (a / b) \times 100$$

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark
None Parity by Design

SEEM Measure

SEEM _____ Tier I _____ Tier II
No

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark
Not Applicable Not Applicable

E-3: Mean Interval

Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Interval = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

E911 Mean Interval = (c / d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ **SQM Analog/Benchmark**

- None Parity by Design

SEEM Measure

SEEM _____ **Tier I** _____ **Tier II**

No

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ **SEEM Analog/Benchmark**

- Not Applicable Not Applicable

Section 9 6: Trunk Group Performance

TGP-1 [TGP]: Trunk Group Performance-Aggregate

Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

This report displays Trunk Group blocking performance for both BellSouth and CLECs.

Exclusions

- Trunk groups blocked due to unanticipated significant increases in CLEC traffic (An unanticipated, significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous month's traffic when the increase was not forecasted by the CLEC)
- Orders ~~that are~~ delayed or refused by CLEC
- Trunk groups for which ~~there was no~~ valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Final groups actually overflowing, not blocked

Business Rules

The purpose of the Trunk Group Performance report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. ~~BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.~~

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24-time-consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows:

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 9:	BellSouth End Office	BellSouth End Office
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

Calculation
Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
 - State
- ~~With and Without Exclusion for Orders Delayed or Refused by CLEC~~

Data Retained
Relating to CLEC Experience

- ~~Report Month~~
- ~~Total Trunk Groups~~
- ~~Number of trunk groups by CLEC~~
- ~~Hourly blocking per trunk group~~
- ~~Hourly usage per trunk group~~
- ~~Hourly call attempts per trunk group~~

Florida Performance Metrics

Related to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate hourly blocking per trunk group
- Hourly usage per trunk group
- Hourly call attempts per trunk group

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Aggregate and CLEC Specific.....

SQM/SEEM Analog/Benchmark

BellSouth Aggregate

Any consecutive 2 consecutive hours period in a 24-hours period where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10 (where CLEC uses that Trunk Group) and 16 for CLECs and 1, 9, 10 (where BellSouth uses that Trunk Group) and 16 for BellSouth

- BellSouth Aggregate

SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- CLEC Aggregate

SEEM Analog/Benchmark

Any consecutive 2 hour period in 24-hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

- BellSouth Aggregate

TGP-2: Trunk Group Performance—CLEC Specific

Definition

The Trunk Group Performance report displays, over a reporting cycle, CLEC specific, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk Groups blocked due to unanticipated significant increase in CLEC traffic
- Orders that are delayed or refused by CLEC
- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk Groups blocked due to CLEC network/equipment failure
- Final Groups actually overflowing not blocked

Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows:

CLEC Affecting Categories:

	Point A	Point B
Category 1:	Be	e..... BellSouth Access Tandem
Category 3:	BellSouth End Office CLEC Switch
Category 4:	BellSouth Local Tandem CLEC Switch
Category 5:	BellSouth Access Tandem CLEC Switch
Category 10:	BellSouth End Office BellSouth Local Tandem
Category 16:	BellSouth Tandem BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 9:	BellSouth End Office	BellSouth End Office
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

Calculation
Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Specific
- State
- With and Without Exclusion for Orders Delayed or Refused by CLEC

Data Retained
Relating to CLEC Experience

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

Relating to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

SQM Disaggregation—Analog/Benchmark
SQM Level of Disaggregation
SQM Analog/Benchmark

- CLEC Trunk Group Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLEC, and 9 for BellSouth

SEEM Measure

SEEM _____ Tier I _____ Tier II
Yes _____ X _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- ~~CLEC Trunk Group Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth~~
- BellSouth Trunk Group

Section 10 7: Collocation

C-1 [ART]: Collocation Average Response Time

Definition

This report measures the average time ~~(counted in calendar days) from the~~ it takes BellSouth to respond to the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. BellSouth must respond as to whether or not space is available within the required number of calendar days as designated by the Collocation order after having received a bona fide application for physical collocation. BellSouth must respond with space availability and a price quote.

Exclusions

- Any application canceled by the CLEC

Business Rules

The clock starts interval begins on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock interval stops on the date that BellSouth returns a response. The clock interval will restart upon receipt of changes to the original application request.

Calculation

Response Time = (a - b)

- a = Request Response Date
- b = Request Submission Date

Average Response Time = (c / d)

- c = Sum of all response times
- d = Count of responses returned within the reporting period

Report Structure

- Individual CLEC ~~(alias) aggregate-Specific~~
- CLEC Aggregate of all CLECs
- Geographic Scope
 - State

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

State	Virtual - 15 Calendar Days
Virtual-Initial	Physical Caged—15 Calendar Days
Virtual-Augment	Physical Cageless—15 Calendar Days
Physical Caged-Initial	15 Calendar Days
Physical Caged Augment	15 Calendar Days
Physical Cageless-Initial	15 Calendar Days
Physical Cageless-Augment	15 Calendar Days

SQM Analog/Benchmark

SEEM Measure

SEEM Tier I Tier II

No.....

SEEM Disaggregation -- Analog/Benchmark

SEEM Disaggregation.....SEEM Analog/Benchmark

• Not Applicable.....Not Applicable

C-1 : Collocation Average Response Time

C-2 [AT]: Collocation Average Arrangement Time

Definition

This report measures the average time (counted in calendar days) for receipt of a complete and accurate bona fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the CLEC provisioning a collocation arrangement.

Exclusions

- Any bona fide firm order canceled by the CLEC
- Any bona fide firm order with a CLEC negotiated interval longer than the benchmark interval

Business Rules

The clock starts interval (in calendar days) for collocation arrangements begins on the date that BellSouth receives a complete and accurate bona fide firm order accompanied by the appropriate fee, if required, and ends. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC. The cable assignments associated with the specific collocation request will be provided prior to completion of the arrangement.

Calculation

Arrangement Time = (a - b)

- a = Date collocation arrangement is complete
- b = Date order for collocation arrangement submitted

Average Arrangement Time = (c / d)

- c = Sum of all arrangement times
- d = Total number of collocation arrangements completed during reporting period

Report Structure

- Individual CLEC (alias) aggregate-Specific
- CLEC Aggregate of all CLECs
- Geographic Scope
 - State

Data Retained

- ~~Report Period~~
- ~~Aggregate Data~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- | | |
|---|--|
| • <u>State Virtual-Initial</u> | Virtual —60 Calendar Days |
| • <u>Virtual-Initial Augment (without space increase)</u> | Virtual-Augment —60 Calendar Days (Without Space Increase) |
| • <u>Virtual-Augment (with space increase)</u> | Virtual-Augment —60 Calendar Days (With Space Increase) |
| • <u>Physical Caged-Initial</u> | Physical Caged —90 Calendar Days (Ordinary) |
| • <u>Physical Caged-Augment (without space increase)</u> | Physical Caged-Augment —45 Calendar Days (Without Space Increase) |
| • <u>Physical Caged-Augment (with space increase)</u> | Physical Caged-Augment —90 Calendar Days (With Space Increase) |
| • <u>Physical Cageless-Initial</u> | Physical Cageless —90 Calendar Days |
| • <u>Physical Cageless-Augment (without space increase)</u> | Physical Cageless-Augment —45 Calendar Days Increase) |
| • <u>Physical Cageless-Augment (with space increase)</u> | Physical Cageless-Augment —90 Calendar Days (With space Increase) |

SEEM Measure

SEEM	Tier I	Tier II
------	--------	---------

No.....

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
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• Not Applicable.....	Not Applicable
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C-2 [AT]: Collocation Average Arrangement Time

C-3 [MDD]: Collocation Percent of Due Dates Missed

Definition

This report measures the percentage of missed due dates for both virtual and physical collocation arrangements.

Exclusions

- Any bona fide firm order canceled by the CLEC

Business Rules

Percent Due Dates Missed is the percentage of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

Calculation

% Percent of Due Dates Missed = (a / b) X 100

- a = Number of completed orders collocation arrangements that were not completed by the BellSouth committed due date during in the reporting period
- b = Total nNumber of orders collocation arrangements completed in the reporting period

Report Structure

- Individual CLEC Specific (alias) aggregate
- CLEC Aggregate of all CLECs
- Geographic Scope
 - State

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

State	>= 95% on time
Virtual-Initial	>= 95% on time
Virtual- Augment	>= 95% on time
Physical Caged-Initial	>= 95% on time
Physical Caged-Augment	>= 95% on time
Physical Cageless-Initial	>= 95% on time
Physical Cageless-Augment	>= 95% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

All Collocation Arrangements	>= 95% on time
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Section 11 8: Change Management

CM-1 [NT]: Timeliness of Change Management Notices

Definition

This report measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. ~~F~~(for example: a patch to fix a software problem)
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

Business Rules

~~This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and timeframes set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.~~

~~The clock starts interval begins~~ on the notification date. ~~The clock stops and ends~~ on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the ~~clock interval~~ would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a / b) X 100

- a = Total number of Change Management Notifications sent within required timeframes
- b = Total number of Change Management Notifications sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- ~~Report Period~~
- ~~Notice Date~~
- ~~Release Date~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- ~~Region Notices~~98% on time

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

SEEM Disaggregation—Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region.....	98% on time

CM-2: Change Management Notice Average Delay Days

Definition

Measures the average delay days for change management system release notices sent outside the timeframe set forth in the Change Control Process

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system vendor
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to compute the average delay days for change management notices sent to the CLECs outside the timeframes set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Change Management Notice Delay Days = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

Change Management Notice Average Delay Days = (e / d)

- e = Sum of all Change Management Notice delay days
- d = Total number of notices sent late

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

• Region _____ / = 5

SEEM Measure

SEEM _____ Tier I _____ Tier II

to _____

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation _____ SEEM Analog/Benchmark

• Not Applicable _____ Not Applicable

CM-3 [DT]: Timeliness of Documents Documentation Associated with Change

Definition

This report ~~measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth local interfaces.~~

Exclusions

- Documentation for release dates that slip less than 30 days for a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

The ~~clock starts interval begins on the date the business rule documentation is released date. The clock stops and ends on the software release date.~~ When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the ~~clock interval~~ would restart.

~~This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to dDocumentation standards and timeframes set forth can be found in the Change Control Process, a copy of which can be found at on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.~~

Calculation

Timeliness of Documents Documentation Associated with Change = (a / b) X 100

- a = Change Management documentation sent within required timeframes after notices
- b = Total number of Change Management documentation sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

• ~~Region Documentation~~ 98% on Time

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

SEEM Disaggregation - Analog/Benchmark

~~SEEM Disaggregation~~.....

SEEM Analog/Benchmark

• ~~Region~~ 98% on Time

CM-4: Change Management Documentation Average Delay Days

Definition

Measures the average delay days for requirements or business rule documentation sent outside the timeframes set forth in the Change Control Process.

Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth's control, such as changes due to regulatory mandate or CLEC request
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to compute the average delay days for business rule documentation sent to the CLECs outside the timeframes set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Change Management Documentation Delay Days = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

Change Management Documentation Average Delay Days = (c /

- c = Sum of all CM documentation delay days
- d = Total Change Management documents sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation _____ SQM Analog/Benchmark

- Region = 0.124

SEEM Measure

SEEM _____ Tier I _____

.....

CM-5 [ION]: Notification of CLEC Interface Outages

Definition

~~This report measures the time it takes BellSouth to notify the CLECs of an outage of an interface outage as defined by the Change Control Process (CCP) documentation.~~

Exclusions

None

Business Rules

~~This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process documentation.~~
BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported system error.
2. BellSouth finds an error message within the system error log that identically matches a CLEC reported system outage.
3. When three or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

Note: The 15-minute clock interval begins once a CLEC reported outage or a BellSouth detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the clock interval begins at the point of verification.

~~This metric will be expressed as a percentage~~

Calculation

Notification of CLEC Interface Outages = (a / b) X 100

- a = Number of interface outages where CLECs are notified within 15 minutes
- b = Total number of interface outages

Report Structure

- CLEC Aggregate
- Geographic Scope
 - Region

Data Retained

Relating to CLEC Experience

- Number of Interface Outages
- Number of Notifications ~~← 15 minutes~~

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark
SQM Level of Disaggregation
SQM Analog/Benchmark

- By interface type for all interfaces accessed by CLECs97% <= 15 Minutes

Interface
Applicable to

EDI	CLEC
CSOTS.....	CLEC
LENS.....	CLEC
TAG.....	CLEC
ECTA.....	CLEC
TAFI.....	CLEC/BellSouth

SEEM Measure
SEEM
Tier I
Tier II

No

SEEM Disaggregation - Analog/Benchmark
SEEM Disaggregation
SEEM Analog/Benchmark

• Not Applicable.....Not Applicable

CM-6 [SEC]: Percentage of Software Errors Corrected in "X" (10, 30, 45) Business Days

Definition

This report ~~measures~~ measures the percentage of all outstanding software errors, due and overdue, to be corrected by BellSouth in "X" (10, 30, 45) business days within the ~~monthly~~ report period.

Exclusions

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

Business Rules

~~This metric is designed to measure BellSouth's performance each month in correcting identified software errors within the specified interval. The clock starts~~ interval begins when a Software Error is validated per the Change Control Process (CCP), ~~a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops~~ ends when the error is corrected and the notice is posted to the change control website. Currently "X" business days is defined in the CCP as 10 = Severity 2, 30 = Severity 3, and 45 = Severity 4. The current intervals for this measure will be consistent with the intervals set in the CCP if agreed to by the CLEC or ordered by the Commission. A copy of the most current CCP can be found on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). The monthly report should include all defects, due and overdue, to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.

Calculation

Percentage of Software Errors Corrected in "X" (10, 30, 45) Business Days = (a / b) X 100

- a = Total number of software errors corrected ~~where in "X" = 10, 30, or 45 business days, as defined for each severity level (Severity 2, Severity 3, and Severity 4)~~
- b = Total number of Severity 2, Severity 3, and Severity 4 software errors requiring correction where "X" = 10, 30, or 45 Business Days, corrected

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days
- Geographic Scope
 - Region

Data Retained

- ~~Report Period~~
- ~~Total Completed~~
- ~~Total completed within "X" business days~~
- ~~Disputed, rejected or reclassified software errors~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region Errors.....95% within Interval

SQM/SEEM Analog/Benchmark

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region.....	95% within interval

CM-6 [SEC]: Percentage of Software Errors Corrected in "X" (10, 30, 45) Business Days

CM-7 [CRA]: Percentage of Change Requests Accepted or Rejected within 10 Days

Definition

This report measures the percentage of change requests, other than Type 1 or Type 6 Change Requests, submitted by CLECs that are accepted or rejected by BellSouth in 10 business days within the report period.

Exclusions

- Change requests that are canceled or withdrawn before a response from BellSouth is due

Business Rules

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

Calculation

Percentage of Change Requests Accepted or Rejected within 10 Business Days = (a / b) X 100

- a = Total number of change requests responses due in the reporting period that were accepted or rejected within 10 business days
- b = Total number of change requests submitted due in the reporting period

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- ~~Report Period~~
- ~~Requests Accepted or Rejected~~
- ~~Total Requests~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM/SEEM Analog/Benchmark

- Region Requests Accepted/Rejected 95% within Interval

SEEM Measure

SEEM	Tier I	Tier II
Yes.....		X

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~

~~SEEM Analog/Benchmark~~

- ~~Region.....~~ 95% within Interval

CM-7 [CRA]: Percentage of Change Requests Accepted or Rejected within 10 Days

CM-8 [CRR]: Percent Change Requests Rejected

Definition

This report measures the percentage of change requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected by reason within the report period.

Exclusions

- Change requests that are canceled or withdrawn before a response from BellSouth is due

Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at [on the Interconnection website \(http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html\)](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html). These reasons are: cost, technical feasibility, and industry direction. This metric includes all change requests not subject to the above exclusions that have been responded to within, not just those received and accepted or rejected in the same reporting period.

Calculation

Percent Change Requests Rejected = (a / b) X 100

- a = Total number of change requests rejected in the reporting period
- b = Total number of change requests submitted responded to within the reporting period

Report Structure

- BellSouth Aggregate
- ~~Cost~~
- ~~Technical Feasibility~~
- ~~Geographic Scope~~
 - ~~Region~~

Data Retained

- ~~Report Period~~
- ~~Requests Rejected~~
- ~~Total Requests~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- ~~Region~~.....Diagnostic
- Reason – Cost.....Diagnostic
- Reason – Technical Feasibility.....Diagnostic
- Reason – Industry Direction.....Diagnostic

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation – Analog/Benchmark

SEEM Disaggregation

- ~~Not Applicable~~.....Not Applicable

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

Definition

This report ~~Measures~~ the number of defects in production releases. This measure will be presented as the number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, ~~and~~ the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 defects resulting within a three week period from a production release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, ~~and Severity 3 Defects, and Severity 4 Defects~~ can be found in the Change Control Process document.

Exclusions

None

Business Rules

This metric measures the number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, ~~and~~ the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects resulting within a three week period from a production release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, ~~and 3, and 4~~ Defects can be found in the Change Control Process, which can be found ~~at~~ on the Interconnection website (http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html).

Calculation

The number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, ~~and~~ the number of Type 6 Severity 3 Defects, and the number of Type 6 Severity 4 Defects.

Report Structure

- Production Releases
- Number of Type 6 Severity 1 Defects
- Number of Type 6 Severity 2 Defects without a mechanized work around
- Number of Type 6 Severity 3 Defects
- Number of Type 6 Severity 4 Defects
- Geographic Scope
 - Region

Data Retained

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

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- ~~Region~~—Number of Type 6 Severity 1 Defects0 Defects
- ~~Region~~—Number of Type 6 Severity 2 Defects0 Defects
- ~~Region~~—Number of Type 6 Severity 3 Defects0 Defects
- Number of Type 6 Severity 4 Defects.....0 Defects



Florida Performance Metrics

Docket No. 000121A-TP
Change Management

SEEM Measure

SEEM Tier I Tier II

No.....

SEEM Disaggregation

SEEM Analog/Benchmark

~~Not Applicable~~.....~~Not Applicable~~

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

CM-10 [SV]: Software Validation

Definition

This report ~~Measures~~ software validation test results for production releases of BellSouth local interfaces.

Exclusions

None

Business Rules

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

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

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

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

Calculation

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

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

Report Structure

- BellSouth Aggregate
- Geographic Scope
 - Region

Data Retained

- ~~Report Period~~
- ~~Production Release Number~~
- ~~Test Deck Weights~~
- ~~% test deck weight failure~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region Failed Transactions..... <= 5%

SQM Analog/Benchmark

SEEM Measure

SEEM Tier I Tier II

No.....

SEEM Disaggregation.....**SEEM Analog/Benchmark**

◆ Not Applicable.....Not Applicable

CM-11 [SCRI]: Percentage of Software Change Requests Implemented within 60 Weeks of Prioritization

Definition

This report measures whether BellSouth provides CLECs timely implementation of prioritized software change requests.

Exclusions

- Software change requests that are implemented later than 60 weeks with the consent of the CLECs
- Software change requests or which where BellSouth has regulatory authority to exceed the interval

Business Rules

release BellSouth will begin reporting this monthly measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure.

Calculation

Percentage of Type 5 CLEC Initiated Software Change Requests Implemented on Time = $(a / b) \times 100$

- a = Total number of prioritized Type 5 software change requests implemented each month that are less than or equal to 60 weeks of age from the date of their first prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization
- b = All entries in "a" above plus all Type 5 software change requests prioritized more than 60 weeks before the end of the monthly reporting period

Percentage of Type 4 BellSouth Initiated Software Change Requests Implemented on Time = $(a / b) (c / d) \times 100$

- a c = Total number of prioritized Type 4 software change requests implemented each month that are less than or equal to 60 weeks of age from the date of the release prioritization list plus all other Type 4 prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization
- b d = All entries in "a c" above plus all Type 4 software change requests prioritized more than 60 weeks before the end of the monthly reporting period

Report Structure

- BellSouth Aggregate
- Type 4 Requests Implemented
- Type 5 Requests Implemented
- % Percent implemented within 16, 32, 48 and 60 weeks
- Geographic Scope
 - Region

Data Retained

- ~~Region~~
- ~~Report Month~~
- ~~Total Implemented by Type~~
- ~~Total Implemented within 60 weeks~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM/SEEM Analog/Benchmark
• Region.....	95% within interval
• Type 4 Requests Implemented.....	95% within Interval
• Type 5 Requests Implemented.....	95% within Interval

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes.....		X.....	

SEEM Disaggregation.....	SEEM Analog/Benchmark
• Region.....	95% within interval

CM-11A (PCRI): Average Time to Implement Process Change Requests

Definition

This report measures the average time BellSouth takes to implement prioritized Process Change Requests.

Exclusions

- Process Change Requests implemented later than 60 days with the consent of the CLECs
- Process Change Requests where BellSouth has regulatory authority to exceed the interval

Business Rules

The interval for each Process Change Request begins when it has been prioritized as described in the Change Control Process and ends when the Process Change Request has been implemented by BellSouth and made available to the CLECs.

Calculation

Average Implementation Time for the Type 5 CLEC Initiated Process Change Requests = (a / b)

- a = Sum of implementation times for the prioritized Type 5 Process Change Requests implemented within the data month
- b = Total number of prioritized Type 5 Process Change Requests implemented within the data month

Average Implementation Time for the Type 4 BellSouth Initiated Process Change Requests = (c / d)

- c = Sum of implementation times for the prioritized Type 4 Process Change Requests implemented within the data month
- d = Total number of prioritized Type 4 Process Change Requests implemented within the data month

Report Structure

- BellSouth Aggregate
- Type 4 Process Change Requests implemented
- Type 5 Process Change Requests implemented
- Geographic Scope
 - Region

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Type 4 Process Change Requests implemented.....Diagnostic
- Type 5 Process Change Requests implemented.....Diagnostic

SEEM Measure

SEEM Tier I Tier II

No.....

CM-11A (PCRI): Average Time to Implement Process Change Requests

Appendix A: Reporting Scope

A-1: Standard Service Groupings

See individual reports in the body of the SQM.

A-2: Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

Maintenance Query Types

TAFI TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
 - DLR
 - DLETH
 - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

Report Levels

- CLEC-RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State
- Aggregate CLEC Region
- BellSouth State
- BellSouth Region

Appendix BA: Glossary of Acronyms and Terms

Symbols used in calculations

~~Σ A mathematical symbol representing the sum of a series of values following the symbol.~~

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

/

A mathematical operator representing division.

<

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

A

ACD

Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

Aggregate

Sum total of all items in a like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

ALEC

Alternative Local Exchange Company—FL-CLEC – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service

ADSL

Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

ASR

Access Service Request - A request for access service terminating delivery of carrier traffic into a local exchange carrier's network.

ATLAS

Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

ATLASTN

~~ATLAS software contract for telephone number~~

Auto Clarification

~~A~~The number of LSRs that were was electronically rejected from LESOG and electronically returned to the CLEC for correction.

B**BFR**

~~Bona Fied Request~~

BILLING

The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

BOCRIS

Business Office Customer Record Information System (Front-end to the CRIS database) – System used to maintain customer account information which includes, but is not limited to bills, payment history, and memo notations made during customer contact.

BRI

Basic Rate ISDN – This product offering is a two-way line side digital port on a two-wire digital loop. The two-wire digital loop is a dedicated digital transmission facility.

BRC

Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.

BellSouth

~~BellSouth Telecommunications, Inc.~~

C**CABS**

Carrier Access Billing System – The BellSouth proprietary corporate database and billing system for access and certain UNE customers and/or services.

CCC

Coordinated Customer Conversions – A simultaneous coordination between the disconnection of existing service and the reconnection of the new service.

CCP OSS (Change Management)

Change Control Process OSS – The Change Control Process (CCP) methods and procedures, a collaborative documented process, used by BellSouth and the CLECs to initiate OSS changes to BellSouth pre-ordering, ordering, and provisioning interfaces. The process includes change requests, CLEC prioritization, release management, defect management, etc.

CCP SQM

Change Control Process SQM – The methods and procedures used by BellSouth to implement changes to performance metrics that have been ordered by a state regulatory commission. This process is documented in the PMQAP.

Centrex

A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CISC

Carrier Interconnection Switching Center – Formerly known as the LISC, the BellSouth Center dedicated to handling CLEC access service requests for interconnection trunks.

CKTID

Circuit Identifier - A unique identifier for elements combined in a service configuration.

CLEC

Competitive Local Exchange Carrier - A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

CLP

Competitive Local Provider - ~~NC-CLEC~~ - A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

CMDS

Centralized Message Distribution System - ~~Telecordia-administered~~ National system used to transfer specially formatted messages among companies.

CM OSS

Change Management OSS - See CCP OSS for definition.

CM SQM

Change Management SQM - See CCP SQM for definition.

COFFI

Central Office Feature File Interface - Provides information about USOCs and class of service. ~~COFFI is a part of DOE/SONGS. It~~ indicates all services available to a customer.

COG

Corporate Gateway - System designed for the electronic submission of xDSL Local Service Requests.

CRIS

Customer Record Information System - ~~This system is used to retain customer information and render bills for telecommunication service.~~ - The BellSouth proprietary corporate database and billing system for non-access customers and/or services.

CRSACCTS

~~CRIS software contract for CSR information.~~

CRSG

Complex Resale Support Group - The group within BellSouth which serves as the interface between the LCSC and the outside plant engineering group. The responsibility of this organization is to provide the parameters for the type of facilities available to provision the service the CLEC has selected.

C-SOTS

CLEC Service Order Tracking System - Provides CLECs the ability to query the service order database to monitor the progress of CLEC service order activity from service order issuance to order completion.

CSR

Customer Service Record - A record of the customer/end-user information including detail about the services and physical address of the end-user.

CTTG

Common Transport Trunk Group - Final trunk groups between BellSouth, & Independent end offices, and the BellSouth access tandems.

CWINS Center

Customer Wholesale Interconnection Network Services Center (formerly the UNE Center) - This center provides CLECs with provisioning and maintenance for designed and non-designed local service.

D**DA**

~~Directory Assistance~~

Design

Design Service is defined as any special or plain old telephone service order which requires BellSouth design engineering activities.

Disposition & Cause

Types of trouble conditions, (e.g., No Trouble Found (NTF), Central Office Equipment (CO), Customer Premises Equipment (CPE), etc.) – These codes identify the location, equipment and/or disposition of a particular trouble. Trouble reports will be closed to the most service affecting code which describes the trouble condition repaired.

DLETH

Display Lengthy Trouble History – A history report that gives all activity on a line record for trouble reports in LMOS.

DLR

Detail Line Record – A report that gives detailed line record information on records maintained in LMOS.

DS0

The worldwide standard speed for one digital voice signal (64,000 bps).

DS1

24 DS0s (1.544Mb/sec., ~~i.e., carrier systems~~)

DOE

Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth service representatives to input ~~business~~ service orders in BellSouth format.

DOM

Delivery Order Manager – Determines the needed processing steps for the service request. It then forwards the request on to each required system, in sequence, checking for errors and accuracy.

DSAP

DOE (Direct Order Entry) Support Application - The ~~A~~ BellSouth ~~Operations~~ System which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSAP-DDI

~~DSAP software contract for schedule information.~~

DSL

Digital Subscriber Line – Allows customers to provide simultaneous two-way transmission of digital signals at speeds of 256 kbps via a two-wire local channel.

DUI

Database Update Information – A functional area measuring the timeliness and accuracy of database updates.

E**E911**

~~Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.~~

EDI

Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

ESSX

BellSouth Centrex Service – A central office housed communications system that provides the customer with direct inward and outward dialing, interconnection to all stations, and custom calling features.

F**Fatal Reject**

The number of LSRs ~~that were~~ electronically rejected from LEO, ~~which checks to see if the LSR has all the~~ because the required fields are not correctly populated.

Flow-Through

In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

FOC

Firm Order Confirmation - A notification returned to the CLEC confirming ~~that~~ the LSR has been received and accepted, including the specified commitment date.

FX

Foreign Exchange – A network-provided service in which a telephone in a given local exchange area is connected, via a private line, to a central office in another exchange.

G H

~~HAL – “Hands off” Assignment Logic-Frontend access and error resolution logic used in interfacing BellSouth Operations System such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG, and SOCS.~~

~~HALCRIS – HAL software contract for CSR information.~~

HDSL

High Bit Digital Subscriber Loop/ Line – A dedicated digital transmission facility from BellSouth’s Main Distribution Frame (MDF) to an end user’s premises.

I J K**ILEC**

Incumbent Local Exchange ~~Company~~ Carrier – Regional Bell Operating Company (RBOC)

INP

Interim Number Portability – When the customer is originally provided service by an ILEC and decides to change service to a CLEC, the customer may retain their ILEC telephone number. Calls to the ILEC number are rerouted to the CLEC using either the Remote Call Forwarding feature or over a dedicated trunk group from the ILEC switch to the CLEC

ISDN

Integrated Services Digital Network – An integrated digital network in which the same time-division switches and digital transmission paths are used to establish connections for different services. ISDN services include telephone, data, electronic mail, and facsimile.

IPC

Interconnection Purchasing Center

L**LAN**

Local Area Network – A data communications system that lies within a limited spatial area, has a specific user group, has a specific topology, and is not a public switched telecommunications network, but may be connected to one.

LAUTO

The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

LCSC

Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and preordering transactions, along with associated expedite requests and escalations.

Legacy System

Term used to refer to BellSouth Operations Support Systems (see OSS).

LENS

Local Exchange ~~Negotiation~~ Navigation System - The BellSouth ~~LAN/Web Server/OS~~ application developed to provide both preordering and ordering electronic interface functions for CLECs.

LEO

Local Exchange Ordering - A BellSouth system which accepts the output of CLEC interfaces and ~~EDI, applies edit and formatting checks, and reformats the local service requests in BellSouth service order format.~~ provides first-level validation to ensure all appropriate fields are populated

LERG

Local Exchange Routing Guide - The official document which lists all North American Class 5 office (COs or end offices) and which describes their relationship to Class 4 office (tandem offices). Carriers use the LERG in the network design process.

LESOG

Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the service order into the Service Order Control System using terminal emulation technology.

LFACS

Loop Facilities Assignment and Control System - Database of facilities inventory and assignment information.

LIDB

Line Information Database - Contains information about the user's calling card and other billing data.

LMOS

Loop Maintenance Operations System - ~~A BellSouth operations system that provides a mechanized means of maintaining customer line records and for entering, processing, and tracking trouble reports.~~ stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

LMOS HOST

~~LMOS host computer~~ Loop Maintenance Operations System Host Computer

LMOSupd

~~LMOS update allows trouble tickets on line records to be entered into LMOS.~~

LMU

Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

LMUSI

Loop Make-up Service Inquiry - The form submitted by the CLEC to obtain the loop make-up information.

LNP

Local Number Portability - In the context of this document, the capability for a subscriber to retain his their current telephone number as ~~he~~ they transfers to a different local service provider.

LNP Gateway

Local Number Portability (gateway) - A system that provides both internal and external communications with various interfaces and processes including:

- (1) Linking BellSouth to the Number Portability Administration Center (NPAC).
- (2) Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.
- (3) Providing interface between NPAC and AIN SMS for LNP routing processes.

Loops

Transmission paths from the central office to the customer premises.

LRN

Location Routing Number - A 10-digit number which routes calls to the appropriate end-user's ported telephone number.

LSR

Local Service Request - A request from a CLEC for local resale service or unbundled network elements ~~from a CLEC~~.

M**Maintenance & Repair**

The process and function by which trouble reports are ~~passed~~ sent to BellSouth and ~~by which~~ the related service problems are resolved.

MARCH

BellSouth Operations System which accepts service orders and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches. A memory administration system that translates line related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches.

N**NBR**

New Business Request - Process required by BellSouth for CLECs to initiate a service, which is not included within its interconnection agreement.

NC

"No Circuits"-- All circuits busy announcement.

NIW

Network Information Warehouse - A system that stores central office blockage data for use in processing trouble reports.

NMLI

Native Mode LAN Interconnection - An intra-ATA, shared fiber-based, LAN inter-networking service

NPA

Numbering Plan Area - Area Code portion of a telephone number.

NXX

The "exchange" portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

O**OASIS**

Obtain Availability Services Information System—A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.

OASISBSN

OASIS software contract for feature/service

OASISNET

OASIS software contract for feature/service

OASISOCP

OASIS software contract for feature/service

Ordering

The process and functions by which where resale services or unbundled network elements are ordered from BellSouth, as well as the process by which an LSR or ASR is placed with BellSouth

Ordering Interface Gateways

Gateways for CLECs to submit LSRs electronically

Order Types

The following order types are used in this document:

- (1) T - The "to" portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A "T" Order Type is always paired with an "F" Order Type which will have the same telephone number following the "F" Order Type Code unless the orders are within different central offices.
- (2) N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another, such as when changing from PBX to Centrex.
- (3) C - Order Type used for the following conditions: changes or partial disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer's request.
- (4) R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no field work is involved.

OSPCM

Outside Plant Contract Management System – A system that provides scheduling and completion information on outside plant construction activities.

OSS

Operations Support System – A Multiple support systems and/or databases which are is used to mechanize the flow or and performance of work. The term is used to refer to the overall system consisting of complex hardware ~~complex~~, computer operating system(s), and applications which are used to provide the support functions.

Out Of Service

Customer has no dial tone and cannot call out

P**PMAP**

Performance Measurement Analysis Platform – Provides delivery of performance reports via the web and facilitates analysis of the summary level data.

PMOAP

Performance Measurement Quality Assurance Plan – BellSouth Operational Guide which documents the systematic procedures used by BellSouth Telecommunications (BST) to produce accurate and reliable service quality measurement reports.

PON

Purchase Order Number – Identifier assigned by the customer originating the service request

POTS

Plain Old Telephone Service – A term often used to distinguish basic voice telephone from data and other services.

PREDICTOR

~~A BellSouth system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups to Mechanized Loop Testing and switching system I/O ports~~

Preordering

The process and functions by which ~~vital~~ information is obtained, verified, or validated prior to placing a service request.

PRI

Primary Rate ISDN – An integrated services digital network interface standard designated as having 23B+D channels

Provisioning

The process and functions by which ~~where~~ necessary work is performed to activate a service requested via an LSR ~~or ASR and to initiate the proper billing and accounting functions.~~

PSIMS

~~Product/Service Inventory Management System – A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.~~

PSIMSORB

~~PSIMS software contract for feature/service.~~

Q R**RNS**

~~Regional Negotiation System – An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.~~

ROS

~~Regional Ordering System~~

RRC

Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers

RSAG

Regional Street Address Guide - The BellSouth database which contains street addresses that have been validated to be accurate for accuracy with state and local governments records

RSAGADDR

Regional Street Address Guide Address - RSAG software contract for address search

RSAGTN

Regional Street Address Guide Telephone Number - RSAG software contract for telephone number search

S**SAC**

Service Advocacy Center— Resolves issues in the provisioning process

SDUM

Supporting Data User Manual

SEEM

Self Effectuating Enforcement Mechanism – A tiered remedy structure in which payments are made either to the CLEC and/or state regulatory agency, depending on the type and level of parity/benchmark miss that occurs

SGG

ServiceGate Gateway – A common gateway to receive and send interconnection requests

SOCS

Service Order Control System – A BellSouth system which routes service order images among BellSouth drop points and BellSouth OSS during the service provisioning systems process.

SOG

Service Order Generator - Designed to generate a service order for xDSL

SOIR

Service Order Interface Record— any change effecting activity to a customer account by service order that impacts 911/E911

SONGS

Service Order Negotiation and Generation System – This system supports the Consumer, Small Business and Public COUs by providing data entry screens and prompts to aid negotiation and entry of all order types.

Syntactically Incorrect Query

A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, a CLEC would like to query the legacy system for the following address: 1234 Main St. Entering “1234 Main St.” will be considered syntactically correct because valid characters were used in the address field. However, entering “AB34 Main St.” will be considered syntactically incorrect because invalid characters (i.e., example: alpha characters were entered in numeric slots) were used in the address field.

T**TAFI**

Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG

Telecommunications Access Gateway – TAG was designed to provide an electronic interface or machine-to-machine interface for the bi-directional flow of information between BellSouth’s OSSs and participating CLECs.

Test Transactions/Records

Transactions created by BellSouth, or in tests originated by CLECs, where the CLEC has coordinated the test with BellSouth to enable identification of the transactions as part of a test used to test system functionality.

TN

Telephone Number

Total Manual Fallout

~~The number of LSRs which are entered electronically submitted to BellSouth, which fallout, but requiring manual entering input into a service order generator.~~

U V**UCL**

Unbundled Copper Link Loop - A dedicated metallic transmission facility from BellSouth's Main Distribution Frame (MDF) to a customer's premises

UNE

Unbundled Network Element - Those parts of BellSouth's network required to be unbundled by the Telecommunications Act of 1996 and the implementing regulatory body

USOC

Universal Service Order Code - A set of alpha or numeric characters identifying a particular service or equipment

W**WATS**

Wide Area Telephone Service

WFA

Work Force Administration - Electronic document tracking system for trouble reports

WMC

Work Management Center - Serves as a single point of contact (SPOC) for all requests for dispatch to the Field Work Group (Central Office or outside technicians)

WTN

Working Telephone Number

X Y Z**XML**

eXtensible Markup Language - An international standards-based data formatting option designed for information exchange on network systems

Appendix CB: BellSouth Audit Policy

~~C-1: BellSouth's Internal Audit Policy~~

BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.

The plan consists of three sections:

1. ~~Change Control~~ addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.
2. ~~Production~~ addresses the quality assurance steps used to create monthly SQM reports.
3. ~~Monthly Validation~~ addresses the quality assurance steps used to ensure accurate posting of monthly results.

The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually, beginning in 4Q01.

~~C-2: BellSouth's External Audit Policy~~

BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. ~~BellSouth has developed a proposed Audit Plan for use by the parties to an audit.~~ If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo an SQM comprehensive audit. ~~of the current year aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001-2005) to be~~ The audit should be conducted by an independent third party auditor jointly selected by BellSouth and the CLEC. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. ~~Requested Audits will be conducted under~~ include the following specifications:

1. The cost shall be borne by BellSouth.
2. ~~The~~ Should an independent third party auditor be required, it shall be selected ~~with input from~~ by BellSouth; ~~and the PSC, if applicable, and the CLECs,~~
3. BellSouth; ~~and the PSC and the CLECs~~ shall jointly determine the scope of the audit.
4. The PSC may request input regarding selection of the auditor and audit scope from interested parties.

These ~~comprehensive~~ audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP ~~and SEEM~~ produce accurate data that reflects each State's Order for performance measurements. ~~Once this has been verified by an initial audit, the BellSouth PMQAP will provide the basis for future audits.~~

Appendix D C: OSS Interface Tables

OSS-1 [PRR]: OSS Average Response Interval and Percent Within Interval (Pre-Ordering/Ordering/Maintenance & Repair)

Table 1: Legacy System Access Times For RNS

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address.....	X	X	X	X	X
RSAG	RSAG-ADDR	Address.....	X	X	X	X	X
ATLAS	ATLAS-TN	TN.....	X	X	X	X	X
DSAP	DSAP-DDI	Schedule.....	X	X	X	X	X
CRIS	CRSACCTS	CSR.....	X	X	X	X	X
OASIS	OASISBIG	Feature/Service.....	X	X	X	X	X

Table 2: Legacy System Access Times For R0S

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address.....	X	X	X	X	X
RSAG	RSAG-ADDR	Address.....	X	X	X	X	X
ATLAS	ATLAS-TN	TN.....	X	X	X	X	X
DSAP	DSAP-DDI	Schedule.....	X	X	X	X	X
CRIS	CRSOCSR	CSR.....	X	X	X	X	X
OASIS	OASISBIG	Feature/Service.....	X	X	X	X	X

Table 3: Legacy System Access Times For LENS

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address.....	X	X	X	X	X
RSAG	RSAG-ADDR	Address.....	X	X	X	X	X
ATLAS	ATLAS-TN	TN.....	X	X	X	X	X
DSAP	DSAP-DDI	Schedule.....	X	X	X	X	X
CRIS	CRSECSRL	CSR.....	X	X	X	X	X
COFFI	COFFI/USOC	Feature/Service.....	X	X	X	X	X
P/SIMS	PSIMS/ORB	Feature/Service.....	X	X	X	X	X

Table 4: Legacy System Access Times For TAG/XML

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address.....	X	X	X	X	X
RSAG	RSAG-ADDR	Address.....	X	X	X	X	X
ATLAS	ATLAS-TN	TN.....	X	X	X	X	X
ATLAS	ATLAS-MLH	TN.....	X	X	X	X	X
ATLAS	ATLAS-DID	TN.....	X	X	X	X	X
DSAP	DSAP-DDI	Schedule.....	X	X	X	X	X
CRIS	TAG-CSR CRSECSRL	CSR.....	X	X	X	X	X
P/SIMS	PSIM/ORB	Feature/Service.....	X	X	X	X	X

OSS-4: Response Interval (Maintenance & Repair)

Table 5: Legacy System Access Times for M&R (TAFI)

System	BellSouth & CLEC	Count				Avg. Int.
		<u>≤ 4</u>	<u>> 4 ≤ 10</u>	<u>≤ 10</u>	<u>> 10</u>	<u>> 30</u>
CRIS	X	X	X	X	X	X
DLETH	X	X	X	X	X	X
DLR	X	X	X	X	X	X
LMOS	X	X	X	X	X	X
LMOSupd	X	X	X	X	X	X
LNP Gateway	X	X	X	X	X	X
MARCH	X	X	X	X	X	X
OSPCM	X	X	X	X	X	X
Predictor	X	X	X	X	X	X
SOCS	X	X	X	X	X	X
NIW	X	X	X	X	X	X

TAFI

System	Open Trouble Ticket	Status Trouble Ticket	Mechanized Line Testing	Close Trouble Ticket
GRIS	X			
DLETH	X			
DLR	X			
LMOS	X	X		X
LMOSupd	X	X	X	X
LNP	X			
MARCH	X			
OSPCM	X	X		
Predictor	X	X		
SOCS	X	X		
NIW	X			

Note: Depending on the type of customer report multiple systems may be touched in one transaction.

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

SEEM OSS Legacy System

System	BellSouth	CLEC
Telephone Number/Address		
RSAG ADDR	RNS, ROS	TAG, LENS
RSAG TN	RNS, ROS	TAG, LENS
ATLAS	RNS, ROS	TAG, LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		

Florida Performance Metrics

Appendix D C: OSS Interface Tables

CRSACCTS.....	RNS.....
CRSOCSR.....	ROS.....
CRSECSRL.....	LENS.....
TAG-CSR.....	TAG.....
Service/Feature Availability	
OASISBIG.....	RNS, ROS.....
PSIMS/ORB, COFFI.....	LENS, TAG.....

OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

OSS Table 1: SQM Interface Availability for Pre-Ordering/Ordering

<u>OSS Interface Availability Application</u>	<u>Applicable to</u>	<u>% Availability</u>
EDI.....	CLEC.....	X
LENS.....	CLEC.....	X
LEO.....	CLEC.....	X
LESOG.....	CLEC.....	X
PSIMS.....	CLEC.....	X
TAG/XML.....	CLEC.....	X
LNP Gateway.....	CLEC.....	X
COG.....	CLEC.....	X
SOG.....	CLEC.....	X
DOM.....	CLEC.....	X
SGG.....	CLEC.....	X
DOE.....	CLEC/BellSouth.....	X
SONGS.....	CLEC/BellSouth.....	X
CRIS.....	CLEC/BellSouth.....	X
ATLAS/COFFI.....	CLEC/BellSouth.....	X
BOCRIS/CRIS.....	CLEC/BellSouth.....	X
DSAP.....	CLEC/BellSouth.....	X
RSAG.....	CLEC/BellSouth.....	X
SOCS.....	CLEC/BellSouth.....	X
LFACS.....	CLEC/BellSouth.....	X
RNS.....	BellSouth.....	X
ROS.....	BellSouth.....	X

~~OSS-2: OSS Availability (Pre-Ordering/Ordering)~~

SEEM OSS Availability

<u>OSS Interface</u>	<u>Applicable to</u>	<u>% Availability</u>
EDI.....	CLEC.....	x
LENS.....	CLEC.....	x
LEO.....	CLEC.....	x
LESOG.....	CLEC.....	x
PSIMS.....	CLEC.....	x
TAG.....	CLEC.....	x
LNP Gateway.....	CLEC.....	x
COG.....	CLEC.....	x
SOG.....	CLEC.....	x
DOM.....	CLEC.....	x

~~OSS-3: OSS Availability (Maintenance & Repair)~~

OSS Table 2: SQM Interface Availability for (M&R) Maintenance & Repair

<u>OSS Interface</u>	<u>% Availability</u>
BellSouth TAFI.....	x
CLEC TAFI.....	x
CLEC ECTA.....	x

BellSouth & CLEC

CRIS.....	x
LMOS HOST.....	x
LNP Gateway.....	x
MARCH.....	x
OSPCM.....	x
PREDICTOR.....	x
SOCS.....	x

~~OSS-3: OSS Availability (Maintenance & Repair)~~

SEEM OSS Availability (M&R)

<u>OSS Interface</u>	<u>% Availability</u>
CLEC TAFI.....	x
CLEC ECTA.....	x

Appendix D: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement (SQM) reports and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

1. Those SQM measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAP website advising CLECs when reposted data is available.
2. SQM Performance sub-metric calculations that result in a shift in the statewide aggregate performance from an "in parity" condition to an "out of parity" condition will be available for reposting.
3. SQM Performance sub-metric calculations with benchmarks where statewide aggregate performance is in an "out of parity" condition will be available for reposting whenever there is a $\geq 2\%$ decline in BellSouth's performance at the sub-metric level.
4. SQM Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a degradation in performance as shown by an adverse change of $\leq .5$ in the z-score at the sub-metric level.
5. Any data recalculations that reflect an improvement in BellSouth's performance will be reposted at BellSouth's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.
6. SQM Performance data will be reposted for a maximum of three months in arrears from date of detection. As an example, should an error be discovered during the analysis of the May data month, and this error triggers a reposting, BellSouth will correct the data beginning with the month of detection (May) and the three months preceding – April, March and February.
7. When updated SQM performance data has been reposted or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments where technically feasible, for a maximum of three months in arrears from date of detection. Recalculated SEEM payments due to reposted SQM data will be made for the same months that the applicable data was reposted. The three month period for recalculating SEEM payments due to an error in PARIS will be determined in the same manner previously described for the SQM. For example, should an error in PARIS be discovered for the data month of May, BellSouth will correct data for May and the three preceding months – April, March and February.
8. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies resulting from the application of this policy will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.
9. Any adjustments for underpayments resulting from application of this policy will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

When a CLEC believes that an error in its specific data requires reposting where the above statewide thresholds have not been met, the CLEC is responsible for identifying such issues and requesting BellSouth to repost the data. Any failure to repost inaccurate data should be brought to the attention of the Commission for resolution if it is estimated that the thresholds described in items 3, 4, or 5 have been met at the CLEC-specific level.



Florida Performance Metrics

Appendix D: BellSouth's Policy on Reposting of
Performance Data and Recalculation of SEEM Payments

Determination of when Reposting Policy Applies

As part of the Change Notification Process, BellSouth performs an analysis of impacts that are proposed to be made to Performance Measurement Application Platform (PMAP) code. These impacts are used to identify changes to its reported SOM results.

To determine this impact, BellSouth performs a query of the data warehouse to identify those records that would be impacted by the proposed change. Once the number of records are identified, the measurement is recalculated to determine the impact. This is the general framework for analysis - the specific steps used to evaluate the impact will vary with the issue being analyzed. However, the following example may assist in understanding.

Assume that service orders with an activity code of T were erroneously being included in a UNE-P disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included as UNEP is 110 records out of a total of 86,000. In this example, the numerator and denominator would both be reduced by 110 records and the zscore would be recalculated. If the amount of the change was sufficient to meet criteria 2, 4 or 5 above, the Reposting policy will be invoked.

Appendix E: Description of Raw Data and Other Supporting Data Files

BellSouth Service Quality Measurement Plan (SQMP) Raw (Supporting) Data Files (SDF) Other Supporting Data Files (OSDF)

I. Definitions and Overview

A. What is Raw Data?

Raw (Supporting) Data is supporting data or records captured in BellSouth Legacy Systems about activity initiated by CLECs or CLEC customers. Raw (Supporting) Data has been transformed from legacy system data to information (data with meaning). In some cases this supporting data is a combination of requests and response records, orders and troubles or other combination that provide logical transaction information. This supporting data has been normalized (converted from arcane system code to a more readable format) for easier use or, in some cases, the presentation is standardized so that the same data from different systems will be the same. In some cases, intervals have been previously calculated and, in other cases, the interval start and stop times are available. State, company, product, and other codes have been converted into English names. In short, the presentation of the information has been made more "user friendly" to facilitate use by SMEs, auditors and CLECs.

This supporting data represents all records that are used to calculate CLEC performance under the SOM sub-metrics.

II. Raw (Supporting) Data – General

Raw (Supporting) Data Files (SDF)

Raw (Supporting) Data Files for CLEC data will be published on the PMAP website each month. For the measures calculated in PMAP, these files will contain the CLEC initiated records required to replicate the report or reports as applicable. These files will be present for those reports generated from data processed by PMAP. Some reports are calculated outside of PMAP and the results are simply uploaded for posting. These reports will have less detailed Supporting Data Files.

Other Supporting Data Files (OSDF)

Other Supporting Data Files will also be provided upon CLEC request each month. These files contain CLECs initiated data/records extracted from the legacy systems, but "excluded" from the measures in each segment of the SQMP reports (Ordering, Flow Through Detail, Provisioning and Maintenance). The OSDF will contain only records not included in one of the SDFs. The CLEC will be able to access the request form by clicking on the OSDF folder in their section of the PMAP Web Site. The requested data will be loaded into the file within 10 business hours. The OSDF will also include partial and/or incomplete records if the CLEC owner can be identified. The OSDF will be regional in scope (not state-specific) and will include records for all related Measurements. The OSDF will not include records that are in any SDF. These four files may be large and the CLEC will be responsible for having an appropriate computer and the software necessary to accept and make manipulation of the files possible.

A. Raw Data (SDF) Records – OSS

For OSS Metrics:

Supporting data is provided for the following metrics

- OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)
- OSS-2 [IA]: Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)
- PO-2 [LMT]: Loop Makeup – Response Time – Electronic

Florida Performance Metrics**B. Raw Data (SDF) Records - Ordering****For Ordering Metrics:**

Supporting data is provided for the following metrics:

- O-2 [AKC]: Acknowledgement Message Completeness
- O-8 [RI]: Reject Interval
- O-9 [FOCT]: Firm Order Confirmation Timeliness
- O-11 [FOCRC]: Firm Order Confirmation and Reject Response Completeness

As a general rule, all versions of transactions are provided in the Supporting Data Files. Records for Service Requests that are related to a project, cancelled prior to being FOC'd or Clarified/Rejected, and versions of records not used in the reports will be placed into the Other Supporting Data File -- Ordering.

C. Raw Data (SDF) Records – Provisioning**For Provisioning Metrics:**

Supporting data is provided for the following metrics:

- P-1 [HOI]: Held Order Interval
- P-2A [PJ48]: Percentage of Orders Given Jeopardy Notices >= 48 Hours
- P-2B [PJ]: Percentage of Orders Given Jeopardy Notices
- P-3 [MIA]: Percent Missed Installation Appointments
- P-4 [OCI]: Order Completion Interval
- P-5 [CNI]: Average Completion Notice Interval
- P-7 [CCI]: Coordinated Customer Conversions Interval – Hot Cut Duration
- P-7A [CCT]: Coordinated Customer Conversions – Hot Cut Timeliness Percent within Interval
- P-7B [CCRT]: Coordinated Customer Conversions – Average Recovery Time
- P-7C [CPT]: Hot Cut Conversions - Percent Provisioning Troubles Received within 5 Days of a Completed Service Order
- P-7D [NCDD]: Non-Coordinated Customer Conversions – Percent Completed and Notified on Due Date
- P-9 [PPT]: Percent Provisioning Troubles within “X” Days of Service Order Completion
- P-11 [SOA]: Service Order Accuracy
- P-13B [LOOS]: LNP-Percent Out of Service < 60 Minutes
- P-13C [LAT]: LNP-Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date
- P-13D [LDT]: LNP-Disconnect Timeliness (Non-Trigger)

All service order activity that results from Service Requests generated by the CLEC and used in the calculation of a report will be furnished as a part of the Supporting Data Files. Records for D, R, F, and M order types, as well as cancelled orders will be placed in the Other Supporting Data File – Provisioning.

D. Raw Data (SDF) Records – M&R**For Maintenance and Repair (M&R) Metrics:**

Supporting data is provided for the following metrics:

- M&R-1 [MRA]: Percent Missed Repair Appointments
- M&R-2 [CTRR]: Customer Trouble Report Rate
- M&R-3 [MAD]: Maintenance Average Duration
- M&R-4 [PRT]: Percent Repeat Customer Troubles within 30 Days
- M&R-5 [OOS]: Out of Service (OOS) > 24 Hours

All customer submitted reports used in the calculation of a metric will be furnished as a part of the Supporting Data Files. Reports that are excluded, canceled, or in error, will be placed in the Other Supporting Data File - M&R. Specifically not included are BellSouth generated tickets such as employee, auto-detect, and tickets associated with service order activity dispatches.

Florida Performance Metrics

E. Raw Data (SDF) Records – Other

For Other Metrics:

Billing:

Supporting data is provided for the following metrics:

- B-1 [BIA]: Invoice Accuracy
- B-2 [BIT]: Mean Time to Deliver Invoices
- B-5 [BUT]: Usage Data Delivery Timeliness
- B-10 [BEC]: Percent Billing Adjustment Requests (BAR) Responded to Within 45 Business Days

The billing Supporting Data File used to create performance measurements for billing is provided for CLECs on the PMAP website. This SDF along with the reports resulting from billing supporting data can be used for replicating the measures. Any billing data used or not used in creating the billing measures is part of the CLEC's invoices sent to them on a monthly basis. Any charges or adjustments are part of their individual invoices, which identify the nature of the charges or adjustments, whether credits or debits.

Database Update Information - None

Trunk Group Performance – None

Collocation – None:

Supporting data is provided for the following metrics:

- C-1 [ART]: Collocation Average Response Time
- C-2 [AT]: Collocation Average Arrangement Time
- C-3 [MDD]: Collocation Percent of Due Dates Missed

Change Management - None

III. Supporting Data User Manual (SDUM) and Schema for Other Supporting Data Files (OSDF)

The SDUM and Schema can be found at URL (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder.

Appendix F: BellSouth PMAP Data Notification Process

1. On the first business day of the month preceding the data month for which BellSouth proposes to make any change to the method by which its performance data is calculated, BellSouth will provide written notice of any such proposed changes (hereinafter referred to as "Proposed Data Changes"). This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact. At the same time BellSouth will provide written notice of any known changes BellSouth is considering making to the method of calculating performance data for the following data month (hereinafter referred to as "Preliminary Data Changes").
2. No later than four business days after the written notice referenced above has been provided, BellSouth will conduct an industry conference call at which time the affected parties as well as the Commission can ask questions about either the Proposed Data Changes or the Preliminary Data Changes. The call will be conducted from 2:00 to 5:00 p.m. (Eastern Time).
3. No later than ten (10) business days after the industry conference call, affected parties must file written comments with the Commission to the extent they have objections or concerns about the Proposed Data Changes.
4. The Proposed Data Changes set forth in the written notice referenced above would be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice unless the Commission staff directs BellSouth not to go forward with the changes.

Appendix G: SQM Equity Determination

This document describes the approach utilized in the determination of Equity for mean, proportion, and rate measures within the BellSouth Single Report Structure (SRS). The statistical comparison of BST performance data to CLEC performance data is based upon the "Modified Z" methodology.

A. Standard Error (S)

The Standard Error must be calculated for use as the denominator in the formula for the Z-Score. The appropriate calculation of Standard Error is dependent on the measure type as shown below:

MEAN:

$$S = StDev_{BST} \sqrt{\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}}}$$

PROPORTION:

$$S = \sqrt{\hat{p}_{BST}(1 - \hat{p}_{BST}) \left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}} \right)}$$

RATE:

$$S = \sqrt{\hat{r}_{BST} \left(\frac{1}{n_{BST}} + \frac{1}{n_{CLEC}} \right)}$$

n_{BST} = number of observations for BellSouth in current time period

n_{CLEC} = number of observations for CLECs in current time period

$StDev_{BST}$ = estimated standard deviation of BellSouth performance calculated using current time period's data.

\hat{p}_{BST} = estimated BellSouth performance proportion calculated using current time period's data.

\hat{r}_{BST} = estimated BellSouth performance rate calculated using current time period's data.

B. Z-Score (Z)

Once the Standard Error has been calculated, the Z-Score is then calculated using the formula below:

$$Z = \frac{BST^* - CLEC^*}{S}$$

BST^* = estimated BellSouth mean (\bar{X}_{BST}), proportion (\hat{p}_{BST}), or rate (\hat{r}_{BST}) calculated using the current time period's data.

$CLEC^*$ = estimated CLEC mean (\bar{X}_{CLEC}), proportion (\hat{p}_{CLEC}), or rate (\hat{r}_{CLEC}) calculated using the current time period's data.

C. Equity Determination

After calculation of the Z-Score, Equity is determined using the criteria shown in the table below:

	Better Performance ↑	Better Performance ↓
YES	$Z \leq 1.645$	$Z \geq -1.645$
NO	$Z > 1.645$	$Z < -1.645$

Exception: A Z-Score value cannot be determined if a Standard Error value is 0. In that case, Equity is determined using the "Direct Comparison" criteria shown in the table below:

	Better Performance ↑	Better Performance ↓
YES	CLEC Measure \geq BST Measure	CLEC Measure \leq BST Measure
NO	CLEC Measure $<$ BST Measure	CLEC Measure $>$ BST Measure

Product	PRODUCT TYPE	Service	CT TYPE	W/T3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING	3DI	PAGE	#P
-wire analog DID trunk port	U	F	N	No	UNE	Yes	NA	N	N	N
-wire analog port	U	F	N	No	UNE	No	Yes	Y	Y	N
-wire ISDN digital line	U	A	N,T	No	UNE	Yes	NA	N	N	N
-wire ISDN digital loop	U	A	N,C,D	Yes	UNE	Yes	No	Y	Y	N
-wire ISDN digital loop - LNP	U	B	V,P,Q	Yes	UNE	Yes	No	Y	Y	N
Way Calling	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y
rd Party Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No	Y	Y	Y
-wire analog voice grade loop	U	A	T	No	UNE	Yes	Yes	Y	Y	N
-wire analog voice grade loop	U	A	N	Yes	UNE	Yes	No	Y	Y	N
-wire DSI & PRI digital loop	U	A	N,T	No	UNE	Yes	NA	N	N	N
-wire DSO & PRI digital loop	U	A	N,T	No	UNE	Yes	NA	N	N	N
-wire ISDN DSI digital trunk ports	U	A	N,T	No	UNE	Yes	NA	N	N	N
-WIRE DSI LOOP WITH CHANNELIZATION WITH PORT DSI	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N
-WIRE DSI LOOP WITH CHANNELIZATION WITH PORT TRUNK SERVICE	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N
00 Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No	Y	Y	Y
ecuprise	C	E	N,C,T,V,W	No	Yes	Yes	NA	N	N	N
VDSL	R,B,C	E	V,W,D	Yes	C/S	C/S	No	Y	Y	Y
	C	E	N,C,T,V,W,D	No	Yes	Yes	NA	N	N	N
	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y
	C	E	N,C,V,W,D	No	Yes	Yes	NA	N	N	N
	R,B	E	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y
ATM (ASYNCHRONOUS TRANSFER MODE)	C	E	N,C,V,W,D	No	Yes	Yes	NA	N	N	N
Basic Rate ISDN *Unbundled	U	A	T	No	Yes	Yes	Yes	Y	Y	N
Basic Rate ISDN *Unbundled	U	A	N,V,D	Yes	UNE	UNE	No	Y	Y	Y
Basic Rate ISDN *Unbundled	U	A	C,T	No	UNE	Yes	Yes	Y	Y	Y
Basic Rate ISDN 2 Wire UNE P	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N

Product	PRODUCT TYPE	REQ TYPE	ACT TYPE	F/T3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING
Basic Rate ISDN 2 Wire	C	E	N,C,D,T,V,P,Q	No	Yes	Yes	Yes
BELTSOUTH CHANNELIZED TRUNKS	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA
Call Block	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No
Call Forwarding	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No
Call Return	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No
Call Selector	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No
Call Tracing	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No
Call Waiting Deluxe	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No
Caller ID	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No
BELTSOUTH CENTREX*	C	P	N,C,D,W,T,S,B,L,V,P	No	Yes	Yes	NA
JNE P-CENTREX	C	M	N,C,D,V	No	Yes	Yes	NA
Collect Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No
3-WIRE DIRECT INWARD DIAL (DID) TRUNK	C	N	N,C,D,V,W,T,P,Q	No	Yes	Yes	Yes
2-WIRE DIRECT INWARD DIAL (DID) TRUNK							
PORT AND VOICE GRADE LOOP COMBINATION	C	M	N,C,D,V	No	Yes	Yes	NA
Digital Data Transport	U	E	N,C,T,V,W	No	UNE	Yes	NA
DIGITAL DIRECT INTEGRATION	C	M	N,C,D,V	No	Yes	Yes	NA
TERMINATION SERVICES (BDITS) DS1							
DIGITAL DIRECT INTEGRATION	C	M	N,C,D,V	No	Yes	Yes	NA
SERVICE	C	M	N,C,D,V	No	Yes	Yes	NA
Directory Listing Indentions	B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	No	No	No	Yes
Directory Listings (simple)	R,B,U	B,C,E,F,J,M,N	N,C,R,V,W,P,Q	Yes	No	No	No
Directory Listings (simple)	R,B,U	B,C,E,F,J,M,N	N,C,R,V,W,P,Q	No	No	No	Yes
Directory Listings (simple)	R,B,U	B,C,E,F,J,M,N	T	No	No	No	Yes
Directory Listings-Captions	R,B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	No	No	Yes	Yes
DIFFERENT PREMISE ADDRESS (DPA)	C	E	N,C,D,V,W,T	No	Yes	Yes	NA
DSL-Loop	U	A	N,D,V	Yes	UNE	Yes	No
SS3	U	A	N,C,V	No	UNE	Yes	NA
CSO-Loop	U	A	N,D,V	Yes	UNE	Yes	No
CSO-Loop	U	A	N,D,V	Yes	UNE	Yes	Yes

Florida Performance Metrics

Docket No. 000121A-TP
Appendix E: LSR Flow-Through Matrix
(as of May 13, 2003)

Product		PRODUCT TYPE	REQTYPE	ACT TYPE	F/T3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT HANDLING	ED	TAG2	LED
Enhanced Caller ID		R,B	E	C,B,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y
Enhanced Extended Links (EELS)		U	A	C,D,N,T,V	Yes	No	No	No	Y	Y	Y
ESSX		C	P	C,B,T,V,S,B,W,L,P,Q	No	Yes	Yes	NA	N	N	N
Flat Rate/Business		B	E,M	C,D,N,V,W,T Y,B,L,S,D,T,P,Q	Yes	No	No	No	Y	Y	Y
Flat Rate/Residence		R	E,M	C,D,N,V,W,T Y,B,L,S,D,T,P,Q	Yes	No	No	No	Y	Y	Y
FLXSSERV		C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N
Frame Relay		C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N	N
FX/FCO		C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N
UNE P.FX/FCO (RES,BUS,PBX) (NOTE: THIS PRODUCT WILL NOT BE AVAILABLE UNTIL 08-01-02)		C	M	N,C,V,D,T,S,B,L,W,Y,P,Q	No	Yes	Yes	NA	N	N	N
Ga-Community Calling		R,B	M	C,D,N,V,W,P,Q	No	No	No	NA	N	N	N
Ga-Community Calling		R,B	E	T	No	No	No	Yes	Y	Y	Y
HDSP		U	A	T	No	UNE	UNE	Yes	-Y	Y	Y
HDSP		U	A	N,C,D,V	Yes	UNE	UNE	No	Y	Y	Y
Hunting MLH		R,B	E,M	C,D,N,T,V,W	No	C/S4	C/S4	Yes	Y	Y	Y
Hunting Series Completion		R,B	E,M	C,D,N,V,W	Yes	C/S	C/S	No	Y	Y	Y
Hunting Series Completion		R,B	E,M	T	No	No	No	Yes	Y	Y	Y
INP to LNP Conversion		U	C	C	No	UNE	Yes	Yes	Y	Y	N
LightGate		C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N
Line Sharing		U	A	N,C,D,V,P,Q	Yes	UNE	UNE	No	Y	Y	Y
Line Splitting		U	A	N,C,D	Yes	UNE	UNE	No	Y	Y	Y
LNP With Complex Listing		U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	Y
LNP With Complex Services		U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	Y
LNP with Partial Migration		U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	Y
LNP		U	C	P,V,Q	Yes	UNE	Yes	No	Y	Y	N
Local Number Portability (INP to LNP)		U	C	E	No	UNE	No	Yes	Y	Y	N
INP		U	-B,C	D	No	UNE	No	Yes	Y	Y	N
Coop+LNP		U	B	V,P,Q	Yes	UNE	No	No	Y	Y	N

(as of May 13, 2003)

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Florida Performance Metrics

Product	PRODUCT TYPE	REQTYPE	ACTTYPE	F/T3	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING1	BD1	TA02	LE4
Speed Calling	R,B	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y
Asynchronous	C	E	N,D,C,V,W	No	Yes	Yes	Yes	Y	Y	N
Three Way Call Block	R,B	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	N
to Lines	C	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	Yes	N	N	N
OLL FREE DIALING (TFD)	C	E	N,C,D,V,W	No	Yes	Yes	Yes	N	N	N
Touchtone	R,B	E	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y
Unbundled Loop - Analog 2W, SL1, SL2	U	A,B	D,N,V	Yes	UNE	UNE	No	Y	Y	Y
Unbundled Loop - Analog 2W, SL1, SL2	U	A,B	C**	Yes	UNE	UNE	No	Y	Y	Y
Unbundled Universal Digital Channel (UDC) Loop	U	A	N,D	Yes	UNE	UNE	No	Y	Y	Y
VATS*	C	E	W,D,N,C,V	No	Yes	Yes	Yes	N	N	N
CDL	U	A,B	N,C,V,D	Yes	UNE	UNE	No	Y	Y	Y
CDL	U	A,B	T	No	No	No	Yes	Y	Y	N

Product: U-UNE; C-Complex; B-Business; R-Residence
Reqtype: A-Loop; B-Loop with LNP/INP; C-LNP/INP; E-Resale; F-Port; J-Directory Listing and Directory Assistance; M-UNE; P; N-DID Resale; P-Centrex Resale; ACT: N-New installation; C-Change an existing account; D-Disconnection; T-Outside move of end user location; R-Record activity is for ordering administrative changes; V-Conversion of service to new LSP as specified; W-Conversion of service to new LSP "as is"; S-Suspend; B-Restore; Y-Deny; L-Seasonal Suspend; P-Partial Migration (initial); Q-Partial Migration (subsequent)

Note 1: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow through due to the complexity of the service.

Note 2: The TAG column includes those LSRs submitted via Robo TAG.

Note 3: For all services that indicate "No" for flow through, the following reasons, in addition to complex services or complex order, also prompt manual handling: Expedites from CLECs, special pricing plans, partial migrations (although conversions as-is flow through for issue 9 unless migrating the main TN and a new TN must be assigned), class-of-service invalid in certain states with some TOS e.g. government, or cannot be changed when changing main TN on C activity, pending order review required (Example: Any pending service order (PSO) not related to current PON, pending service order (PSO) with multiple service orders pending reflight to current PON and SUP received), more than 25 business lines and more than 15 loops, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings with Indentions or Capions, transfer of calls option for CLEC end user - new TN not yet posted to CRIS.

Note 4: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple.

Note 5: The following list of items will not FT:

LSRs with Project or RPON fields populated

**SL1-REQTYP A, ACT C, LNA N, C, or D

**SL2-REQTYP A, ACT C, LNA C

REQTYP B, C, ACT P when migrating main telephone number

REQTYP B, C, ACT V with Complex

REQTYP E, M, N and P; ACT = V, LNA = V (LNP to Resale/UNE Switched Combinations)

Appendix H: Special Access Measurements

TABLE OF CONTENTS

REPORTING DIMENSIONS

.....	211
-------	-----

ORDERING

SA-1 FOC RECEIPT.....	212
SA-2 FOC RECEIPT PAST DUE.....	214
SA-3 OFFERED VERSUS REQUESTED DUE DATE.....	215

PROVISIONING

SA-4 ON TIME PERFORMANCE TO FOC DUE DATE.....	216
SA-5 DAYS LATE.....	217
SA-6 AVERAGE INTERVALS – REQUESTED / OFFERED / INSTALLATION.....	219
SA-7 PAST DUE CIRCUITS.....	220
SA-8 NEW INSTALLATION TROUBLE REPORT RATE.....	222

MAINTENANCE AND REPAIR

SA-9 FAILURE RATE.....	223
SA-10 MEAN TIME TO RESTORE.....	224
SA-11 REPEAT TROUBLE REPORT RATE.....	226

GLOSSARY

.....	227
-------	-----

SYMBOLS USED IN CALCULATIONS

.....	228
-------	-----

Reporting Dimensions

CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements.

- Special Access disaggregated by bandwidth
 - Sub Totaled by State
 - Totaled by BellSouth

Comparison reports are required for:

- CLEC/ IXC Carrier Aggregate
- BellSouth Long Distance (BSLD) Aggregate

Special Access is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing BellSouth end office switches.

Special Access Services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

Exclusions: Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements (UNE) are excluded from these Performance Measures.

Reporting Period: The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.

ORDERING

Measurement: SA-1 FOC Receipt

Description

The Firm Order Confirmation (FOC) is the BellSouth response to an Access Service Request (ASR), whether an initial or supplement ASR, that provides the CLEC or IXC Carrier with the specific Due Date on which the requested circuit or circuits will be installed. BellSouth will conduct a minimum of an electronic facilities check to ensure due dates delivered in FOCs can be relied upon. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period. A diagnostic distribution is required along with a count of ASRs withdrawn at BellSouth's request due to a lack of BellSouth facilities or otherwise.

Calculation Methodology

Percent Meeting Performance Standard:

- $\frac{[\text{Count FOCs received where (FOC Receipt Date - ASR Received Date)} \leq \text{Performance Standard}]}{\text{Total FOCs received during reporting period}} \times 100$

FOC Receipt - Distribution:

- (FOC Receipt Date - ASR Received Date), for each FOC received during reporting period, distributed by:
0 days, >0 - <=1 day, >0 day - <=2 days, >0 day - <= 5 days, > 2 days - <= 10 days, > 10 days

ASRs Withdrawn at BellSouth Request due to a lack of BellSouth Facilities or Otherwise:

- Count of ASRs, which have not yet received a FOC, Withdrawn at BellSouth's Request, during the current reporting period, due to a lack of BellSouth facilities or otherwise

Business Rules

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent FOCs Received within Standard - DS0 \geq 98.0% within 2 business days
- DS1 \geq 98.0% within 2 business days
- DS3 \geq 98.0% within 5 business days
- OC_n - ICB (Individual Case Basis)
- FOC Receipt Distribution - Diagnostic
- ASRs Withdrawn at BellSouth's Request Due to a Lack of
BellSouth Facilities or Otherwise - Diagnostic

ORDERING

Measurement: SA-2 FOC Receipt Past Due

Description

The FOC Receipt Past Due measure tracks all ASR requests that have not received an FOC from BellSouth within the expected FOC receipt interval, as of the last day of the reporting period and do not have an open, or outstanding, Query/Reject. This measure gauges the magnitude of late FOCs. A distribution of these late FOCs, along with a report of those late FOCs that do have an open Query/Reject, is required for diagnostic purposes.

Calculation Methodology

Percent FOC Receipt Past Due - Without Open Query/Reject:

- Sum of ASRs without a FOC Received, and a Query/Reject is not open, where $(\text{End of Reporting Period} - \text{ASR Received Date} > \text{Expected FOC Receipt Interval}) / \text{Total number of ASRs received during reporting period} \times 100$

FOC Receipt Past Due - Without Open Query/Reject - Distribution:

- $[(\text{End of Reporting Period} - \text{ASR Received date}) - (\text{Expected FOC Receipt Interval})]$ for ASRs without a FOC received and a Query/Reject is not open with the CLEC or IXC Carrier, distributed by:
0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

Percent FOC Receipt Past Due - With Open Query/Reject:

- Sum of ASRs without a FOC Received, and a Query/Reject is open, where $(\text{End of Reporting Period} - \text{ASR Sent Date} > \text{Expected FOC Receipt Interval}) / \text{Total number of ASRs received during reporting period} \times 100$

Business Rules

- All counts are based on the latest ASR request sent to BellSouth. Where one or more subsequent ASRs have been sent, only the latest ASR would be recorded as Past Due if no FOC had yet been returned.
- The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
- Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
- Projects are included.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent FOC Receipt Past Due - Without Open Query/Reject < 2.0 % FOC Receipt Past Due
- FOC Receipt Past Due – Without Open Query/Reject – Distribution - Diagnostic
- Percent FOC Receipt Past Due - With Open Query/Reject.....- **Diagnostic**

ORDERING

Measurement: SA-3 Offered Versus Requested Due Date

Description

The Offered Versus Desired Due Date measure reflects the degree to which BellSouth is committing to install service on the CLEC or IXC Carrier Desired Due Date (CDDD), when a Due Date desired is equal to or greater than the BellSouth stated interval. A distribution of the delta, the difference between the CDDD and the Offered Date, for these FOCs is required for diagnostic purposes.

Calculation Methodology

Percent Offered with CLEC or IXC Carrier Requested Due Date:

- $\left[\frac{\text{Count of ASRs where (FOC Due Date = CDDD)}}{\text{Total number of ASRs where (CDDD - ASR Received Date) = > BellSouth Stated Interval}} \right] \times 100$

Offered versus Requested Interval Delta – Distribution:

- [(Offered Due Date – CDDD) where (CDDD – ASR Received Date) = > BellSouth Stated Interval] for each FOC received during the reporting period, distributed by:

0 days, >0 - <= 5 days, >5 days - <= 10 days, > 10 days - <= 20 days, > 20 days - <= 30 days, > 30 days - <= 40 days, > 40 days

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent Offered with CDDD (where CDDD => BellSouth Stated Interval) = 100%
- Offered versus Requested Interval Delta – Distribution.....- Diagnostic
- BellSouth Stated Intervals: To be determined by BellSouth

PROVISIONING

Measurement: SA-4 On Time Performance To FOC Due Date

Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR received. Customer Not Ready (CNR) situations are defined as Customer Not Ready (SR), No Access (SA), Customer Requests a Later Date (SL), and Customer Other (SO) which may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e. measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

Calculation Methodology

Percent on Time Performance to FOC Due Date – With CNR Consideration:

- $\frac{[(\text{Count of Circuits Completed on or before BellSouth Committed Due Date} + \text{Count of Circuits Completed after FOC Due Date with a verifiable CNR code}) / (\text{Count of Circuits Completed in Reporting Period})] \times 100}{}$

Percent on Time Performance to FOC Due Date – Without CNR Consideration:

- $\frac{[(\text{Count of Circuits Completed on or before BellSouth Committed Due Date}) / (\text{Count of Circuits Completed in Reporting Period})] \times 100}{}$

Note: The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion notice to the CLEC or IXC Carrier.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent On Time to FOC Due Date - With CNR Consideration = > 98.0 % On Time
- Percent On Time to FOC Due Date - Without CNR Consideration - Diagnostic

PROVISIONING

Measurement: SA-5 Days Late

Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation. A breakdown of delay days caused by a lack of BellSouth facilities is required for diagnostic purposes.

Calculation Methodology

Average Days Late:

- $\Sigma [\text{Circuit Completion Date} - \text{BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)}] / (\text{Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code})$

Days Late Distribution:

- Circuit Completion Date – BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code) distributed by:
 <= 1 day, 0 - < 3 days, >1 - <= 5 days, >5 - <= 10 days, >10 - <= 20 days, >20 - <= 30 days, >30 - <= 40 days, >40 days

Average Days Late Due to a Lack of BellSouth Facilities:

- $\Sigma [\text{Circuit Completion Date} - \text{BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities)}] / (\text{Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities})$

Business Rules

1. Measures are based on the latest valid ASR received and the associated FOC Due Date received from the BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)



Performance Standard

- Average Days Late < 3.0 Days
- Days Late Distribution..... - Diagnostic
- Average Days Late Due to a Lack of BellSouth Facilities.....- Diagnostic

PROVISIONING

Measurement: SA-6 Average Intervals - Requested/Offered/Installation

Description

This measure captures three important aspects of the provisioning process and displays them in relation to each other. The Average CLEC or IXC Carrier Requested Interval, the Average BellSouth Offered Interval, and the Average Installation Interval, provide a comprehensive view of provisioning, with the ultimate goal of having these three intervals equivalent.

Calculation Methodology

Average CLEC or IXC Carrier Requested Interval:

- $\text{Sum (CDDD - ASR Received Date) / Total Circuits Completed during reporting period}$

Average BellSouth Offered Interval:

- $\text{Sum (FOC Due Date - ASR Received Date) / Total Circuits Completed during reporting period}$

Average Installation Interval:

- $\text{Sum (BellSouth Completion Date - ASR Received Date) / Total Circuits Completed during reporting period}$

Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. The Average Installation Interval includes all completions.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Average Requested Interval - Diagnostic
- Average Offered Interval - Diagnostic
- Average Installation Interval - Diagnostic

PROVISIONING

Measurement: SA-7 Past Due Circuits

Description

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received a FOC Due Date but the date has passed. Results are separated into those held for BellSouth reasons and those held for CLEC or IXC Carrier reasons (CNRs), with a breakdown, for diagnostic purposes, of Past Due Circuits due to a lack of BellSouth facilities. A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed

Calculation Methodology

Percent Past Due Circuits:

- $\left[\frac{\text{Count of all circuits not completed at the end of the reporting period} > 5 \text{ days beyond the FOC Due Date, grouped separately for Total BellSouth Reasons, Lack of BellSouth Facility Reasons, and Total CLEC/Carrier Reasons}}{\text{Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period}} \right] \times 100$

Past Due Circuits Distribution:

- Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by:
 $< = 1 \text{ day}, > 1 - < = 5 \text{ days}, > 5 - < = 10 \text{ days}, > 10 - < = 20 \text{ days}, > 20 - < = 30 \text{ days}, > 30 - < = 40 \text{ days}, > 40 \text{ days}$

Percent Cancellations after FOC Due Date:

- $\left[\frac{\text{Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled} > \text{FOC Due Date)}}{\text{Total circuits Past Due at the end of the previous reporting period}} \right] \times 100$

Business Rules

1. Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date.
2. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is **not considered completed for measurement purposes until all segments are completed.**
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Record ASRs

Levels of Disaggregation

- DSO / DS1 / DS3 (Non Optical) / DS3 (Optical OCn)

Performance Standard

- Percent Past Due Circuits - Total BellSouth Reasons..... < 3.0 % > 5 days beyond FOC Due Date
- Percent Past Due Circuits - Due to Lack of BellSouth Facilities ..- Diagnostic
- Percent Past Due Circuits - Total CLEC Reasons.....- Diagnostic
- Past Due Circuits Distribution- Diagnostic
- Percent Cancellation After FOC Due Date- Diagnostic

PROVISIONING

Measurement: SA-8 New Installation Trouble Report Rate

Description

New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

Calculation Methodology

Trouble Report Rate Within 30 Calendar Days of Installation:

- $$\left[\frac{\text{Count (trouble reports within 30 Calendar Days of Installation)}}{\text{(Total Number of Circuits Installed in the Report Period)}} \right] \times 100$$

Business Rules

1. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
2. The calculation for the following 30 calendar days is based on the creation date of the trouble ticket.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Tickets used to track referrals of misdirected calls
- CLEC or IXC Carrier requests for informational tickets

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)
- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

Performance Standard

- New Installation Trouble Report Rate ≤ 1.0 trouble reports per 100 circuits installed

MAINTENANCE & REPAIR

Measurement: SA-9 Failure Rate

Description

Failure Rate measures the overall quality of the circuits being provided by the BellSouth and is calculated by dividing the number of troubles resolved during the reporting period by the total number of “in service” circuits, at the end of the reporting period, and is then annualized.

Calculation Methodology

Failure Rate – Annualized:

$$\text{Failure Rate} = (a / b) * 100$$

- a = Count of trouble reports resolved during a report period
- b = Number of circuits in service at the end of the report period

$$\text{Failure Rate Annualized} = (c / d) * 100$$

- c = Average count of trouble reports closed per month during the past 12 months
- d = Average number of circuits in service per month for the past 12 months

Business Rules

1. A trouble report/ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical Ocn)

Performance Standard

- Failure Rate Annualized - Below DS3 <= 10.0%
- DS3 and Above <= 10.0%

MAINTENANCE & REPAIR

Measurement: SA-10 Mean Time to Restore

Description

The Mean Time To Restore interval measures the promptness in restoring circuits to operating levels when a problem or trouble is received by BellSouth. Calculation is the elapsed time from the CLEC or IXC Carrier submission of a trouble report to BellSouth to the time BellSouth closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer, CLEC, or IXC Carrier caused delays. A breakdown of the percent of troubles outstanding greater than 24 hours, and the Mean Time to Restore of those troubles recorded as NTF / Test OK, is required for diagnostic purposes.

Calculation Methodology

Mean Time To Restore:

- $\Sigma [(Date\ and\ Time\ of\ Trouble\ Ticket\ Resolution\ Closed\ to\ the\ CLEC\ or\ IXC\ Carrier - Date\ and\ Time\ of\ Trouble\ Ticket\ Received\ by\ BellSouth) - (Customer\ Hold\ Times)] / (Count\ of\ Trouble\ Tickets\ Resolved\ in\ Reporting\ Period)]$

% Out of Service Greater than 24 hrs:

- $[Count\ of\ Troubles\ where\ (Date\ and\ Time\ of\ Trouble\ Ticket\ Resolution\ Closed\ to\ the\ CLEC\ or\ IXC\ Carrier - Date\ and\ Time\ of\ Trouble\ Ticket\ Received\ by\ BellSouth) - (Customer\ Hold\ Times) > 24\ hrs / (Count\ of\ Trouble\ Tickets\ Resolved\ in\ Reporting\ Period)] \times 100$

Mean Time To Restore – NTF / Test OK:

- $\Sigma [(Date\ and\ Time\ of\ Trouble\ Ticket\ Resolution\ Closed\ to\ the\ CLEC\ or\ IXC\ Carrier\ as\ NTF / Test\ OK - Date\ and\ Time\ of\ Trouble\ Ticket\ Referred\ to\ BellSouth) - (Customer\ Hold\ Times)] / (Count\ of\ Trouble\ Tickets\ Resolved\ in\ Reporting\ Period\ as\ NTF / Test\ OK)]$

Business Rules

- A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
- Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
- Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as “subsequent” (an additional report on an already open ticket).
- “Restore” means to return to the expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is “resolved” when BellSouth issues notice to the CLEC or IXC Carrier that the customer’s service is restored to operating parameters.
- Customer Hold Time or Delayed Maintenance Time resulting from verifiable situations of no access to the end user’s premises, or other CLEC or IXC Carrier caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

Exclusions

- Trouble tickets that are canceled at the CLEC’s or IXC Carrier’s request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Trouble tickets created for tracking and/or monitoring circuits
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Mean Time to Restore..... - Below DS3 <= 2.0 Hours
- **DS3 and Above <= 1.0 Hour**
- % Out of Service > 24 Hrs..... - Diagnostic
- Mean Time to Restore –NTF/ Test OK..... - Diagnostic

MAINTENANCE & REPAIR

Measurement: SA-11 Repeat Trouble Report Rate

Description

The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report.

Calculation Methodology

Repeat Trouble Report Rate:

- $$\frac{[(\text{Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days})]}{(\text{Number of Reports in the Report Period})} \times 100$$

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as NTF/TOK, then the second trouble must be counted as a repeat trouble report if it is resolved to BellSouth reasons.
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standards

- Repeat Trouble Report Rate..... - Below DS3 <= 6.0%
- DS3 and Above <= 3.0%

GLOSSARY

Term	Definition
Access Service Request (ASR)	A request to BellSouth to order new service, or request a change to existing service, which provides access to the local exchange company's network, under terms specified in the local exchange company's special or switched access tariffs.
Business Days	Monday through Friday excluding holidays
CDDD	Customer Desired Due Date
Customer Not Ready (CNR)	A verifiable situation beyond the normal control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready.
(SA)	No access to subscriber premises
(SR)	Customer Not Ready
(SL)	Customer Requests Later Date
(SO)	Customer Other
Facility Check	A pre-provisioning check performed by BellSouth, in response to an access service request, to determine the availability of facilities and assign the installation date.
Firm Order Confirmation (FOC)	The notice returned from BellSouth, in response to an Access Service Request from a CLEC or IXC Carrier that confirms receipt of the request, that a facility has been made, and that a service request has been created with an assigned due date.
NTF	No Trouble Found
Unsolicited FOC	An Unsolicited FOC is a supplemental FOC issued by BellSouth to change the due date or for other reasons, although no change to the ASR was requested by the CLEC or IXC Carrier.
Project	Service requests that exceed the line size and/or level of complexity that would allow the use of standard ordering and provisioning processes.
Query/Reject	BellSouth response to an ASR requesting clarification or correction to one or more fields on the ASR before an FOC can be issued.
Repeat Trouble	Trouble that reoccurs on the same telephone number/circuit ID within 30 calendar days
Supplement ASR	A revised ASR that is sent to change due dates or alter the original ASR request. A "Version" indicator related to the original ASR number tracks each Supplement ASR.
TOK	Test OK

Symbols Used In Calculations

Σ

A mathematical symbol representing the sum of a series of values following the symbol.

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

/

A mathematical operator representing division.

<

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

~~Self-Effectuating Enforcement Mechanism Administrative Plan~~ Florida SEEM Administrative Plan

~~Florida Plan~~
Version 3.12.7

June 1, 2005 ~~June 16, 2003~~

Contents

Page

Administrative Plan.....	<u>1</u>
1 – Scope.....	<u>1</u>
2 – Reporting.....	<u>1</u>
3 – Review of Measurements and Enforcement Mechanisms.....	<u>2</u>
4 – Enforcement Mechanisms	<u>3</u>
4.1 - Definitions.....	<u>3</u>
4.2 - Application	<u>4</u>
4.3 - Methodology.....	<u>4</u>
4.4 - Payment of Tier-1 and Tier-2 Amounts.....	<u>7</u>
4.5 - Limitations of Liability.....	<u>8</u>
4.6 - Change of Law.....	<u>10</u>
4.7 - Affiliate Reporting.....	<u>10</u>
4.8 - Enforcement Mechanism Cap.....	<u>10</u>
4.9 - Audits.....	<u>11</u>
4.10 - Dispute Resolution.....	<u>11</u>
4.11 - Regional and State Coefficients.....	<u>11</u>
Appendix A: Fee Schedule.....	<u>12</u>
Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination.....	<u>12</u>
Table 2: Tier 2 Per Transaction Fee Determination.....	<u>13</u>
Appendix B: SEEM Submetrics.....	<u>14</u>
B.1 - Tier 1 Submetrics.....	<u>14</u>
B.2 - Tier 2 Submetrics.....	<u>42</u>
Appendix C: Statistical Properties and Definitions.....	<u>73</u>
C.1 – Necessary Properties for a Test Methodology.....	<u>73</u>
C.2 – Testing Methodology – The Truncated Z.....	<u>75</u>
Appendix D: Statistical Formulas and Technical Descriptions.....	<u>93</u>
D.1 – Notation and Exact Testing Distributions.....	<u>93</u>
D.2 – Calculating the Truncated Z.....	<u>96</u>
Appendix E: BST SEEM Remedy Calculation Procedures.....	<u>114</u>
E.1 – BST SEEM Remedy Procedure.....	<u>114</u>
E.2 – Tier-2 Calculation for Retail Analogs.....	<u>117</u>
E.3 – Tier -1 Calculation For Benchmarks.....	<u>120</u>
E.4 – Tier-1 Calculation For Benchmarks (In The Form Of A Target).....	<u>121</u>
E.5 – Tier 2 Calculations For Benchmarks.....	<u>122</u>
E.6 – Regional and State Coefficients.....	<u>122</u>
Appendix F: BellSouth’s Policy on Reposting of Performance Data and Recalculation of SEEM Payments.....	<u>125</u>

Administrative Plan

1 Scope

- 1.1 This Administrative Plan (Plan) includes Service Quality Measurements ("SQM") with corresponding Self Effectuating Enforcement Mechanisms ("SEEM") to be implemented by BellSouth pursuant to the Order issued by the Florida Public Service Commission (the "Commission") on—[DATE]~~September 10, 2001~~ in Docket 000121A-TP.
- 1.2 Upon the Effective Date of this Plan, all appendices referred to in this Plan will be located on the BellSouth Performance Measurement Reports website at: <https://pmap.bellsouth.com>.

2 Reporting

- 2.1 In providing services pursuant to the Interconnection Agreements between BellSouth and each CLECALEC, BellSouth will report its performance to each CLECALEC in accordance with BellSouth's SQMs and pay remedies in accordance with the applicable SEEM, which are posted on the Performance Measurement Reports website.
- 2.2 BellSouth will make performance reports available to each CLECALEC on a monthly basis. The reports will contain information collected in each performance category and will be available to each CLECALEC via the Performance Measurements Reports website. BellSouth will also provide electronic access to the ~~available~~ raw data underlying the SQMs.
- 2.3 Final validated SQM reports will be posted no later than the last day of the month following the data month in which the activity is incurred, or the first business day thereafter. Final validated SQM reports not posted by this time will be considered late.
- 2.4 Final validated SEEM reports will be posted on the Performance Measurements Reports website on the 15th day of the month, following the posting of final validated SQM reports for that data month or the first business day thereafter.
- 2.5 BellSouth shall pay penalties to the Commission, in the aggregate, for all late SQM and SEEM reports in the amount of \$2000 per day. Such penalty payment shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the end of the reporting month in which the late publication of the report occurs.
- 2.6 BellSouth shall pay penalties to the Commission, in the aggregate, for all ~~incomplete or inaccurate~~ reposted SQM and SEEM reports in the amount of \$400 per day. The

circumstances which may necessitate a reposting of SQM reports are detailed in Appendix F, Reposting of Performance Data and Recalculation of SEEM Payments. Such ~~penalty~~ payments shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the final publication date of the report or the report revision date.

- 2.7 Tier II SEEMS payments and Administrative fines and penalties for late, ~~incomplete~~, and reposted reports will be sent ~~via Federal Express~~ to the Commission. Checks and the accompanying transmittal letter will be postmarked on or before the 15th of the month or the first business day thereafter, when the 15th falls on a non-business day.
- 2.8 BellSouth shall retain the performance measurement raw data files for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.
- 2.9 BellSouth will provide documentation of late and ~~incomplete occurrences~~ reposted SQM and SEEM Reports during the reporting month that the data is posted to the website. These notations may be viewed on the Performance Measurements website from the ~~P-W~~ PMAP home page on the Current Month **Site Updates** link.

3 Modification to Measures Review of Measurements and Enforcement Mechanisms

- 3.1 ~~During the first two years of implementation,~~ BellSouth will participate in six-month~~annual~~ review cycles ~~starting six months after the date of the Commission order.~~ A collaborative work group, which will include BellSouth, interested CLECALECs and the Commission will review the Performance Assessment Plan for additions, deletions or other modifications. ~~After two years from the date of the order, the review cycle may, at the discretion of the Commission, be reduced to an annual review. After the first six months of data are available under this version of SEEM, the Florida PSC Staff will have a special one-time workshop to review the operation of the Plan. Thereafter, reviews will be on an annual basis.~~
- 3.2 ~~BellSouth and the ALEC s shall file any proposed revisions to the SEEM plan one month prior to the beginning of each review period.~~
- 3.3 ~~From time to time, BellSouth may be ordered by the Florida Public Service Commission to modify or amend the SQMs or SEEMs. Nothing will preclude any party from participating in any proceeding involving BellSouth's SQMs or SEEMs from advocating that those measures be modified.~~
- 3.2.4 In the event a dispute arises regarding the ordered modification or amendment to the SQMs or SEEMs, the parties will refer the dispute to the Florida Public Service Commission.

4 Enforcement Mechanisms

4.1 Definitions

- 4.1.1 *Enforcement Measurement Elements* –performance measurements identified as SEEM measurements within the SEEM Plan.
- 4.1.2 *Enforcement Measurement Benchmark compliance* – a competitive level of performance established by the Commission used to evaluate the performance of BellSouth and each for CLECALEC_s where no analogous retail process, product or service is feasible.
- 4.1.3 *Enforcement Measurement ~~Retail~~ Analog compliance* – comparing performance levels provided to BellSouth retail customers with performance levels provided by BellSouth to the CLECALEC customer for measures where retail analogs apply.
- 4.1.4 *Test Statistic and Balancing Critical Value* –means by which enforcement will be determined using statistically valid equations. The Test Statistic and Balancing Critical Value are set forth in Appendices C, C, incorporated here by this reference D and E of this Plan.
- 4.1.5 *Cell* –grouping of transactions at which like-to-like comparisons are made. For example, all BellSouth retail ISDN (POTS) services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to CLECALEC resold ISDN services for residential customers, requiring a dispatch, in the same wire center, at a similar point in time. When determining compliance, these cells can have a positive or negative Test Statistic. See Appendices C, C, incorporated herein by this reference D and E of this Plan.
- 4.1.6 *Delta, Psi and Epsilon* –measures of the meaningful difference between BellSouth performance and CLECALEC performance. For individual CLECsALEC the Delta value shall be determined using Ford's Delta Function as ordered by the Florida Public Service Commission. See Appendix C, incorporated herein by this reference 0.5 and for the CLEC aggregate the Delta value shall be 0.35. The value for Psi shall be 3 for individual CLECs and 2 for the CLEC aggregate. The value for Epsilon will be 2.5 for both individual CLECs and the CLEC aggregate.
- 4.1.7 *Tier-1 Enforcement Mechanisms* – self-executing ~~liquidated damages fees~~ paid directly to each CLECALEC when BellSouth delivers non-compliant performance of any one of the Tier-1 Enforcement Measurement Elements for any month as calculated by BellSouth.
- 4.1.8 *Tier-2 Enforcement Mechanisms* – ~~feesassessments~~ paid directly to the Florida Public Service Commission or its designee. Tier 2 Enforcement Mechanisms are triggered by three consecutive monthly failures in Tier 2 enforcement measurement elements at the submetric level in which BellSouth performance is out of compliance or does not meet the benchmarks for the aggregate of all CLECALEC data, as calculated by BellSouth for a particular Tier-2 Enforcement Measurement Element.

- 4.1.9 Affiliate – person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term “own” means to own an equity interest (or the equivalent thereof) of more than 10_Percent.
- 4.1.10 Affected Volume – that quantity of the total impacted CLEC volume or CLEC Aggregate volume for which remedies will be paid.
- 4.1.11 Cell Ranking – placing cells in rank order from highest to lowest, where the cell with the most negative z-score is ranked highest and the cell with the least negative z-score is ranked lowest.
- 4.1.12 Cell Correction – method for determining the quantity of transactions to be remedied, referred to as “affected volume,” wherein the cell-level modified z-score for the highest ranked cell is first changed to zero (“corrected”) and then the next highest, progressively, until the overall level truncated z-score is equal to the Balancing Critical Value or zero as required by the Fee Schedule. Either all of the transactions in corrected cells are remedied or a prorated share (determined through interpolation) are remedied.

4.2 Application

- 4.2.1 The application of the Tier-1 and Tier-2 Enforcement Mechanisms does not foreclose other legal and regulatory claims and remedies available to each CLECALEC.
- 4.2.2 Payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or culpability in any legal, regulatory or other proceeding relating to BellSouth's performance and the payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be used as evidence that BellSouth has not complied with or has violated any state or federal law or regulation.

4.3 Methodology

- 4.3.1 Tier-1 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for each CLECALEC for the State of Florida for a given Enforcement Measurement Element in a given month. Enforcement Measurement Compliance is based upon a Test Statistic and Balancing Critical Value calculated by BellSouth utilizing BellSouth generated data. The method of calculation is set forth in Appendices C, D and E of this Plan, ~~incorporated herein by this reference Statistical Formulas and Technical Description.~~
- 4.3.1.1 All OCNs and ACNAs for individual CLECALEC s will be consolidated for purposes of calculating ~~measure~~transaction-based failures.

- 4.3.1.2 When a measurement has five or more transactions for the CLECALEC, calculations will be performed to determine remedies according to the methodology described in the remainder of this document.
- 4.3.1.3 Tier-1 Enforcement Mechanisms apply on a per measurement transaction basis and will escalate based upon the number of consecutive months that fail for each Enforcement Mechanism Element for which BellSouth has reported non-compliance. Failures beyond Month 6 will be subject to Month 6 fees. All transactions for an individual CLEC will be consolidated for purposes of calculating Tier-1 Enforcement Mechanisms.
- 4.3.1.4 ~~Fee Schedule for Tier-1 Enforcement Mechanisms is shown on the Performance Measurement Reports in Table 1 of Appendix A, incorporated herein by this reference. Failures beyond Month 6 will be subject to Month 6 fees~~
- 4.3.1.4 For submetrics that are assessed based on Enforcement Measurement Retail Analog compliance criteria, the fee paid for a particular submetric that failed at the Tier 1 level will be differentiated based on two criteria. First, the Tier 1 fee paid will be based on whether the same submetric that failed at the Tier 1 level (CLEC-specific) also failed at the CLEC aggregate level in the same month. Second, the Tier 1 fee paid will be based on whether the transactions in the cells to be remedied correct the overall truncated z-score from the region below the Balancing Critical Value ("BCV") to the BCV or from the BCV to zero. Depending on which of these criteria apply, a different multiplier will be applied to the Fee Schedule (shown in Appendix A, Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination) to determine the amount of the Tier 1 payments. The chart below shows the applicable multipliers:

<u>CLEC Aggregate Performance</u>	<u>Per Transaction Fee Below BCV</u>	<u>Per Transaction Fee Between BCV and 0</u>
Passes	$(\text{Fee}) * (3/2)$	$(\text{Fee}) * (1/3)$
Fails	$(\text{Fee}) * (3)$	$(\text{Fee}) * (2/3)$

No multiplier applies for the Billing Invoice Accuracy measure.

- 4.3.1.5 For submetrics that are assessed based on Enforcement Measurement Benchmark compliance criteria the fee paid for a particular submetric that failed at the Tier 1 level will be differentiated based on whether the same submetric that failed at the Tier 1 level (CLEC-specific) also failed at the CLEC aggregate level in the same month. A different multiplier will be applied to the Fee Schedule (shown in Appendix A, Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination) to determine the amount of the Tier 1 payments. The chart below shows the applicable multipliers:

<u>CLEC Aggregate Performance</u>	<u>Per Transaction Fee</u>
Passes	$(\text{Fee}) * (3/2)$

<u>CLEC Aggregate Performance</u>	<u>Per Transaction Fee</u>
<u>Fails</u>	(Fee)*(5/2) for Ordering and Flow Through (Fee)*(3) for all other benchmark measures

4.3.2 Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State of Florida for given Enforcement Measurement Elements for three consecutive months. ~~The based upon the method of calculation is set forth in Appendices C and D, incorporated herein by this reference of this Plan.~~

4.3.2.1 Tier- 2 Enforcement Mechanisms apply, for an aggregate of all ~~CLECALEC~~ data generated by BellSouth, on a per ~~measurement~~ transaction basis for ~~a particular each~~ Enforcement Mechanism Element for which BellSouth has reported non-compliance.

4.3.2.2 ~~Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is shown in Table-2 of Appendix A, incorporated herein by this reference. Unlike the method used for other Tier 2 metries, which imposes payments after results fall below the benchmark for three consecutive months, Tier 2 payments for Flow Through will be paid each month BellSouth fails to meet the benchmark.~~

4.3.2.2 The fee paid for a particular submetric that failed at the Tier 2 level will be as shown in Appendix A, Table 2.

The Market Penetration Adjustments will be applied based on the following provisions to enhance competition for nascent products. In order to ensure parity and benchmark performance where CLECs order low volumes of advanced and nascent services, BellSouth will make additional Tier 1 and Tier 2 payments where performance standards for the following measures are not met, if the measurement applies to the nascent service.

- Percent Missed Installation Appointments
- Average Completion Interval
- Missed Repair Appointments
- Maintenance Average Duration
- Average Response Time for Loop Make-up Information

4.3.3.1 These additional payments will only apply when there are more than 10 and less than 100 average units in service statewide for the preceding three-month period. The additional payments in the form of a market penetration adjustment will be made if BellSouth fails to provide parity for the above measurements as determined by the use of the Truncated Z- test and the balancing critical value or fails to meet the established benchmark.

- 4.3.3.2 BellSouth shall calculate the new Tier 1 and Tier 2 payments, which include the market penetration adjustment by applying the normal method of calculating affected volumes as ordered by the Commission and trebling the normal Tier 1 and Tier 2 remedy.
- 4.3.3.3 If, for the three months of data, there were 100 observations or more on average for the sub-metric, then no additional payments under this market penetration adjustment provision will be made. Further, market penetration adjustments shall no longer apply if 24 months have elapsed since the first unit of the nascent service was installed.
- 4.3.3.4 CLECs ~~may~~ shall file a petition with the Commission in order to add a service to the list of services for which the market penetration adjustment may apply.
- 4.3.3.5 Any payments made under this market penetration adjustment provision are subject to the Absolute Cap set by the Commission.
- 4.3.4 For Tier 1 and Tier 2 evaluations, the retail analog or benchmark are the same as the SQM. See the SQM for SEEM retail analogs and benchmarks.

4.4 Payment of Tier-1 and Tier-2 Amounts

- 4.4.1 If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to a CLECALEC or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission or its designee, BellSouth shall make payment in the required amount ~~by the 15th day of the second month following the month for which disparate treatment was incurred~~ on the day upon which the final validated SEEM reports are posted on the Performance Measurements Reports website as set forth in Section 2.4 above.
- 4.4.2 For each day after the due date that BellSouth fails to pay a CLECALEC the required amount, BellSouth will pay the CLECALEC 6% simple interest per annum.
- 4.4.3 For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Commission an additional \$1,000 per day.
- 4.4.4 If a CLECALEC disputes the amount paid for Tier-1 Enforcement Mechanisms, the CLECALEC shall submit a written claim to BellSouth within sixty (60) days after the payment due date. BellSouth shall investigate all claims and provide the CLECALEC written findings within thirty (30) days after receipt of the claim. If BellSouth determines the CLECALEC is owed additional amounts, BellSouth shall pay the CLECALEC such additional amounts within thirty (30) days after its findings along with ~~6Percent%~~ simple interest per annum. ~~However, the CLEC shall be responsible for all administrative costs associated with resolution of disputes that result in no actual payment. Administrative costs are those reasonable costs incurred in the resolution of the disputed matter. Such costs would include, but not be limited to,~~

postage, travel and lodging, communication expenses, and legal costs. If BellSouth and the CLEC have exhausted good faith negotiations and are still unable to reach a mutually agreeable settlement pertaining to the amount disputed, the Commission will settle the dispute. If Commission intervention is required, a mediated resolution will be pursued.

- 4.4.5 At the end of each calendar year, an independent accounting firm, mutually agreeable to the Florida Public Service Commission and BellSouth, shall certify that all penalties under Tier 1 and Tier 2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP). These annual audits shall be performed based upon audited data of BellSouth's performance measurements. For Tier-2 Enforcement Mechanisms, if the Commission requests clarification of an amount paid, a written claim shall be submitted to BellSouth within sixty (60) days after the payment date. BellSouth shall investigate all claims and provide the Commission written findings within thirty (30) days after receipt of the claim. If BellSouth determines the Commission is owed additional amounts, BellSouth shall pay such additional amounts within thirty (30) days after its findings along with 6% simple interest per annum.
- 4.4.6 Any adjustments for underpayment or overpayment of calculated Tier 1 and Tier 2 remedies will be made consistent with the terms of BellSouth's Policy On Reposting Of Performance Data and Recalculation of SEEM Payments, as set forth in Appendix F of this document. If any circumstance necessitating remedy adjustments should occur that is not specifically addressed in the Reposting Policy, such adjustments will be made consistent with the terms defined in Paragraph 6 of the Reposting Policy ("SEEM payments will be subject to recalculations for a maximum of three months in arrears...") unless the Florida Commission orders otherwise.
- 4.4.7 Any adjustments for underpayment or overpayment will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the final paid dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.
- 4.4.8 Where there is a SEEM adjustment, in addition to the submetric, data month(s), and adjustment amount, BellSouth will include an adjustment code on the CLEC specific Tier 1 or Tier 2 PARIS reports on the PMAP website. Then, on a separate document under the Exhibits link on the BellSouth PMAP website, this code will be cross-referenced with a brief narrative description of the adjustment. These codes and descriptions will be applicable to all States where an adjustment was applied. If there are multiple adjustment codes, the code explanation document under the Exhibits link will contain all of the codes and the narrative descriptions for each code. An explanation of the cause of the adjustment and the data months impacted by the adjustment will be included in the narrative.

4.5 Limitations of Liability

- 4.5.1 ~~BellSouth's total liability for the payment of Tier 1 and Tier 2 Enforcement Mechanisms shall be collectively and absolutely capped at 39Percent of net revenues in Florida, based upon the most recently reported ARMIS data.~~
- 4.5.21 ~~BellSouth will not be responsible for obligated to pay Tier-1 or Tier-2 Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance results from a CLECs an ALEC acts or omissions that cause failed or missed performance measures. to be missed or to be missed, These acts or omissions includinge but are not limited to, accumulation and submission of orders at unreasonable quantities or times, failure to follow publicly available procedures, or failure to submit accurate orders or inquiries. BellSouth shall provide each CLEC the ALEC and the Commission with reasonable notice of, and supporting documentation for, such acts or omissions, and provide the ALEC with any such supporting documentation. Each CLEC shall have 10 business days from the filing of such Notice to advise BellSouth and the Commission in writing of its intent to challenge, through the dispute resolution provisions of this plan, the claims made by BellSouth. BellSouth shall not be obligated to pay any amounts subject to such disputes until the dispute is resolved.~~
- 4.5.32 ~~BellSouth shall not be obligated for Tier 1 or Tier 2 Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance was the result of an act or omission by ALEC that was in bad faith.~~
- 4.5.42 ~~BellSouth shall not be obligated for penalties under to pay Tier-1 or Tier-2 Enforcement Mechanisms for non-compliance with a performance measurement if such non-compliance was the result of any of the following: a Force Majeure event; an act or omission by an ALEC that is contrary to any of its obligations under the Act, Commission rule, or state law; or an act or omission associated with third party systems or equipment. event that performance under this SQM/SEEM Plan is either directly or indirectly prevented, restricted, or interfered with by reason of fire, flood, earthquake or like acts of God, wars, revolution, civil commotion, explosion, acts of public enemy, embargo, acts of the government in its sovereign capacity, labor difficulties, including without limitation, strikes, slowdowns, picketing, or boycotts unavailability of equipment from vendor, changes requested by a CLEC, or any other circumstances beyond the reasonable control and without the fault or negligence of BellSouth. BellSouth, upon giving prompt notice to the Commission and CLECs, shall be excused from such performance on a day-to-day basis to the extent of such prevention, restriction, or interference; provided, however, that BellSouth shall use diligent efforts to avoid or remove such causes of non-performance.~~
- 4.5.2.1 To invoke the application of Section 4.5.2 (Force Majeure Event), BellSouth will provide written notice to the Commission wherein BellSouth will identify the Force Majeure Event, the affected measures, and the impacted areas including affected NPAs and NXXs.
- 4.5.2.2 No later than ten (10) business days after BellSouth provides written notice in accordance with Section 4.5.2.1 affected parties must file written comments with the

Commission to the extent they have objections or concerns regarding the application of Section 4.5.2.

4.5.2.3 BellSouth's written notice of the applicability of Section 4.5.2 would be presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after BellSouth provides notice in accordance with Section 4.5.2.1. The Commission may require BellSouth to provide a true-up of SEEM fees to affected carriers if a Force Majeure declaration is found to be invalid by the Commission after it has taken effect.

4.5.2.4 During the pendency of a Force Majeure Event, BellSouth shall provide the Commission with periodic updates of its restoration/recovery progress and efforts as agreed upon between the Commission Staff and BellSouth.

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

4.6 Affiliate Reporting Change of Law

4.6.1 Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, BellSouth shall implement such performance measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Commission, on the date specified by the Commission. If a change of law occurs which may relieve BellSouth's provisioning of a UNE or UNE combination, BellSouth shall Petition the Commission within 30 days if it seeks to cease reporting data or paying remedies in accordance with the change of law. Performance Measurements and remedy plans that have been ordered by the Commission can currently be accessed via the Internet at <http://pmap.bellsouth.com>. Should there be any difference between the performance measure and remedy plans on BellSouth's website and the plans the Commission has approved as filed in compliance with its orders, the Commission-approved compliance plan will supersede as of its effective date.

4.67 Affiliate Reporting

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

4.8 Enforcement Mechanism Cap

- 4.8.1 BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively and absolutely capped at 36% of net revenues in Florida, based upon the most recently reported ARMIS data.
- 4.8.2 If projected payments exceed the state cap, a proportional payment will be made to the respective parties.
- 4.8.3 If BellSouth's payment of Tier-1 and Tier-2 Enforcement Mechanisms would have exceeded the cap referenced in this plan, a CLEC may commence a proceeding with the Commission to demonstrate why BellSouth should pay any amount in excess of the cap. The CLEC shall have the burden of proof to demonstrate why, under the circumstances, BellSouth should have additional liability.

4.9 Audits

- 4.9.1 BellSouth currently provides CLECs with certain audit rights as a part of their individual interconnection agreements. If requested by a Public Service Commission, BellSouth will agree to undergo a SEEM audit. The audit should be conducted by an independent third party auditor. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Audits will be conducted under the following specifications:

1. The cost shall be borne by BellSouth.
2. Should an independent third party auditor be required, it shall be selected by BellSouth and the PSC.
3. BellSouth and the PSC shall jointly determine the scope of the audit.
4. The PSC may request input regarding selection of the auditor and audit scope from interested parties.

These audits are intended to provide the basis for the PSCs and CLECs to determine that SEEM produces accurate data that reflects each State's Order for performance measurements.

4.710 Dispute Resolution

- 4.710.1 Notwithstanding any other provision of the Interconnection Agreement between BellSouth and each CLECALEC, if a any dispute arises regarding BellSouth's performance or obligations pursuant to this Plan, BellSouth and the CLEC shall negotiate in good faith for a period of thirty (30) days to resolve the dispute. If at the conclusion of the 30 day period, BellSouth and the CLEC are unable to reach a resolution, then the dispute shall be resolved by the Commission.

4.11 Regional and State Coefficients

Some metrics are calculated for the entire BellSouth region, rather than by state. Where these metrics are a Tier 1 SEEM submetric, a regional coefficient is calculated to determine the amount of the penalty for the CLEC in each state. For example, the Acknowledgement Completeness Measurement can be measured for an individual CLEC, but only at the regional level. In several states it is also a Tier 1 SEEM submetric. Thus, if there is a failure in this measurement for a CLEC, it is necessary to determine the amount of penalty for the CLEC in each state. A Regional Coefficient is used to do this. (Appendix E, Section E.6 describes the method of calculating the Regional Coefficients.) The amount of Tier 1 penalty for the CLEC in a state is determined by multiplying the regional affected volume calculated penalty for the measurement in the region by the Coefficient for the state and by the state fee.

A state coefficient is calculated to split Tier 2 payments for regional metrics among states by submetric.

Appendix A: Fee Schedule

Table 1: Liquidated Damages For Tier-1 Measures

Measure	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Billing	\$450	\$650	\$850	\$1,50	\$1,250	\$1,400
Collocation	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
IC Trunks	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
LNP	\$1,800	\$2,500	\$3,200	\$3,900	\$4,650	\$5,350
Maintenance and Repair	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
Maintenance and Repair UNE	\$4,750	\$6,650	\$8,550	\$10,450	\$12,350	\$14,250
Ordering	\$450	\$650	\$850	\$1,050	\$1,250	\$1,400
Flow Through	\$900	\$1,300	\$1,600	\$2,000	\$2,300	\$2,700
Provisioning	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
Provisioning UNE (CCC)	\$4,750	\$6,650	\$8,550	\$10,450	\$12,350	\$14,250
Pre-Ordering	\$250	\$350	\$450	\$500	\$600	\$700
Change Management	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000

Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination

Performance Measure	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
OSS/Pre-Ordering	\$10	\$15	\$20	\$25	\$30	\$35
Ordering	\$20	\$25	\$30	\$35	\$40	\$45
Service Order Accuracy	\$20	\$20	\$20	\$20	\$20	\$20
Flow Through	\$40	\$45	\$50	\$55	\$60	\$65
Provisioning – Resale	\$40	\$50	\$70	\$100	\$130	\$200
Provisioning – UNE	\$115	\$130	\$145	\$160	\$190	\$230
Provisioning – UNEP	\$55	\$60	\$70	\$75	\$90	\$110
Maintenance and Repair – Resale	\$40	\$50	\$70	\$100	\$130	\$200
Maintenance and Repair – UNE	\$115	\$130	\$145	\$160	\$190	\$230
Maintenance and Repair - UNEP	\$55	\$60	\$70	\$75	\$90	\$110
LNP	\$115	\$190	\$385	\$460	\$535	\$615
Billing – BIA (see Note 1)	2%	2%	2%	2%	2%	2%
Billing – BIT	\$7	\$7	\$7	\$7	\$7	\$7
Billing – BUDT (see Note 2)	\$0.046	\$0.046	\$0.046	\$0.046	\$0.046	\$0.046
Billing – BEC (see note 3)	\$0.07	\$0.07	\$0.07	\$0.07	\$0.07	\$0.07
IC Trunks	\$25	\$30	\$45	\$65	\$80	\$125
Collocation	\$3,165	\$3,165	\$3,165	\$3,165	\$3,165	\$3,165

Note 1: Reflects percent interest to be paid on adjusted amounts.

Note 2: Amount paid per 1000 usage records.

Note 3: Amount paid per dispute.

Table 2: Liquidated Damages For Tier 2 Measures

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

Table 2: Tier 2 Per Transaction Fee Determination

Measure	Retail Analogs		Benchmarks
	Between BCV and 0	Below BCV	
OSS/Pre Ordering (note 1)	\$6	-	\$30
Ordering	-	-	\$60
Service Order Accuracy	-	-	\$60
Flow Through	-	-	\$120
Provisioning – Resale	\$26	\$120	-
Provisioning – UNE	\$76	\$345	\$345
Provisioning – UNEP	\$36	\$165	-
Maintenance and Repair – Resale	\$26	\$120	-
Maintenance and Repair – UNE	\$76	\$345	-
Maintenance and Repair –UNEP	\$36	\$165	-
LNP	\$36	\$165	-
Billing – BIA (note 1)	1.3%	-	-
Billing – BIT (note 1)	\$4	-	-
Billing – BUDT (note 1)	\$0.03	-	-
Billing – BEC (note 1)	\$0.04	-	-
Change Management	-	-	\$1,000
IC Trunks	\$16	\$75	\$75
Collocation	-	-	\$9,495

Note 1: The truncated z does not apply to these measures.

Appendix B: SEEM Submetrics

B.1 Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetrics

Table B-1: Tier 1 Submetrics

Item No.	Item No.	SQM Ref	Submetric
1	1	BIA	B-1 Invoice Accuracy Interconnection
2			B-1 Invoice Accuracy Resale
3			B-1 Invoice Accuracy UNE
4	2	BIT	B-2 Mean Time to Deliver Invoices – CRIS
5	3	BIT	B-2 Mean Time to Deliver Invoices – CABS
6			B-3 Usage Data Delivery Accuracy – CLEC State
	4	BUDT	B-5 Usage Data Delivery Timeliness
7	5	BEC	B-10: Percent Billing Errors Corrected <u>Adjustment Requests (BAR) Responded to within "X" 45 Business Days - State</u> ^a ^a Note: In order to set an appropriate penalty provision, staff recommended deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.
8	6	MDD	C-3 Collocation Percent of Due Dates Missed Physical Caged – Augment
9			C-3 Collocation Percent of Due Dates Missed Physical Caged – Initial
10			C-3 Collocation Percent of Due Dates Missed Physical Cageless – Augment
11			C-3 Collocation Percent of Due Dates Missed Physical Cageless – Initial
12			C-3 Collocation Percent of Due Dates Missed – State
13			C-3 Collocation Percent of Due Dates Missed Virtual – Augment
14			C-3 Collocation Percent of Due Dates Missed Virtual – Initial
15	7	MRA	MR-1 Percent Missed Repair Appointments Dispatch – 2 w Analog Loop Design - Resale POTS
16			MR-1 Percent Missed Repair Appointments Dispatch – 2 w Analog Loop Non-Design
17	8	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business - UNE Loops Design
18	9	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex - UNE Loops Non-Design
19	10	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
20	11	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN - UNE Line Splitting/Sharing
21			MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
22	12	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks

23			MR-1 Percent Missed Repair Appointments Dispatch – Resale PBX
24			MR-1 Percent Missed Repair Appointments Dispatch – Resale Residence
25			MR-1 Percent Missed Repair Appointments Dispatch – UNE Combo-Other
26			MR-1 Percent Missed Repair Appointments Dispatch – UNE Digital Loop – DS1
27			MR-1 Percent Missed Repair Appointments Dispatch – UNE Digital Loop < DS1
28			MR-1 Percent Missed Repair Appointments Dispatch – UNE ISDN (includes UDC)
29	13	MRA	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combinations
30			MR-1 Percent Missed Repair Appointments Dispatch – UNE Line Sharing
31			MR-1 Percent Missed Repair Appointments Dispatch – UNE Switch ports
32	14	MRA	MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL
33			MR-1 Percent Missed Repair Appointments Dispatch – UNE Other – Design
34			MR-1 Percent Missed Repair Appointments Dispatch – UNE Other – Non-Design
35			MR-1 Percent Missed Repair Appointments Non-Dispatch – 2 w Analog Loop-Design
36			MR-1 Percent Missed Repair Appointments Non-Dispatch – 2 w Analog Loop-Non-Design
37			MR-1 Percent Missed Repair Appointments Non-Dispatch – Resale-Business
38			MR-1 Percent Missed Repair Appointments Non-Dispatch – Resale-Centrex
39			MR-1 Percent Missed Repair Appointments Non-Dispatch – Resale-Design
40			MR-1 Percent Missed Repair Appointments Non-Dispatch – Resale-ISDN
41			MR-1 Percent Missed Repair Appointments Non-Dispatch – Local-Transport
42			MR-1 Percent Missed Repair Appointments Non-Dispatch – Local-Interconnection-Trunks
43			MR-1 Percent Missed Repair Appointments Non-Dispatch – Resale-PBX
44			MR-1 Percent Missed Repair Appointments Non-Dispatch – Resale-Residence
45			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE Combo-Other
46			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE Digital Loop – DS1
47			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE Digital Loop < DS1
48			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE ISDN (includes UDC)
49			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE Loop and Port Combo
50			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE Line-Sharing
51			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE Switch ports
52			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE xDSL (ADSL, HDSL, UCL)
53			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE Other – Design
54			MR-1 Percent Missed Repair Appointments Non-Dispatch – UNE Other – Non-Design
55	15	CTRR	MR-2 Customer Trouble Report Rate – 2 w Analog Loop-Design - Resale POTS
56			MR-2 Customer Trouble Report Rate – 2 w Analog Loop-Non-Design
57	16	CTRR	MR-2 Customer Trouble Report Rate – Resale-Business - UNE Loops Design
58	17	CTRR	MR-2 Customer Trouble Report Rate – Resale-Centrex – UNE Loops Non-Design
59	18	CTRR	MR-2 Customer Trouble Report Rate - Resale Design

60	19	CTRR	MR-2 Customer Trouble Report Rate - Resale ISDN - UNE Line Splitting/Sharing
			MR-2 Customer Trouble Report Rate - Local Transport
62	20	CTRR	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
63			MR-2 Customer Trouble Report Rate - Resale PBX
64			MR-2 Customer Trouble Report Rate - Resale Residence
65			MR-2 Customer Trouble Report Rate - UNE Combo Other
66			MR-2 Customer Trouble Report Rate - UNE Digital Loop - DS1
67			MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1
68			MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)
69	21	CTRR	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combinations
			MR-2 Customer Trouble Report Rate - UNE Line Sharing
71			MR-2 Customer Trouble Report Rate - UNE Switch ports
72	22	CTRR	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
73			MR-2 Customer Trouble Report Rate - UNE Other - Design
74			MR-2 Customer Trouble Report Rate - UNE Other - Non-Design
75	23	MAD	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Design - Resale POTS
76			MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design
77	24	MAD	MR-3 Maintenance Average Duration Dispatch - Resale Business - UNE Loops Design
78	25	MAD	MR-3 Maintenance Average Duration Dispatch - Resale Centrex - UNE Loops Non-Design
79	26	MAD	MR-3 Maintenance Average Duration Dispatch - Resale Design
80	27	MAD	MR-3 Maintenance Average Duration Dispatch - Resale ISDN - UNE Line Splitting/Sharing
81			MR-3 Maintenance Average Duration Dispatch - Local Transport
82	28	MAD	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
83			MR-3 Maintenance Average Duration Dispatch - Resale PBX
84			MR-3 Maintenance Average Duration Dispatch - Resale Residence
85			MR-3 Maintenance Average Duration Dispatch - UNE Combo Other
86			MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop - DS
87			MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
88			MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
89	29	MAD	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port Combinations
90			MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
91			MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
92	30	MAD	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
			MR-3 Maintenance Average Duration Dispatch - UNE Other - Design
94			MR-3 Maintenance Average Duration Dispatch - UNE Other - Non-Design
95			MR-3 Maintenance Average Duration Non-Dispatch - 2 w Analog Loop Design
96			MR-3 Maintenance Average Duration Non-Dispatch - 2 w Analog Loop Non-Design
97			MR-3 Maintenance Average Duration Non-Dispatch - Resale Business

98			MR-3 Maintenance Average Duration Non-Dispatch – Resale Centrex
99			MR-3 Maintenance Average Duration Non-Dispatch – Resale Design
100			MR-3 Maintenance Average Duration Non-Dispatch – Resale ISDN
101			MR-3 Maintenance Average Duration Non-Dispatch – Local Transport
102			MR-3 Maintenance Average Duration Non-Dispatch – Local Interconnection Trunks
103			MR-3 Maintenance Average Duration Non-Dispatch – Resale PBX
104			MR-3 Maintenance Average Duration Non-Dispatch – Resale Residence
105			MR-3 Maintenance Average Duration Non-Dispatch – UNE Combo-Other
106			MR-3 Maintenance Average Duration Non-Dispatch – UNE Digital Loop – DS1
107			MR-3 Maintenance Average Duration Non-Dispatch – UNE Digital Loop < DS1
108			MR-3 Maintenance Average Duration Non-Dispatch – UNE ISDN (includes UDC)
109			MR-3 Maintenance Average Duration Non-Dispatch – UNE Loop and Port Combo
110			MR-3 Maintenance Average Duration Non-Dispatch – UNE Line Sharing
111			MR-3 Maintenance Average Duration Non-Dispatch – UNE Switch ports
112			MR-3 Maintenance Average Duration Non-Dispatch – UNE xDSL (ADSL, HDSL, UCL)
113			MR-3 Maintenance Average Duration Non-Dispatch – UNE Other – Design
114			MR-3 Maintenance Average Duration Non-Dispatch – UNE Other – Non-Design
115	31	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – 2 w Analog Loop Design – Resale POTS
116	32	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – 2 w Analog Loop Non-Design – UNE Loops Design
117	33	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – Resale Business – UNE Line Splitting/Sharing
118	34	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – Resale Centrex – UNE Loops Non-Design
119	35	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – Resale Design
120			MR-4 Percent Repeat Trouble within 30 Days Dispatch – Resale ISDN
121			MR-4 Percent Repeat Trouble within 30 Days Dispatch – Local Transport
122	36	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – Local Interconnection Trunks
123			MR-4 Percent Repeat Trouble within 30 Days Dispatch – Resale PBX
124			MR-4 Percent Repeat Trouble within 30 Days Dispatch – Resale Residence
125			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Combo-Other
126			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Digital Loop – DS1
127			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Digital Loop < DS1
128			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE ISDN (includes UDC)
129	37	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – UNE Loop and Port Combinations
130			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Line Sharing
131			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Switch ports
132	38	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – UNE xDSL (ADSL, HDSL, UCL)

133			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Other – Design
134			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Other – Non-Design
135			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – 2 w Analog Loop-Design
136			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – 2 w Analog Loop-Non-Design
137			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – Resale Business
138			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – Resale Centrex
139			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – Resale Design
140			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – Resale ISDN
146			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – Local Transport
			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – Local Interconnection Trunks
			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – Resale PBX
			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – Resale Residence
			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Combo-Other
			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Digital Loop – DS1
147			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Digital Loop < DS1
148			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE ISDN (includes UDC)
149			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Loop and Port Combo
150			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Line Sharing
151			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Switch-ports
152			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE xDSL (ADSL, HDSL, UCL)
153			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Other – Design
154			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Other – Non-Design
155	39	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch – 2 w Analog Loop-Design – Resale POTS
156			MR-5 Out of Service (OOS) > 24 hours Dispatch – 2 w Analog Loop-Non-Design
157	40	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch – Resale Business – UNE Loops Design
158	41	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch – Resale Centrex – UNE Loops Non-Design
159	42	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch – Resale Design
160	43	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch-Resale ISDN – UNE Line Splitting/Sharing
161			MR-5 Out of Service (OOS) > 24 hours Dispatch – Local Transport
	44	OOS	MR-5 Out of Service (OOS) > 24 hours-Dispatch - Local Interconnection Trunks
163			MR-5 Out of Service (OOS) > 24 hours Dispatch
164			MR-5 Out of Service (OOS) > 24 hours Dispatch-Resale Residence
165			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Combo-Other
166			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Digital Loop – DS1
167			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Digital Loop < DS1
168			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE ISDN (includes UDC)
169	45	OOS	MR-5 Out of Service (OOS) > 24 hours-Dispatch – UNE Loop and Port Combinations

170			MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing
171			MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports
172	46	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)
173			MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Design
174			MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Non Design
175			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Design
176			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Non Design
177			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business
178			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex
179			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design
180			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale ISDN
181			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport
182			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks
183			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX
184			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Residence
185			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Combo Other
186			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop DS1
187			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1
188			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)
189			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo
190			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing
191			MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports
192			MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
193			MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Design
194			MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Non Design
195	47	FOCC	O-11 FOC & Reject Response Completeness - Fully Mechanized 2W Analog Loop Design
196			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
197			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
198			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
199			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
200			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
201			O-11 FOC & Reject Completeness Fully Mechanized Resale Business
202			O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
203			O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
204			O-11 FOC & Reject Completeness Fully Mechanized EEL's
205			O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
206			O-11 FOC & Reject Completeness Fully Mechanized UNE Line Splitting

207			Q-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
208			Q-11 FOC & Reject Completeness Local Interconnection Trunks
209			Q-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
210			Q-11 FOC & Reject Completeness Fully Mechanized INP Standalone
211			Q-11 FOC & Reject Completeness Fully Mechanized Line Sharing
212			Q-11 FOC & Reject Completeness Fully Mechanized Resale PBX
213			Q-11 FOC & Reject Completeness Fully Mechanized Resale Residence
214			Q-11 FOC & Reject Completeness Fully Mechanized Switch Ports
215			Q-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
216			Q-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop -DS1
217			Q-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1
218			Q-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop
219			Q-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
220			Q-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
221			Q-11 FOC & Reject Completeness Fully Mechanized UNE Other Non-Design
222			Q-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
223	48	FOCC	Q-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
224			Q-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
225			Q-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non-Design
226			Q-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non-Design
227			Q-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Design
228			Q-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Non-Design
229			Q-11 FOC & Reject Completeness Non Mechanized Resale Business
230			Q-11 FOC & Reject Completeness Non Mechanized Resale Centrex
231			Q-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
232			Q-11 FOC & Reject Completeness Non Mechanized EEL's
233			Q-11 FOC & Reject Completeness Non Mechanized Resale ISDN
234			Q-11 FOC & Reject Completeness Non Mechanized UNE Line Splitting
235			Q-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
236			Q-11 FOC & Reject Completeness Non Mechanized LNP Standalone
237			Q-11 FOC & Reject Completeness Non Mechanized INP Standalone
238			Q-11 FOC & Reject Completeness Non Mechanized Line Sharing
239			Q-11 FOC & Reject Completeness Non Mechanized Resale PBX
240			Q-11 FOC & Reject Completeness Non Mechanized Resale Residence
241			Q-11 FOC & Reject Completeness Non Mechanized Switch Ports
242			Q-11 FOC & Reject Completeness Non Mechanized UNE Combo Other
243			Q-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop -DS1

244			O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
245			O-11 FOC & Reject Completeness Non Mechanized UNE ISDN Loop
246			O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos
247			O-11 FOC & Reject Completeness Non Mechanized UNE Other Design
248			O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design
249			O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
250	49	FOCC	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
251			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design
252			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design
253			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
254			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Design
255			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Non Design
256			O-11 FOC & Reject Completeness Partially Mechanized Resale Business
257			O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
258			O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
259			O-11 FOC & Reject Completeness Partially Mechanized EEL's
260			O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
261			O-11 FOC & Reject Completeness Partially Mechanized UNE Line Splitting
262			O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
263			O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
264			O-11 FOC & Reject Completeness Partially Mechanized INP Standalone
265			O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
266			O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
267			O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
268			O-11 FOC & Reject Completeness Partially Mechanized Switch Ports
269			O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
270			O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop DS1
271			O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1
272			O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN Loop
273			O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
274			O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
275			O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design
276			O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
277			O-1 Acknowledgement Message Timeliness (Electronically) – EDI
278			O-1 Acknowledgement Message Timeliness (Electronically) – TAG
279	50	AKC	O-2 Acknowledgement Message Completeness – EDI Fully Mechanized – Acknowledgements
280			O-2 Acknowledgement Message Completeness – TAG Fully Mechanized

281	51	FT	O-43 Percent Flow-Through Service Requests (Detail)-Business
282	52	FT	O-43 Percent Flow-Through Service Requests (Detail)-LNP
283	53	FT	O-43 Percent Flow-Through Service Requests (Detail)-Residence
284	54	FT	O-43 Percent Flow-Through Service Requests (Detail)-UNE-L (includes UNE-L with LNP)-Loops
285	55	FT	O-43 Percent Flow-Through Service Requests (Detail) UNE-P
286	56	RI	O-8 Reject Interval - Fully Mechanized 2W Analog Loop-Design
287			O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP-Design
288			O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non-Design
289			O-8 Reject Interval Fully Mechanized 2W Analog Loop Non-Design
290			O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP-Design
291			O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non-Design
292			O-8 Reject Interval Fully Mechanized Resale-Business
293			O-8 Reject Interval Fully Mechanized Resale-Centrex
294			O-8 Reject Interval Fully Mechanized Resale-Design (Special)
295			O-8 Reject Interval Fully Mechanized EELs
296			O-8 Reject Interval Fully Mechanized Resale-ISDN
297			O-8 Reject Interval Fully Mechanized UNE-Line Splitting
298			O-8 Reject Interval Fully Mechanized Local Interoffice Transport
299			O-8 Reject Interval Local Interconnection Trunks
300			O-8 Reject Interval Fully Mechanized LNP-Standalone
301			O-8 Reject Interval Fully Mechanized INP-Standalone
302			O-8 Reject Interval Fully Mechanized Line-Sharing
303			O-8 Reject Interval Fully Mechanized Resale-PBX
304			O-8 Reject Interval Fully Mechanized Resale-Residence
305			O-8 Reject Interval Fully Mechanized Switch Ports
306			O-8 Reject Interval Fully Mechanized UNE-Combo-Other
307			O-8 Reject Interval Fully Mechanized UNE-Digital Loop-DS1
308			O-8 Reject Interval Fully Mechanized UNE-Digital Loop <DS1
309			O-8 Reject Interval Fully Mechanized UNE-ISDN Loop
310			O-8 Reject Interval Fully Mechanized UNE-Loop + Port Combos
311			O-8 Reject Interval Fully Mechanized UNE-Other-Design
312			O-8 Reject Interval Fully Mechanized UNE-Other Non-Design
			O-8 Reject Interval Fully Mechanized UNE-xDSL (ADSL, HDSL, UC)
314	57	RI	O-8 Reject Interval - Non Mechanized 2W Analog Loop-Design
315			O-8 Reject Interval Non-Mechanized 2W Analog Loop w/LNP-Design
316			O-8 Reject Interval Non-Mechanized 2W Analog Loop w/LNP Non-Design
317			O-8 Reject Interval Non-Mechanized 2W Analog Loop Non-Design

318			Q-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design
319			Q-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design
320			Q-8 Reject Interval Non Mechanized Resale Business
321			Q-8 Reject Interval Non Mechanized Resale Centrex
322			Q-8 Reject Interval Non Mechanized Resale Design (Special)
323			Q-8 Reject Interval Non Mechanized EELs
324			Q-8 Reject Interval Non Mechanized Resale ISDN
325			Q-8 Reject Interval Non Mechanized UNE Line Splitting
326			Q-8 Reject Interval Non Mechanized Local Interoffice Transport
327			Q-8 Reject Interval Non Mechanized LNP Standalone
328			Q-8 Reject Interval Non Mechanized INP Standalone
329			Q-8 Reject Interval Non Mechanized Line Sharing
330			Q-8 Reject Interval Non Mechanized Resale PBX
331			Q-8 Reject Interval Non Mechanized Resale Residence
332			Q-8 Reject Interval Non Mechanized Switch Ports
333			Q-8 Reject Interval Non Mechanized UNE Combo Other
334			Q-8 Reject Interval Non Mechanized UNE Digital Loop DS1
335			Q-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
336			Q-8 Reject Interval Non Mechanized UNE ISDN Loop
337			Q-8 Reject Interval Non Mechanized UNE Loop + Port Combos
338			Q-8 Reject Interval Non Mechanized UNE Other Design
339			Q-8 Reject Interval Non Mechanized UNE Other Non Design
340			Q-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)
341	58	RI	Q-8 Reject Interval - Partially Mechanized 2W Analog Loop Design
342			Q-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
343			Q-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
344			Q-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
345			Q-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design
346			Q-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design
347			Q-8 Reject Interval Partially Mechanized Resale Business
348			Q-8 Reject Interval Partially Mechanized Resale Centrex
349			Q-8 Reject Interval Partially Mechanized Resale Design (Special)
350			Q-8 Reject Interval Partially Mechanized EEL's
351			Q-8 Reject Interval Partially Mechanized Resale ISDN
352			Q-8 Reject Interval Partially Mechanized UNE Line Splitting
353			Q-8 Reject Interval Partially Mechanized Local Interoffice Transport
354			Q-8 Reject Interval Partially Mechanized LNP Standalone

355			O-8 Reject Interval Partially Mechanized INP Standalone
356			O-8 Reject Interval Partially Mechanized Line Sharing
357			O-8 Reject Interval Partially Mechanized Resale PBX
358			O-8 Reject Interval Partially Mechanized Resale Residence
359			O-8 Reject Interval Partially Mechanized Switch Ports
360			O-8 Reject Interval Partially Mechanized UNE Combo Other
361			O-8 Reject Interval Partially Mechanized UNE Digital Loop DS1
362			O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
363			O-8 Reject Interval Partially Mechanized UNE ISDN Loop
364			O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
365			O-8 Reject Interval Partially Mechanized UNE Other Design
366			O-8 Reject Interval Partially Mechanized UNE Other Non-Design
367			O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
368	59	FOCT	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Design
369			O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Design
370			O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Non-Design
371			O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Non-Design
372			O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Design
373			O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Non-Design
374			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Business
375			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Centrex
376			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Design (Special)
377			O-9 Firm Order Confirmation Timeliness Fully Mechanized - EELs
378			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale ISDN
379			O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Line Splitting
380			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interoffice Transport
381	60	FOCT	O-9 Firm Order Confirmation Timeliness - Local Interconnection Trunks
382			O-9 Firm Order Confirmation Timeliness Fully Mechanized - LNP Standalone
383			O-9 Firm Order Confirmation Timeliness Fully Mechanized - INP Standalone
384			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Sharing
385			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale PBX
386			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Residence
387			O-9 Firm Order Confirmation Timeliness Fully Mechanized - Switch Ports
388			O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Combo Other
389			O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop DS1
390			O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop <DS1
391			O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE ISDN Loop

392			Q-9 Firm Order Confirmation Timeliness Fully Mechanized – UNE Loop + Port Combos
393			Q-9 Firm Order Confirmation Timeliness Fully Mechanized – UNE Other Design
394			Q-9 Firm Order Confirmation Timeliness Fully Mechanized – UNE Other Non Design
395			Q-9 Firm Order Confirmation Timeliness Fully Mechanized – UNE xDSL (ADSL, HDSL, UC)
396	61	FOCT	Q-9 Firm Order Confirmation Timeliness Non Mechanized – 2W Analog Loop Design
397			Q-9 Firm Order Confirmation Timeliness Non Mechanized – 2W Analog Loop w/LNP Design
398			Q-9 Firm Order Confirmation Timeliness Non Mechanized – 2W Analog Loop w/LNP Non Design
399			Q-9 Firm Order Confirmation Timeliness Non Mechanized – 2W Analog Loop Non Design
400			Q-9 Firm Order Confirmation Timeliness Non Mechanized – 2W Analog Loop w/INP Design
401			Q-9 Firm Order Confirmation Timeliness Non Mechanized – 2W Analog Loop w/INP Non Design
402			Q-9 Firm Order Confirmation Timeliness Non Mechanized – Resale Business
403			Q-9 Firm Order Confirmation Timeliness Non Mechanized – Resale Centrex
404			Q-9 Firm Order Confirmation Timeliness Non Mechanized – Resale Design (Special)
405			Q-9 Firm Order Confirmation Timeliness Non Mechanized – EELs
406			Q-9 Firm Order Confirmation Timeliness Non Mechanized – Resale ISDN
407			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting
408			Q-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
409			Q-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
410			Q-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone
411			Q-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
412			Q-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
413			Q-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
414			Q-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
415			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
416			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop DS1
417			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1
418			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN Loop
419			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos
420			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
421			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
422			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
423	62	FOCT	Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
424			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design
425			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design
426			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
427			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design
428			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design

429			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
430			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex
431			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
432			Q-9 Firm Order Confirmation Timeliness Partially Mechanized EELs
433			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
434			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting
435			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
436			Q-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
437			Q-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone
438			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
439			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
440			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
441			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
442			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
443			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop - DS1
444			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
445			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
446			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
447			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
448			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non-Design
449			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
450			PO-1 Loop Makeup - Average Response Time - Manual
451	63	LMT	PO-2 Loop Makeup - Average Response Time - Electronic - Loop
452	64	MIA	P-3 Percent Missed Installation Appointments Dispatch - 10 - Resale Residence - Resale POTS
453			P-3 Percent Missed Installation Appointments Dispatch - 10 - Resale Business
454	65	MIA	P-3 Percent Missed Installation Appointments Dispatch - 10 - Resale Design
455	66	MIA	P-3 Percent Missed Installation Appointments Dispatch - 10 - Resale PBX - UNE Loops - Design
	67	MIA	P-3 Percent Missed Installation Appointments Dispatch - 10 - Resale PBX - UNE Loops - Non-Design
456	68	MIA	P-3 Percent Missed Installation Appointments Dispatch - 10 - Resale Centrex - UNE Loop and Port Combinations
457			P-3 Percent Missed Installation Appointments Dispatch - 10 - Resale ISDN
	69		
459			P-3 Percent Missed Installation Appointments Dispatch - 10 - INP Standalone
460			P-3 Percent Missed Installation Appointments Dispatch - 10 - 2 w Analog Loop Design
461			P-3 Percent Missed Installation Appointments Dispatch - 10 - 2 w Analog Loop Non-Design
462			P-3 Percent Missed Installation Appointments Dispatch - 10 - 2 w Analog Loop w/LNP Design
463			P-3 Percent Missed Installation Appointments Dispatch - 10 - 2 w Analog Loop w/LNP Non-Design

464			P-3 Percent Missed Installation Appointments Dispatch 10-2 w Analog Loop w/INP Design
465			P-3 Percent Missed Installation Appointments Dispatch 10-2 w Analog Loop w/INP Non Design
466			P-3 Percent Missed Installation Appointments Dispatch 10
467			P-3 Percent Missed Installation Appointments Dispatch 10-UNE Digital Loop DS1
468			P-3 Percent Missed Installation Appointments Dispatch 10-UNE Switch ports
469			P-3 Percent Missed Installation Appointments Dispatch 10-UNE Combo Other
470	70	MIA	P-3 Percent Missed Installation Appointments Dispatch 10-UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
471			P-3 Percent Missed Installation Appointments Dispatch 10-UNE xDSL (ADSL, HDSL, UCL) with conditioning
472			P-3 Percent Missed Installation Appointments Dispatch 10-UNE ISDN (includes UDC)
473			P-3 Percent Missed Installation Appointments Dispatch 10-UNE Line Sharing With Conditioning
474			P-3 Percent Missed Installation Appointments Dispatch 10-UNE Line Sharing Without Conditioning
475			P-3 Percent Missed Installation Appointments Dispatch 10-Local Transport
476	71	MIA	P-3 Percent Missed Installation Appointments Dispatch 10-UNE Line Splitting/Sharing With Conditioning
477			P-3 Percent Missed Installation Appointments Dispatch 10-UNE Line Splitting Without Conditioning
478			P-3 Percent Missed Installation Appointments Dispatch 10-UNE UDC/DSL
479			P-3 Percent Missed Installation Appointments Dispatch 10-UNE Other Design
480			P-3 Percent Missed Installation Appointments Dispatch 10-UNE Other Non Design
481			P-3 Percent Missed Installation Appointments Dispatch 10-EELs
482			P-3 Percent Missed Installation Appointments Dispatch < 10-Resale Residence
483			P-3 Percent Missed Installation Appointments Dispatch < 10-Resale Business
484			P-3 Percent Missed Installation Appointments Dispatch < 10-Resale Design
485			P-3 Percent Missed Installation Appointments Dispatch < 10-Resale PBX
486			P-3 Percent Missed Installation Appointments Dispatch < 10-Resale Centrex
487			P-3 Percent Missed Installation Appointments Dispatch < 10-Resale ISDN
488			P-3 Percent Missed Installation Appointments Dispatch < 10-LNP Standalone
489			P-3 Percent Missed Installation Appointments Dispatch < 10-INP Standalone
490			P-3 Percent Missed Installation Appointments Dispatch < 10-2 w Analog Loop Design
491			P-3 Percent Missed Installation Appointments Dispatch < 10-2 w Analog Loop Non Design
492			P-3 Percent Missed Installation Appointments Dispatch < 10-2 w Analog Loop w/LNP Design
493			P-3 Percent Missed Installation Appointments Dispatch < 10-2 w Analog Loop w/LNP Non Design
494			P-3 Percent Missed Installation Appointments Dispatch < 10-2 w Analog Loop w/INP Design
495			P-3 Percent Missed Installation Appointments Dispatch < 10-2 w Analog Loop w/INP Non Design
496			P-3 Percent Missed Installation Appointments Dispatch < 10-UNE Digital Loop < DS1
497			P-3 Percent Missed Installation Appointments Dispatch < 10-UNE Digital Loop DS1

498		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Switch ports
499		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Combo Other
500		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
501		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
502		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE ISDN (includes UDC)
503		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing With Conditioning
504		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing Without Conditioning
505		P-3 Percent Missed Installation Appointments Dispatch < 10 - Local Transport
506		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting With Conditioning
507		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting Without Conditioning
508		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE UDC/ISDN
509		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Design
510		P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Non Design
511		P-3 Percent Missed Installation Appointments Dispatch < 10 - EELs
512		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Residence
513		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Business
514		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Design
515		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale PBX
516		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Centrex
517		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale ISDN
518		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - LNP Standalone
519		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - INP Standalone
520		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2 w Analog Loop Design
521		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2 w Analog Loop Non-Design
522		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2 w Analog Loop w/LNP Design
523		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2 w Analog Loop w/LNP Non-Design
524		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2 w Analog Loop w/INP Design
525		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2 w Analog Loop w/INP Non-Design
526		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Digital Loop < DS1
527		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Digital Loop DS1
528		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Switch ports
529		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Combo Other
530		P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

531		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE xDSL (ADSL, HDSL, UCL)-with conditioning
532		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE ISDN (includes UDC)
533		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE Line Sharing With Conditioning
534		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE Line Sharing With Conditioning
535		P-3 Percent Missed Installation Appointments Non-Dispatch 10-Local Transport
536		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE Line Splitting With Conditioning
537		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE Line Splitting Without Conditioning
538		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE UDC/DSL
539		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE Other Design
540		P-3 Percent Missed Installation Appointments Non-Dispatch 10-UNE Other Non Design
541		P-3 Percent Missed Installation Appointments Non-Dispatch 10-EELs
542		P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in 10-UNE Loop and Port Combo
543		P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based 10-UNE Loop and Port Combo
544		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-Resale Residence
545		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-Resale Business
546		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-Resale Design
547		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-Resale PBX
548		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-Resale Centrex
549		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-Resale ISDN
550		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-LNP Standalone
551		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-INP Standalone
552		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-2 w Analog Loop Design
553		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-2 w Analog Loop Non Design
554		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-2 w Analog Loop w/LNP Design
555		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-2 w Analog Loop w/LNP Non Design
556		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-2 w Analog Loop w/INP Design
557		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-2 w Analog Loop w/INP Non Design
558		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-UNE Digital Loop < DS1
559		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-UNE Digital Loop DS1
560		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-UNE Switch ports
561		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-UNE Combo Other
562		P-3 Percent Missed Installation Appointments Non-Dispatch < 10-UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

563			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE xDSL (ADSL, HDSL, UCL) with conditioning
564			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE ISDN (includes UDC)
565			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Line Sharing With Conditioning
566			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Line Sharing Without Conditioning
567			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – Local Transport
568			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Line Splitting With Conditioning
569			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Line Splitting Without Conditioning
570			P-3 Percent Missed Installation Appointments Non-Dispatch \geq 10 – UNE UDC/ISL
571			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Other Design
572			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Other Non-Design
573			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – EELs
574			P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch-in < 10 – UNE Loop and Port Combo
575			P-3 Percent Missed Installation Appointments Non-Dispatch Switch-Based < 10 – UNE Loop and Port Combo
576	72	MIA	P-3 Percent Missed Installation Appointments - Local Interconnection Trunks
	73	NCDD	P-7D Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date
577	74	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-Resale Residence – Resale POTS
578	75	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-Resale Business – Resale Design
579	76	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-Resale Design – UNE Loop + Port Combinations
580	77	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-Resale PBX UNE Loop Non-Design
581	78	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-Resale Centrex – UNE Loop Design
582	79	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-Resale ISDN – UNE xDSL – without conditioning
583	80	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-LNP Standalone – UNE xDSL – with conditioning
584	81	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-LNP Standalone – UNE Line Splitting/Sharing – Dispatch
	82	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- – UNE Line Splitting/Sharing – Non-Dispatch
585			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 w Analog Loop Design

			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 w Analog Loop Design
586	83	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 - Local Interconnection Trunks
587	84	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 - UNE EELS
588			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 w Analog Loop w/LNP Non Design
589			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 w Analog Loop w/INP Design
590			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 w Analog Loop w/INP Non Design
591			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Digital Loop < DS1
592			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 Digital Loop DS1
593			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Switch ports
594			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Combo Other
595			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
596			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE xDSL (ADSL, HDSL, UCL) with conditioning
597			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE ISDN (includes UDC)
598			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Line Sharing With Conditioning
599			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Line Sharing Without Conditioning
600			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 Local Transport
601			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Line Splitting With Conditioning
602			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Line Splitting Without Conditioning
603			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE UDC/DSL
604			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Other Design
605			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 UNE Other Non Design

606			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch - 10 - EELs
607			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - Resale Residence
608			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - Resale Business
609			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - Resale Design
610			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - Resale PBX
611			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - Resale Centrex
612			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - Resale ISDN
613			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - LNP Standalone
614			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - INP Standalone
615			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - 2 w Analog Loop Design
616			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - 2 w Analog Loop Non-Design
617			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - 2 w Analog Loop w/LNP Design
618			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
619			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - 2 w Analog Loop w/INP Design
620			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - 2 w Analog Loop w/INP Non-Design
621			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Digital Loop < DS1
622			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Digital Loop - DS1
623			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Switch ports
624			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Combo Other
625			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
626			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning

627			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE ISDN (includes UDC)
628			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Line Sharing With Conditioning
629			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Line Sharing Without Conditioning
630			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - Local Transport
631			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Line Splitting With Conditioning
632			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Line Splitting Without Conditioning
633			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE UDC/DSL
634			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Other Design
635			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - UNE Other Non-Design
636			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Dispatch < 10 - EELs
637			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - Resale Residence
638			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - Resale Business
639			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - Resale Design
640			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - Resale PBX
641			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - Resale Centrex
642			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - Resale ISDN
643			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - LNP Standalone
644			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - INP Standalone
645			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - 2 w Analog Loop Design
646			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - 2 w Analog Loop Non-Design
647			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch - 10 - 2 w Analog Loop w/LNP Design

648		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-2 w Analog Loop w/LNP Non-Design
649		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-2 w Analog Loop w/INP Design
650		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-2 w Analog Loop w/INP Non-Design
651		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Digital Loop < DS1
652		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Digital Loop DS1
653		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Switch ports
654		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Combo Other
655		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
656		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE xDSL (ADSL, HDSL, UCL) with conditioning
657		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE ISDN (includes UDC)
658		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Line Sharing With Conditioning
659		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Line Sharing Without Conditioning
660		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-Local Transport
661		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Line Splitting With Conditioning
662		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Line Splitting Without Conditioning
663		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE UDC/DSL
664		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Other Design
665		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Other Non-Design
666		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-EELs
667		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in 10-UNE Loop and Port Combo
668		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based 10-UNE Loop and Port Combo

669		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- Resale-Residence
670		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- Resale-Business
671		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- Resale-Design
672		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- Resale-PBX
673		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- Resale-Centrex
674		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- Resale-ISDN
675		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- LNP-Standalone
676		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- INP-Standalone
677		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-2 w Analog Loop Design
678		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-2 w Analog Loop Non-Design
679		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-2 w Analog Loop w/LNP Design
680		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-2 w Analog Loop w/LNP Non-Design
681		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-2 w Analog Loop w/INP Design
682		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- w Analog Loop w/INP Non-Design
683		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- UNE-Digital Loop < DS1
684		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- UNE-Digital Loop-DS1
685		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- UNE-Switch-ports
686		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- UNE-Combo-Other
687		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- UNE-xDSL (ADSL, HDSL, UCL) w/o conditioning
688		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- UNE-xDSL (ADSL, HDSL, UCL) with conditioning
689		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10- UNE-ISDN (includes UDC)

690			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-UNE Line Sharing With Conditioning
691			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-UNE Line Sharing Without Conditioning
692			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-Local Transport
693			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-UNE Line Splitting With Conditioning
694			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-UNE Line Splitting Without Conditioning
695			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-UNE UDC/IDSL
696			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-UNE Other Design
697			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-UNE Other Non-Design
698			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-EELs
699			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in < 10-UNE Loop and Port Combo
700			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based < 10-UNE Loop and Port Combo
701			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Local Interconnection Trunks
702	85	CCT	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 IDLC
703			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Non-Time Specific
704			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Time Specific
705			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 IDLC
706			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Non-Specific
707			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Specific
708			P-7C Coordinated Customer Conversions Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order UNE Loops Design Dispatch
709			P-7C Coordinated Customer Conversions Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order UNE Loops Design Non-Dispatch
710			P-7C Coordinated Customer Conversions Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order UNE Loops Non-Design Dispatch

711			P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non-Design - Non Dispatch
712	86	CCI	P-7 Coordinated Customer Conversions Internal-Hot Cut Durations-Unbundles Loops with INP
713			P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP
714			P-8 Cooperative Acceptance Testing - Percent of xDSL Loc ADSL
715			P-8 Cooperative Acceptance Testing - Percent of xDSL Loc HDSL
716			P-8 Cooperative Acceptance Testing - Percent of xDSL Loc Other
717			P-8 Cooperative Acceptance Testing - Percent of xDSL Loc UNE UCL
718	87	PPT	P-9 Percent Provisioning Troubles w/in 30 within X days of Service Order Completion Dispatch - 10 - Resale-Residence - Resale (POTS)
719	88	PPT	P-9 Percent Provisioning Troubles w/in 30 within X days of Service Order Completion Dispatch - 10 - Resale-Business - UNE Loops - Design
720	89	PPT	P-9 Percent Provisioning Troubles w/in 30 within X days of Service Order Completion Dispatch - 10 - Resale Design
721	90	PPT	P-9 Percent Provisioning Troubles w/in 30 within X days of Service Order Completion Dispatch - 10 - Resale-PBX - UNE Loop and Port Combinations
722	91	PPT	P-9-Percent Provisioning Troubles w/in 30 within X days of Service Order Completion-Dispatch - 10 - Resale-Centrex - UNE Loops - Non-Design
723			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - Resale-ISDN
724			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - LNP Standalone
725			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - INP Standalone
726			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop-Design
727			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop-Non-Design
728			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop w/LNP-Design
729			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop w/LNP-Non-Design
730			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop w/INP-Design
731			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop w/INP-Non-Design
732			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - UNE-Digital Loop < DS4
733			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - UNE-Digital Loop - DS4
734			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - UNE-Switch ports

735			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Combo Other
736	92	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL)
			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL)
737			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE ISDN (includes UDC)
738			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Line Sharing
739			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - Local Transport
740	93	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch 10 - JNE Line Splitting/Sharing - Dispatch
741	94	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch 10 - UNE Other Design - UNE Line Splitting/Sharing - Non - Dispatch
742			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Other Non Design
			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Other Non Design
743			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - EELs
744			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence
745			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
746			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
747			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
748			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
749			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN
750			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
751			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone
752			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
753			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
754			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design

755		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
756		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
757		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
758		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
759		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop DS1
760		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
761		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
762		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
763		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
764		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
765		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
766		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
767		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
768		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
769		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs
770		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch - 10 - Resale Residence
771		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch - 10 - Resale Business
772		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch - 10 - Resale Design
773		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch - 10 - Resale PBX
774		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch - 10 - Resale Centrex
775		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch - 10 - Resale ISDN
776		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch - 10 - LNP Standalone

777			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- INP Standalone
778			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- 2 w Analog Loop Design
779			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- 2 w Analog Loop Non-Design
780			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- 2 w Analog Loop w/LNP Design
781			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- 2 w Analog Loop w/LNP Non-Design
782			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- 2 w Analog Loop w/INP Design
783			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- 2 w Analog Loop w/INP Non-Design
784			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Digital Loop < DS1
785			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Digital Loop DS1
786			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Switch ports
787			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Combo-Other
788			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE xDSL (ADSL, HDSL, UCL)
789			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE ISDN (includes UDC)
790			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Line Sharing
791			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- Local Transport
792			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Line Splitting
793			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Other Design
794			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Other Non-Design
795			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- EELs
796			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in 10- UNE Loop and Port Combo
797			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based 10- UNE Loop and Port Combo

798		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- Resale Residence
799		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- Resale Business
800		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- Resale Design
801		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- Resale PBX
802		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- Resale Centrex
803		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- Resale ISDN
804		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- LNP Standalone
805		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- INP Standalone
806		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- 2 w Analog Loop Design
807		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- 2 w Analog Loop Non-Design
808		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- 2 w Analog Loop w/LNP Design
809		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- 2 w Analog Loop w/LNP Non Design
810		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- 2 w Analog Loop w/INP Design
811		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- 2 w Analog Loop w/INP Non Design
812		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- UNE Digital Loop < DS1
813		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- UNE Digital Loop DS1
814		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- UNE Switch ports
815		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- UNE Combo Other
816		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- UNE xDSL (ADSL, HDSL, UCL)
817		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- UNE ISDN (includes UDC)
818		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- UNE Line Sharing
819		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-- Local Transport

820			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Line Splitting
821			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Other Design
822			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – UNE Other Non-Design
823			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 – EELs
824			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 – UNE Loop and Port Combo
825			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 – UNE Loop and Port Combo
826	95	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion - Local Interconnection Trunks
	96	SOA	P-11 Service Order Accuracy - Resale
	97	SOA	P-11 Service Order Accuracy - UNE
	98	SOA	P-11 Service Order Accuracy – UNE-P
827	99	OOS	P-13B: LNP - Percent Out of Service < 60 Minutes - LNP
828	100	LAT	P-13C: LNP - Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date - NP – (Standalone)
829	101	LDT	P-13D: LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger)
830	102	TGP	TGP-2 Trunk Group Performance CLEC Specific

B.2 Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics

Table B-2

<u>Item No.</u>	<u>Item No.</u>	<u>SQM Ref</u>	<u>Sub Metrics</u>
1	1	BIA	B-1 Invoice Accuracy Interconnection
2			B-1 Invoice Accuracy Resale
3			B-1 Invoice Accuracy UNE
4	2	BIT	B-2 Mean Time to Deliver Invoices - CRIS
5	3	BIT	B-2 Mean Time to Deliver Invoices - CABS
6			B-3 Usage Data Delivery Accuracy
	4	BUDI	B-5 Usage Data Delivery Timeliness

7	5	BEC	B-10: Percent Billing Errors Corrected <u>Adjustment Requests (BAR) Responded to within "X" 45 Business Days - State</u> ^a ^a Note: In order to set an appropriate penalty provision, staff recommended deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.
8	6	MDD	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
9			C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
10			C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
11			C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
12			C-3 Collocation Percent of Due Dates Missed - State
13			C-3 Collocation Percent of Due Dates Missed Virtual - Augment
14			C-3 Collocation Percent of Due Dates Missed Virtual - Initial
15	7	NT	CM-1 Timeliness of Change Management Notices - <u>Region</u>
16	8	DT	CM-3 Timeliness of Documents <u>Documentation</u> Associated with Change - <u>Region</u>
17	9	SEC	CM-6 Percentage of Software Errors Corrected in "X" (10, 30, 45) Business Days - Region
18	10	CRA	CM-7 Percentage of Change Requests Accepted or Rejected Within 10 Days - Region
19	11	SCRI	CM-11 Percentage of <u>Software</u> Change Requests Implemented Within 60 Weeks of Prioritization - Region
20	12	MRA	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design - Resale POTS
21	13	MRA	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design - UNE Loops - Design
22	14	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business - UNE Loops - Non-Design
23			MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
24	15	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
25	16	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN - UNE Line Splitting/Sharing
26			MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
27	17	MRA	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
28			MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
29			MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence
30			MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other
31			MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop - DS1
32			MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1
33			MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
34	18	MRA	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port <u>Combinations</u>
35			MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing
36			MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports
37	19	MRA	MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL (ADSL, HDSL, UCL)
38			MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Design
39			MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Non-Design

40			MR-1 Percent Missed Repair Appointments Non Dispatch – 2 w Analog Loop Design
41			MR-1 Percent Missed Repair Appointments Non Dispatch – 2 w Analog Loop Non-Design
42			MR-1 Percent Missed Repair Appointments Non Dispatch – Resale Business
43			MR-1 Percent Missed Repair Appointments Non Dispatch – Resale Centrex
44			MR-1 Percent Missed Repair Appointments Non Dispatch – Resale Design
45			MR-1 Percent Missed Repair Appointments Non Dispatch – Resale ISDN
46			MR-1 Percent Missed Repair Appointments Non Dispatch – Local Transport
47			MR-1 Percent Missed Repair Appointments Non Dispatch – Local Interconnection Trunks
48			MR-1 Percent Missed Repair Appointments Non Dispatch – Resale PBX
49			MR-1 Percent Missed Repair Appointments Non Dispatch – Resale Residence
50			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE Combo Other
51			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE Digital Loop DS1
52			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE Digital Loop < DS1
53			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE ISDN (includes UDC)
54			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE Loop and Port Combo
55			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE Line Sharing
56			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE Switch ports
57			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE xDSL (ADSL, HDSL, UCL)
58			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE Other – Design
59			MR-1 Percent Missed Repair Appointments Non Dispatch – UNE Other – Non-Design
60	20	CTRR	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Design – Resale POTS
61			MR-2 Customer Trouble Report Rate – 2 w Analog Loop Non-Design
62	21	CTRR	MR-2 Customer Trouble Report Rate - Resale Business – UNE Loops - Design
63	22	CTRR	MR-2 Customer Trouble Report Rate - Resale Centrex – UNE Loops – Non-Design
64	23	CTRR	MR-2 Customer Trouble Report Rate - Resale Design
65			MR-2 Customer Trouble Report Rate – Resale ISDN
66			MR-2 Customer Trouble Report Rate – Local Transport
67	24	CTRR	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
68			MR-2 Customer Trouble Report Rate – Resale PBX
69			MR-2 Customer Trouble Report Rate – Resale Residence
70			MR-2 Customer Trouble Report Rate – UNE Combo Other
71			MR-2 Customer Trouble Report Rate – UNE Digital Loop DS1
72			MR-2 Customer Trouble Report Rate – UNE Digital Loop < DS1
73			MR-2 Customer Trouble Report Rate – UNE ISDN (includes UDC)
74	25	CTRR	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combinations
75	26	CTRR	MR-2 Customer Trouble Report Rate - UNE Line Splitting/Sharing
76			MR-2 Customer Trouble Report Rate – UNE Switch ports

77	27	CTRR	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
			MR-2 Customer Trouble Report Rate - UNE Other - Design
79			MR-2 Customer Trouble Report Rate - UNE Other - Non Design
80	28	MAD	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Design - Resale POTS
81			MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design
82	29	MAD	MR-3 Maintenance Average Duration Dispatch - Resale Business - UNE Loops - Design
83	30	MAD	MR-3 Maintenance Average Duration Dispatch - Resale Centrex - UNE Loops - Non-Design
84	31	MAD	MR-3 Maintenance Average Duration Dispatch - Resale Design
85	32	MAD	MR-3 Maintenance Average Duration Dispatch - Resale ISDN - UNE Line Splitting/Sharing
86			MR-3 Maintenance Average Duration Dispatch - Local Transport
87	33	MAD	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
88			MR-3 Maintenance Average Duration Dispatch - Resale PBX
89			MR-3 Maintenance Average Duration Dispatch - Resale Residence
90			MR-3 Maintenance Average Duration Dispatch - UNE Combo Other
91			MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop - DS1
92			MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
93			MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
94	34	MAD	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port <u>Combinations</u>
95			MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
96			MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
97	35	MAD	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
98			MR-3 Maintenance Average Duration Dispatch - UNE Other - Design
99			MR-3 Maintenance Average Duration Dispatch - UNE Other - Non Design
100			MR-3 Maintenance Average Duration Non-Dispatch - 2 w Analog Loop Design
101			MR-3 Maintenance Average Duration Non-Dispatch - 2 w Analog Loop Non-Design
102			MR-3 Maintenance Average Duration Non-Dispatch - Resale Business
103			MR-3 Maintenance Average Duration Non-Dispatch - Resale Centrex
104			MR-3 Maintenance Average Duration Non-Dispatch - Resale Design
105			MR-3 Maintenance Average Duration Non-Dispatch - Resale ISDN
106			MR-3 Maintenance Average Duration Non-Dispatch - Local Transport
107			MR-3 Maintenance Average Duration Non-Dispatch - Local Interconnection Trunks
108			MR-3 Maintenance Average Duration Non-Dispatch - Resale PBX
109			MR-3 Maintenance Average Duration Non-Dispatch - Resale Residence
110			MR-3 Maintenance Average Duration Non-Dispatch - UNE Combo Other
111			MR-3 Maintenance Average Duration Non-Dispatch - UNE Digital Loop - DS1
112			MR-3 Maintenance Average Duration Non-Dispatch - UNE Digital Loop < DS1
113			MR-3 Maintenance Average Duration Non-Dispatch - UNE ISDN (includes UDC)

114			MR-3 Maintenance Average Duration Non Dispatch – UNE Loop and Port Combo
115			MR-3 Maintenance Average Duration Non Dispatch – UNE Line Sharing
116			MR-3 Maintenance Average Duration Non Dispatch – UNE Switch ports
117			MR-3 Maintenance Average Duration Non Dispatch – UNE xDSL (ADSL, HDSL, UCL)
118			MR-3 Maintenance Average Duration Non Dispatch – UNE Other – Design
119			MR-3 Maintenance Average Duration Non Dispatch – UNE Other – Non-Design
120	36	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – 2 w Analog Loop Design - Resale POTS
121	37	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – 2 w Analog Loop Non-Design - UNE Loops - Design
122	38	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch – Resale Business – UNE Line Splitting/Sharing
123	39	PRT	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Centrex – UNE Loops – Non-Design
124	40	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch - Resale Design
125			MR-4 Percent Repeat Trouble within 30 Days Dispatch – Resale ISDN
126			MR-4 Percent Repeat Trouble within 30 Days Dispatch – Local Transport
127	41	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch - Local Interconnection Trunks
			MR-4 Percent Repeat Trouble within 30 Days Dispatch – Resale PBX
			MR-4 Percent Repeat Trouble within 30 Days Dispatch – Resale Residence
			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Combo Other
			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Digital Loop – DS1
132			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Digital Loop < DS1
133			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE ISDN (includes UDC)
134	42	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch - UNE Loop and Port Combinations
135			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Line Sharing
136			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Switch ports
137	43	PRT	MR-4 Percent Repeat <u>Customer</u> Troubles within 30 Days Dispatch - UNE xDSL (ADSL, HDSL, UCL)
138			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Other – Design
139			MR-4 Percent Repeat Trouble within 30 Days Dispatch – UNE Other – Non-Design
140			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – 2 w Analog Loop Design
141			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – 2 w Analog Loop Non-Design
142			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – Resale Business
143			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – Resale Centrex
144			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – Resale Design
145			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – Resale ISDN
146			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – Local Transport
147			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – Local Interconnection Trunks
148			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – Resale PBX
149			MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – Resale Residence

150			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Combo-Other
151			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Digital Loop-DS1
152			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Digital Loop < DS1
153			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE ISDN (includes UDC)
154			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Loop and Port Combo
155			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Line Sharing
156			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Switch-ports
157			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE xDSL (ADSL, HDSL, UCL)
158			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Other – Design
159			MR-4 Percent Repeat Trouble within 30 Days Non-Dispatch – UNE Other – Non-Design
160	44	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop-Design – Resale POTS
161			MR-5 Out of Service (OOS) > 24 hours Dispatch – 2 w Analog Loop-Non-Design
162	45	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch – Resale Business – UNE Loops - Design
163	46	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch – Resale Centrex – UNE Loops – Non-Design
164	47	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Design
165	48	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale ISDN – UNE Line Splitting/Sharing
166			MR-5 Out of Service (OOS) > 24 hours – Dispatch – Local Transport
167	49	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Interconnection Trunks
168			MR-5 Out of Service (OOS) > 24 hours Dispatch – Resale PBX
169			MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence
170			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Combo-Other
171			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Digital Loop-DS1
172			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Digital Loop < DS1
173			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE ISDN (includes UDC)
174	50	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Loop and Port Combinations
175			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Line Sharing
176			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Switch-ports
177	51	OOS	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)
178			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Other – Design
179			MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Other – Non-Design
180			MR-5 Out of Service (OOS) > 24 hours Non-Dispatch – 2 w Analog Loop-Design
181			MR-5 Out of Service (OOS) > 24 hours Non-Dispatch – 2 w Analog Loop-Non-Design
182			MR-5 Out of Service (OOS) > 24 hours Non-Dispatch – Resale Business
183			MR-5 Out of Service (OOS) > 24 hours Non-Dispatch – Resale Centrex
184			MR-5 Out of Service (OOS) > 24 hours Non-Dispatch – Resale Design
185			MR-5 Out of Service (OOS) > 24 hours Non-Dispatch – Resale ISDN
186			MR-5 Out of Service (OOS) > 24 hours Non-Dispatch – Local Transport

187			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – Local Interconnection Trunks
188			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – Resale PBX
189			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – Resale Residence
190			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – UNE Combo Other
191			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – UNE Digital Loop – DS1
192			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – UNE Digital Loop < DS1
193			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – UNE ISDN (includes UDC)
194			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – UNE Loop and Port Combo
195			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – UNE Line Sharing
196			MR-5 Out of Service (OOS) > 24 hours Non Dispatch – UNE Switch ports
197			MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
198			MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other – Design
199			MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other – Non Design
200	52	EOCC	O-11 Firm Order Confirmation & and Reject Response Completeness – Fully Mechanized-2W Analog Loop Design
201			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
202			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
203			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
204			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Design
205			O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Non Design
206			O-11 FOC & Reject Completeness Fully Mechanized Resale Business
207			O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
208			O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
209			O-11 FOC & Reject Completeness Fully Mechanized EEL's
210			O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
211			O-11 FOC & Reject Completeness Fully Mechanized UNE Line Splitting
212			O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
213			O-11 FOC & Reject Completeness Local Interconnection Trunks
214			O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
215			O-11 FOC & Reject Completeness Fully Mechanized INP Standalone
216			O-11 FOC & Reject Completeness Fully Mechanized Line Sharing
217			O-11 FOC & Reject Completeness Fully Mechanized Resale PBX
218			O-11 FOC & Reject Completeness Fully Mechanized Resale Residence
219			O-11 FOC & Reject Completeness Fully Mechanized Switch Ports
220			O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
221			O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop – DS1
222			O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop < DS1
223			O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop

224			O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
225			O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
226			O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design
227			O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
228	53	FOCC	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
229			O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
230			O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design
231			O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design
232			O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Design
233			O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Non Design
234			O-11 FOC & Reject Completeness Non Mechanized Resale Business
235			O-11 FOC & Reject Completeness Non Mechanized Resale Centrex
236			O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
237			O-11 FOC & Reject Completeness Non Mechanized EEL's
238			O-11 FOC & Reject Completeness Non Mechanized Resale ISDN
239			O-11 FOC & Reject Completeness Non Mechanized UNE Line Splitting
240			O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
241			O-11 FOC & Reject Completeness Non Mechanized LNP Standalone
242			O-11 FOC & Reject Completeness Non Mechanized INP Standalone
243			O-11 FOC & Reject Completeness Non Mechanized Line Sharing
244			O-11 FOC & Reject Completeness Non Mechanized Resale PBX
245			O-11 FOC & Reject Completeness Non Mechanized Resale Residence
246			O-11 FOC & Reject Completeness Non Mechanized Switch Ports
247			O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other
248			O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop -DS1
249			O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
250			O-11 FOC & Reject Completeness Non Mechanized UNE ISDN Loop
251			O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos
252			O-11 FOC & Reject Completeness Non Mechanized UNE Other Design
253			O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design
254			O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
255	54	FOCC	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
256			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design
257			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design
258			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
259			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Design
260			O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Non Design

261			O-11 FOC & Reject Completeness Partially Mechanized Resale Business
262			O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
263			O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
264			O-11 FOC & Reject Completeness Partially Mechanized EEL's
265			O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
266			O-11 FOC & Reject Completeness Partially Mechanized UNE Line Splitting
267			O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
268			O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
269			O-11 FOC & Reject Completeness Partially Mechanized INP Standalone
270			O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
271			O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
272			O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
273			O-11 FOC & Reject Completeness Partially Mechanized Switch Ports
274			O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
275			O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop - DS1
276			O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1
277			O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN Loop
278			O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
279			O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
280			O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non-Design
281			O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
282	55	QAAT	O-12 Speed of Average Answer in Time - Ordering Centers - CLEC Local Carrier Service Center
283			O-1 Acknowledgement Message Timeliness (Electronically) - EDI
284			O-1 Acknowledgement Message Timeliness (Electronically) - TAG
285	56	AKC	O-2 Acknowledgement Message Completeness - EDI Fully Mechanized Acknowledgements
286			O-2 Acknowledgement Message Completeness - TAG Fully Mechanized
287	57	FT	O-3 Percent Flow-Through Service Requests (Summary) Business
288	58	FT	O-3 Percent Flow-Through Service Requests (Summary) LNP
289	59	FT	O-3 Percent Flow-Through Service Requests (Summary) Residence
290	60	FT	O-3 Percent Flow-Through Service Requests (Summary) UNE-L (Includes UNE-L with LNP) Loops
291	61	FT	O-3 Percent Flow-Through Service Requests (Summary) UNE-P
292	62	RI	O-8 Reject Interval - Fully Mechanized 2W Analog Loop Design
293			O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
294			O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
295			O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
296			O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Design
297			O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design

298			O-8 Reject Interval Fully Mechanized Resale Business
299			O-8 Reject Interval Fully Mechanized Resale Centrex
300			O-8 Reject Interval Fully Mechanized Resale Design (Special)
301			O-8 Reject Interval Fully Mechanized EELs
302			O-8 Reject Interval Fully Mechanized Resale ISDN
303			O-8 Reject Interval Fully Mechanized UNE Line Splitting
304			O-8 Reject Interval Fully Mechanized Local Interoffice Transport
305			O-8 Reject Interval Local Interconnection Trunks
306			O-8 Reject Interval Fully Mechanized LNP Standalone
307			O-8 Reject Interval Fully Mechanized INP Standalone
308			O-8 Reject Interval Fully Mechanized Line Sharing
309			O-8 Reject Interval Fully Mechanized Resale PBX
310			O-8 Reject Interval Fully Mechanized Resale Residence
311			O-8 Reject Interval Fully Mechanized Switch Ports
312			O-8 Reject Interval Fully Mechanized UNE Combo Other
313			O-8 Reject Interval Fully Mechanized UNE Digital Loop - DS1
314			O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
315			O-8 Reject Interval Fully Mechanized UNE ISDN Loop
316			O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
317			O-8 Reject Interval Fully Mechanized UNE Other Design
318			O-8 Reject Interval Fully Mechanized UNE Other Non Design
319			O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
320	63	RI	O-8 Reject Interval - Non Mechanized 2W Analog Loop Design
321			O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
322			O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
323			O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
324			O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design
325			O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design
326			O-8 Reject Interval Non Mechanized Resale Business
327			O-8 Reject Interval Non Mechanized Resale Centrex
328			O-8 Reject Interval Non Mechanized Resale Design (Special)
329			O-8 Reject Interval Non Mechanized EELs
330			O-8 Reject Interval Non Mechanized Resale ISDN
331			O-8 Reject Interval Non Mechanized UNE Line Splitting
332			O-8 Reject Interval Non Mechanized Local Interoffice Transport
333			O-8 Reject Interval Non Mechanized LNP Standalone
334			O-8 Reject Interval Non Mechanized INP Standalone

335			O-8 Reject Interval Non Mechanized Line Sharing
336			O-8 Reject Interval Non Mechanized Resale PBX
337			O-8 Reject Interval Non Mechanized Resale Residence
338			O-8 Reject Interval Non Mechanized Switch Ports
339			O-8 Reject Interval Non Mechanized UNE Combo Other
340			O-8 Reject Interval Non Mechanized UNE Digital Loop DS1
341			O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
342			O-8 Reject Interval Non Mechanized UNE ISDN Loop
343			O-8 Reject Interval Non Mechanized UNE Loop + Port Combos
344			O-8 Reject Interval Non Mechanized UNE Other Design
345			O-8 Reject Interval Non Mechanized UNE Other Non Design
346			O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UG)
347	64	RI	O-8 Reject Interval - Partially Mechanized 2W Analog Loop Design
348			O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
349			O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
350			O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
351			O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design
352			O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design
353			O-8 Reject Interval Partially Mechanized Resale Business
354			O-8 Reject Interval Partially Mechanized Resale Centrex
355			O-8 Reject Interval Partially Mechanized Resale Design (Special)
356			O-8 Reject Interval Partially Mechanized EEL's
357			O-8 Reject Interval Partially Mechanized Resale ISDN
358			O-8 Reject Interval Partially Mechanized UNE Line Splitting
359			O-8 Reject Interval Partially Mechanized Local Interoffice Transport
360			O-8 Reject Interval Partially Mechanized LNP Standalone
361			O-8 Reject Interval Partially Mechanized INP Standalone
362			O-8 Reject Interval Partially Mechanized Line Sharing
363			O-8 Reject Interval Partially Mechanized Resale PBX
364			O-8 Reject Interval Partially Mechanized Resale Residence
365			O-8 Reject Interval Partially Mechanized Switch Ports
366			O-8 Reject Interval Partially Mechanized UNE Combo Other
367			O-8 Reject Interval Partially Mechanized UNE Digital Loop DS1
368			O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
369			O-8 Reject Interval Partially Mechanized UNE ISDN Loop
370			O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
371			O-8 Reject Interval Partially Mechanized UNE Other Design

372			Q-8 Reject Interval Partially Mechanized-UNE Other Non-Design
373			Q-8 Reject Interval Partially Mechanized-UNE xDSL (ADSL, HDSL, UC-
374	65	FOCT	Q-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop-Design
375			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop-w/LNP Design
376			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop-w/LNP Non-Design
377			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop-Non-Design
378			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop-w/INP Design
379			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop-w/INP Non-Design
380			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Business
381			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Centrex
382			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Design (Special)
383			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - EELs
384			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale ISDN
385			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Line Splitting
386			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interoffice Transport
387	66	FOCT	Q-9 Firm Order Confirmation Timeliness - Local Interconnection Trunks
388			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - LNP Standalone
389			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - INP Standalone
390			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Sharing
391			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale PBX
392			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Residence
393			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - Switch Ports
394			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Combo-Other
395			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop-DS1
396			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop <DS1
397			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE ISDN Loop
398			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Loop + Port Combos
399			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Design
400			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Non-Design
401			Q-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE xDSL (ADSL, HDSL, UC)
402	67	FOCT	Q-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop-Design
403			Q-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop-w/LNP Design
404			Q-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop-w/LNP Non-Design
405			Q-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop-Non-Design
406			Q-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop-w/INP Design
407			Q-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop-w/INP Non-Design
408			Q-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business

409			Q-9 Firm Order Confirmation Timeliness Non Mechanized – Resale-Centrex
410			Q-9 Firm Order Confirmation Timeliness Non Mechanized – Resale-Design (Special)
411			Q-9 Firm Order Confirmation Timeliness Non Mechanized – EELs
412			Q-9 Firm Order Confirmation Timeliness Non Mechanized – Resale-ISDN
413			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-Line Splitting
414			Q-9 Firm Order Confirmation Timeliness Non Mechanized Local-Interoffice Transport
415			Q-9 Firm Order Confirmation Timeliness Non Mechanized LNP-Standalone
416			Q-9 Firm Order Confirmation Timeliness Non Mechanized INP-Standalone
417			Q-9 Firm Order Confirmation Timeliness Non Mechanized Line-Sharing
418			Q-9 Firm Order Confirmation Timeliness Non Mechanized Resale-PBX
419			Q-9 Firm Order Confirmation Timeliness Non Mechanized Resale-Residence
420			Q-9 Firm Order Confirmation Timeliness Non Mechanized Switch-Ports
421			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-Combo-Other
422			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-Digital Loop-DS1
423			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-Digital Loop <DS1
424			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-ISDN-Loop
425			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-Loop + Port Combos
426			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-Other-Design
427			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-Other-Non-Design
428			Q-9 Firm Order Confirmation Timeliness Non Mechanized UNE-xDSL (ADSL, HDSL, UC)
429	68	FOCT	Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W-Analog-Loop-Design
---			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W-Analog-Loop w/LNP-Design
431			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W-Analog-Loop w/LNP-Non-Design
432			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W-Analog-Loop Non-Design
433			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W-Analog-Loop w/INP-Design
434			Q-9 Firm Order Confirmation Timeliness Partially Mechanized 2W-Analog-Loop w/INP-Non-Design
435			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale-Business
436			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale-Centrex
437			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale-Design (Special)
438			Q-9 Firm Order Confirmation Timeliness Partially Mechanized EELs
439			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale-ISDN
440			Q-9 Firm Order Confirmation Timeliness Partially Mechanized UNE-Line Splitting
441			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Local-Interoffice Transport
442			Q-9 Firm Order Confirmation Timeliness Partially Mechanized LNP-Standalone
443			Q-9 Firm Order Confirmation Timeliness Partially Mechanized INP-Standalone
444			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Line-Sharing
445			Q-9 Firm Order Confirmation Timeliness Partially Mechanized Resale-PBX

446			O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
447			O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
448			O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
449			O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop DS1
450			O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
451			O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
452			O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
453			O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
454			O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non-Design
455			O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
	69	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) - LENS
	70	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) - TAG/XML
	71	ARI	OSS-1 OSS Response Interval (Maintenance & Repair)
456			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS ATLAS
457			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS DSAP
458			OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC LENS
459			OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC TAG
460			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-ADDR
461			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-TN
462			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG ATLAS
463			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS CRIS-CRESCSRL
464			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG CRIS TAG-CSR
465			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG DSAP
466			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-ADDR
467			OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-TN
468	72	IA	OSS-2 OSS Interface Availability - (Pre-Ordering/Ordering) EDI - Regional per OSS Interface
469			OSS-2 OSS Availability - (Pre-Ordering) LENS
470			OSS-2 OSS Availability (Pre-Ordering) LEO MAINFRAME
471			OSS-2 OSS Availability (Pre-Ordering) LESOG
472			OSS-2 OSS Availability (Pre-Ordering) PSIMS
473			OSS-2 OSS Availability (Pre-Ordering) TAG
474			OSS-2 OSS Availability (Pre-Ordering) LNP (Gateway)
475			OSS-2 OSS Availability (Pre-Ordering) COG

476			OSS-2 OSS Availability (Pre-Ordering) SOG
477			OSS-2 OSS Availability (Pre-Ordering) DOM
478	73	1A	OSS-3 2 OSS Availability - (Maintenance and Repair) CLEC-ECTA - Regional per OSS Interface
479			OSS-3 OSS Availability (Maintenance and Repair) CLEC-TAFI
480			OSS-4 Response Interval (Maintenance and Repair) CRIS
481			OSS-4 Response Interval (Maintenance and Repair) DLETH
482			OSS-4 Response Interval (Maintenance and Repair) DLR
483			OSS-4 Response Interval (Maintenance and Repair) LMOS
484			OSS-4 Response Interval (Maintenance and Repair) LMOsupd
485			OSS-4 Response Interval (Maintenance and Repair) LNP
486			OSS-4 Response Interval (Maintenance and Repair) MARCH
487			OSS-4 Response Interval (Maintenance and Repair) NIW
488			OSS-4 Response Interval (Maintenance and Repair) OSPCM
489			OSS-4 Response Interval (Maintenance and Repair) Predictor
490			OSS-4 Response Interval (Maintenance and Repair) SOCS
491	74	MIA	P-3 Percent-Missed Installation Appointments Dispatch-10 Resale-Residence - Resale POTS
492			P-3 Percent-Missed Installation Appointments Dispatch-10 Resale-Business
493	75	MIA	P-3 Percent-Missed Installation Appointments Dispatch-10 Resale-Design
494	76	MIA	P-3 Percent-Missed Installation Appointments Dispatch-10 Resale-PBX - UNE Loops - Design
	77	MIA	P-3 Percent-Missed Installation Appointments Dispatch-10 Resale-PBX - UNE Loops - Non-Design
495	78	MIA	P-3 Percent-Missed Installation Appointments Dispatch-10 Resale-Centrex - UNE Loop and Port Combinations
496			P-3 Percent-Missed Installation Appointments Dispatch-10 Resale-SDN
497	79	MIA	P-3 Percent-Missed Installation Appointments Dispatch-10 LNP Standalone
498			P-3 Percent-Missed Installation Appointments Dispatch-10 LNP Standalone
499			P-3 Percent-Missed Installation Appointments Dispatch-10 2 w Analog Loop Design
500			P-3 Percent-Missed Installation Appointments Dispatch-10 2 w Analog Loop Non-Design
501			P-3 Percent-Missed Installation Appointments Dispatch-10 2 w Analog Loop w/LNP Design
502			P-3 Percent-Missed Installation Appointments Dispatch-10 2 w Analog Loop w/LNP Non-Design
503			P-3 Percent-Missed Installation Appointments Dispatch-10 2 w Analog Loop w/LNP Design
504			P-3 Percent-Missed Installation Appointments Dispatch-10 2 w Analog Loop w/LNP Non-Design
505			P-3 Percent-Missed Installation Appointments Dispatch-10 UNE Digital Loop < DS1
506			P-3 Percent-Missed Installation Appointments Dispatch-10 UNE Digital Loop-DS1
507			P-3 Percent-Missed Installation Appointments Dispatch-10 UNE Switch ports
508			P-3 Percent-Missed Installation Appointments Dispatch-10 UNE Combo-Other
509	80	MIA	P-3 Percent-Missed Installation Appointments Dispatch-10 UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

510			P-3 Percent Missed Installation Appointments Dispatch 10- UNE xDSL (ADSL, HDSL, UCL) with conditioning
511			P-3 Percent Missed Installation Appointments Dispatch 10- UNE ISDN (includes UDC)
512			P-3 Percent Missed Installation Appointments Dispatch 10- UNE Line Sharing With Conditioning
513			P-3 Percent Missed Installation Appointments Dispatch 10- UNE Line Sharing Without Conditioning
514			P-3 Percent Missed Installation Appointments Dispatch 10- Local Transport
515	81	MIA	P-3 Percent Missed Installation Appointments UNE Line Splitting/Sharing With Conditioning
516			P-3 Percent Missed Installation Appointments Dispatch 10- UNE Line Splitting Without Conditioning
517			P-3 Percent Missed Installation Appointments Dispatch 10- UNE UDC/ISL
518			P-3 Percent Missed Installation Appointments Dispatch 10- UNE Other Design
519			P-3 Percent Missed Installation Appointments Dispatch 10- UNE Other Non-Design
520			P-3 Percent Missed Installation Appointments Dispatch 10- EELs
521			P-3 Percent Missed Installation Appointments Dispatch < 10- Resale Residence
522			P-3 Percent Missed Installation Appointments Dispatch < 10- Resale Business
523			P-3 Percent Missed Installation Appointments Dispatch < 10- Resale Design
524			P-3 Percent Missed Installation Appointments Dispatch < 10- Resale PBX
525			P-3 Percent Missed Installation Appointments Dispatch < 10- Resale Centrex
526			P-3 Percent Missed Installation Appointments Dispatch < 10- Resale ISDN
527			P-3 Percent Missed Installation Appointments Dispatch < 10- LNP Standalone
528			P-3 Percent Missed Installation Appointments Dispatch < 10- INP Standalone
529			P-3 Percent Missed Installation Appointments Dispatch < 10- 2 w Analog Loop Design
530			P-3 Percent Missed Installation Appointments Dispatch < 10- 2 w Analog Loop Non-Design
531			P-3 Percent Missed Installation Appointments Dispatch < 10- 2 w Analog Loop w/LNP Design
532			P-3 Percent Missed Installation Appointments Dispatch < 10- 2 w Analog Loop w/LNP Non-Design
533			P-3 Percent Missed Installation Appointments Dispatch < 10- 2 w Analog Loop w/INP Design
534			P-3 Percent Missed Installation Appointments Dispatch < 10- 2 w Analog Loop w/INP Non-Design
535			P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Digital Loop < DS1
536			P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Digital Loop DS1
537			P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Switch ports
538			P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Combo Other
539			P-3 Percent Missed Installation Appointments Dispatch < 10- UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
540			P-3 Percent Missed Installation Appointments Dispatch < 10- UNE xDSL (ADSL, HDSL, UCL) with conditioning
541			P-3 Percent Missed Installation Appointments Dispatch < 10- UNE ISDN (includes UDC)
542			P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Line Sharing With Conditioning

543		P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Line Sharing Without Conditioning
544		P-3 Percent Missed Installation Appointments Dispatch < 10- Local Transport
545		P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Line Splitting With Conditioning
546		P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Line Splitting Without Conditioning
547		P-3 Percent Missed Installation Appointments Dispatch <input type="checkbox"/> 10- UNE UDC/DSL
548		P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Other Design
549		P-3 Percent Missed Installation Appointments Dispatch < 10- UNE Other Non-Design
550		P-3 Percent Missed Installation Appointments Dispatch < 10- EELs
551		P-3 Percent Missed Installation Appointments Non-Dispatch 10- Resale Residence
552		P-3 Percent Missed Installation Appointments Non-Dispatch 10- Resale-Business
553		P-3 Percent Missed Installation Appointments Non-Dispatch 10- Resale-Design
554		P-3 Percent Missed Installation Appointments Non-Dispatch 10- Resale-PBX
555		P-3 Percent Missed Installation Appointments Non-Dispatch 10- Resale-Centrex
556		P-3 Percent Missed Installation Appointments Non-Dispatch 10- Resale-ISDN
557		P-3 Percent Missed Installation Appointments Non-Dispatch 10- LNP-Standardone
558		P-3 Percent Missed Installation Appointments Non-Dispatch 10- LNP-Standardone
559		P-3 Percent Missed Installation Appointments Non-Dispatch 10- 2 w Analog Loop Design
560		P-3 Percent Missed Installation Appointments Non-Dispatch 10- 2 w Analog Loop Non-Design
561		P-3 Percent Missed Installation Appointments Non-Dispatch 10- 2 w Analog Loop w/LNP Design
562		P-3 Percent Missed Installation Appointments Non-Dispatch 10- 2 w Analog Loop w/LNP Non-Design
563		P-3 Percent Missed Installation Appointments Non-Dispatch 10- 2 w Analog Loop w/LNP Design
564		P-3 Percent Missed Installation Appointments Non-Dispatch 10- 2 w Analog Loop w/LNP Non-Design
565		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE Digital Loop < DS1
566		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE Digital Loop DS1
567		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE Switch ports
568		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE Combo-Other
569		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE xDSL (ADSL, HDSL, UCL) w/o-conditioning
570		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE xDSL (ADSL, HDSL, UCL) with-conditioning
571		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE-ISDN (includes-UDC)
572		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE Line Sharing With Conditioning
573		P-3 Percent Missed Installation Appointments Non-Dispatch 10- UNE Line Sharing With Conditioning

574		P-3 Percent Missed Installation Appointments Non-Dispatch 10 Local Transport
575		P-3 Percent Missed Installation Appointments Non-Dispatch 10 UNE Line Splitting With Conditioning
576		P-3 Percent Missed Installation Appointments Non-Dispatch 10 UNE Line Splitting Without Conditioning
577		P-3 Percent Missed Installation Appointments Non-Dispatch 10 UNE UDC/IDSL
578		P-3 Percent Missed Installation Appointments Non-Dispatch 10 UNE Other Design
579		P-3 Percent Missed Installation Appointments Non-Dispatch 10 UNE Other Non Design
580		P-3 Percent Missed Installation Appointments Non-Dispatch 10 EELs
584		P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in 10 UNE Loop and Port Combo
582		P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based 10 UNE Loop and Port Combo
583		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 Resale Residence
584		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 Resale Business
585		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 Resale Design
586		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 Resale PBX
587		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 Resale Centrex
588		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 Resale ISDN
589		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 LNP Standalone
590		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 INP Standalone
594		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 2 w Analog Loop Design
592		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 2 w Analog Loop Non-Design
593		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 2 w Analog Loop w/LNP Design
594		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 2 w Analog Loop w/LNP Non Design
595		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 2 w Analog Loop w/INP Design
596		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 2 w Analog Loop w/INP Non Design
597		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 UNE Digital Loop < DS1
598		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 UNE Digital Loop DS1
599		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 UNE Switch ports
600		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 UNE Combo Other
601		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
602		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 UNE xDSL (ADSL, HDSL, UCL) with conditioning
603		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 UNE ISDN (includes UDC)
604		P-3 Percent Missed Installation Appointments Non-Dispatch < 10 UNE Line Sharing With Conditioning

605			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Line Sharing Without Conditioning
606			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – Local Transport
607			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Line Splitting With Conditioning
608			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Line Splitting Without Conditioning
609			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE UDC/IDSL
610			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Other Design
611			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – UNE Other Non-Design
612			P-3 Percent Missed Installation Appointments Non-Dispatch < 10 – EELs
613			P-3 Percent Missed Installation Appointments Non-Dispatch-Dispatch in < 10 – UNE Loop and Port Combo
614			P-3 Percent Missed Installation Appointments Non-Dispatch-Switch Based < 10 – UNE Loop and Port Combo
615	82	MIA	P-3 Percent Missed Installation Appointments - Local Interconnection Trunks
	83	NCDD	Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date
616	84	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – Resale Residence – Resale POTS
617	85	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – Resale Business – Resale Design
618	86	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – Resale Design – UNE Loop + Port Combinations
619	87	OCI	P-4 <u>Average Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – Resale PBX – UNE Loop Non-Design
620	88	OCI	P-4 <u>Average Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – Resale Centrex – UNE Loop Design
621	89	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – Resale ISDN – UNE xDSL – without conditioning
622	90	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – LNP Standalone – UNE xDSL – with conditioning
623	91	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – LNP Standalone – UNE Line Splitting/Sharing – Dispatch
624	92	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – 2-w Analog Loop Design – UNE Line Splitting/Sharing – Non-Dispatch
625			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – 2-w Analog Loop Non-Design
626			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – 2-w Analog Loop w/LNP Design
627	93	OCI	P-4 Average <u>Order</u> Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 – 2-w Analog Loop w/LNP Non-Design – Local Interconnection Trunks

628	94	OCI	P-4 Average Order Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 -2 w Analog Loop w/INP Design - UNE EELs
629			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10-2 w Analog Loop w/INP Non-Design
630			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Digital Loop < DS1
631			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Digital Loop - DS1
632			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Switch ports
633			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Combo Other
634			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
635			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE xDSL (ADSL, HDSL, UCL) with conditioning
636			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE ISDN (includes UDC)
637			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Line Sharing With Conditioning
638			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Line Sharing Without Conditioning
639			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- Local Transport
640			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Line Splitting With Conditioning
641			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Line Splitting Without Conditioning
642			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE UDC/IDSL
643			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Other Design
644			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- UNE Other Non-Design
645			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10- EELs
646			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- Resale Residence
647			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- Resale Business
648			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- Resale Design

649			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- Resale PBX
650			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- Resale Centrex
651			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- Resale ISDN
652			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- LNP Standalone
653			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- INP Standalone
654			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10-2 w Analog Loop Design
655			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10-2 w Analog Loop Non-Design
656			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10-2 w Analog Loop w/LNP Design
657			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10-2 w Analog Loop w/LNP Non-Design
658			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10-2 w Analog Loop w/INP Design
659			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10-2 w Analog Loop w/INP Non-Design
660			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Digital Loop < DS1
661			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Digital Loop DS1
662			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Switch ports
663			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Combo-Other
664			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
665			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE xDSL (ADSL, HDSL, UCL) with conditioning
666			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE ISDN (includes UDC)
667			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Line Sharing With Conditioning
668			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Line Sharing Without Conditioning
669			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- Local Transport

670			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Line Splitting With Conditioning
671			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Line Splitting Without Conditioning
672			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch □ 10- UNE UDC/IDSL
673			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Other Design
674			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- UNE Other Non-Design
675			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10- EELs
676			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- Resale Residence
677			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- Resale Business
678			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- Resale Design
679			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- Resale PBX
680			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- Resale Centrex
681			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- Resale ISDN
682			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- LNP Standalone
683			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- INP Standalone
684			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- 2-w Analog Loop Design
685			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- 2-w Analog Loop Non-Design
686			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- 2-w Analog Loop w/LNP Design
687			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- 2-w Analog Loop w/LNP Non-Design
688			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- 2-w Analog Loop w/INP Design
689			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- 2-w Analog Loop w/INP Non-Design
690			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10- UNE Digital Loop < DS1

691		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Digital Loop DS1
692		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Switch ports
693		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Combo-Other
694		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
695		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE xDSL (ADSL, HDSL, UCL) with conditioning
696		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE ISDN (includes UDC)
697		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Line Sharing With Conditioning
698		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Line Sharing Without Conditioning
699		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-Local Transport
700		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Line Splitting With Conditioning
701		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Line Splitting Without Conditioning
702		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE UDC/DSL
703		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Other Design
704		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-UNE Other Non-Design
705		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10-EELs
706		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in 10-UNE Loop and Port Combo
707		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based 10-UNE Loop and Port Combo
708		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-Resale Residence
709		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-Resale Business
710		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-Resale Design
711		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10-Resale PBX

712		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -Resale Centrex
713		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -Resale ISDN
714		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -LNP Standalone
715		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -INP Standalone
716		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -2 w Analog Loop Design
717		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -2 w Analog Loop Non-Design
718		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -2 w Analog Loop w/LNP Design
719		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -2 w Analog Loop w/LNP Non-Design
720		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -2 w Analog Loop w/INP Design
721		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -2 w Analog Loop w/INP Non-Design
722		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE Digital Loop < DS1
723		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE Digital Loop DS1
724		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE Switch ports
725		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE Combo Other
726		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
727		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE xDSL (ADSL, HDSL, UCL) with conditioning
728		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE ISDN (includes UDC)
729		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE Line Sharing With Conditioning
730		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE Line Sharing Without Conditioning
731		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -Local Transport
732		P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 -UNE Line Splitting With Conditioning

733			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 -UNE Line Splitting Without Conditioning
734			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 -UNE UDC/DSL
735			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 -UNE Other Design
736			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 -UNE Other Non Design
737			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 -EELs
738			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
739			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
740			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Local Interconnection Trunks
741	95	CCT	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval - SL1 IDLC
742			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval - SL1 Non Time Specific
743			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval - SL 1 Time Specific
744			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 IDLC
745			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Non Specific
746			P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Specific
747			P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
748			P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non-Dispatch
749			P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non-Design - Dispatch
750			P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non-Design - Non-Dispatch
751	96	CCI	P-7 Coordinated Customer Conversions Interval - Hot Cut Durations
752			P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP
753			P-8 Cooperative Acceptance Testing - Percent of xDSL Loc ADSL
754			P-8 Cooperative Acceptance Testing - Percent of xDSL Loc HDSL
755			P-8 Cooperative Acceptance Testing - Percent of xDSL Loc Other
756			P-8 Cooperative Acceptance Testing - Percent of xDSL Loc UNE UCL

757	97	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch—10— Resale Residence - Resale (POTS)
758	98	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch—10— Resale Business - UNE Loops - Design
759	99	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch—10— Resale Design
760	100	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch—10— Resale PBX— UNE Loop and Port Combinations
761	101	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch—10— Resale Centrex — UNE Loops — Non Design
762			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—Resale ISDN
763			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—LNP Standalone
764			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—INP Standalone
765			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—2 w Analog Loop Design
766			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—2 w Analog Loop Non-Design
767			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—2 w Analog Loop w/LNP Design
768			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—2 w Analog Loop w/LNP Non Design
769			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—2 w Analog Loop w/INP Design
770			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—2 w Analog Loop w/INP Non Design
771			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—UNE Digital Loop < DS1
772			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—UNE Digital Loop—DS1
773			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—UNE Switch ports
774			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—UNE Combo-Other
775	102	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch—10— UNE xDSL (ADSL, HDSL, UCL)
			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—UNE xDSL (ADSL, HDSL, UCL)
776			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch—10—UNE ISDN (includes UDC)

777			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10- UNE Line Sharing
778			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10- Transport
779	103	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch 10- - UNE Line Splitting/Sharing - Dispatch
780	104	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion Dispatch 10- - UNE Line Splitting/Sharing - Non-Dispatch
781			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10- UNE Other Non-Design
			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10- UNE Other Non-Design
782			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10- EELs
783			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- Resale Residence
784			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- Resale Business
785			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- Resale Design
786			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- Resale PBX
787			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- Resale Centrex
788			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- Resale ISDN
789			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- LNP Standalone
790			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- INP Standalone
791			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- 2 w Analog Loop Design
792			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- 2 w Analog Loop Non-Design
793			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- 2 w Analog Loop w/LNP Design
794			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- 2 w Analog Loop w/LNP Non-Design
795			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- 2 w Analog Loop w/INP Design
796			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- 2 w Analog Loop w/INP Non-Design
797			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10- UNE Digital Loop < DS1

798		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE Digital Loop- DS1
799		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE Switch ports
800		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE Combo-Other
801		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE xDSL (ADSL, HDSL, UCL)
802		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE ISDN (includes UDC)
803		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE Line-Sharing
804		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – Local Transport
805		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE Line-Splitting
806		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE Other-Design
807		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – UNE Other-Non-Design
808		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Dispatch < 10 – EELs
809		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– Resale-Residence
810		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– Resale-Business
811		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– Resale-Design
812		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– Resale-PBX
813		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– Resale-Centrex
814		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– Resale-ISDN
815		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– LNP-Standalone
816		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– INP-Standalone
817		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– 2 w-Analog-Loop-Design
818		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– 2 w-Analog-Loop-Non-Design
819		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion-Non-Dispatch- 10– 2 w-Analog-Loop-w/LNP-Design

820			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10-2 w Analog Loop w/LNP Non Design
821			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10-2 w Analog Loop w/INP Design
822			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10-2 w Analog Loop w/INP Non Design
823			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Digital Loop < DS1
824			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Digital Loop DS1
825			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Switch ports
826			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Combo Other
827			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE xDSL (ADSL, HDSL, UCL)
828			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE ISDN (includes UDC)
829			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Line Sharing
830			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- Local Transport
831			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Line Splitting
832			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Other Design
833			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- UNE Other Non Design
834			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10- EELs
835			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in 10- UNE Loop and Port Combo
836			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based 10- UNE Loop and Port Combo
837			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- Resale Residence
838			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- Resale Business
839			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- Resale Design
840			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- Resale PBX

841		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- Resale-Centrex
842		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- Resale-ISDN
843		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- LNP Standalone
844		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- INP Standalone
845		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-2 w Analog Loop Design
846		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-2 w Analog Loop Non-Design
847		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-2 w Analog Loop w/LNP Design
848		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-2 w Analog Loop w/LNP Non-Design
849		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-2 w Analog Loop w/INP Design
850		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10-2 w Analog Loop w/INP Non-Design
851		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE Digital Loop < DS1
852		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE Digital Loop DS1
853		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE Switch ports
854		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE Combo Other
855		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE xDSL (ADSL, HDSL, UCL)
856		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE ISDN (includes UDC)
857		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE Line Sharing
858		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- Local Transport
859		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE Line Splitting
860		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE Other Design
861		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- UNE Other Non-Design
862		P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10- EELs

863			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
864			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
865	105	PPT	P-9 Percent Provisioning Troubles w/in 30 <u>within X</u> days of Service Order Completion - Local Interconnection Trunks
866	106	SOA	P-11 Service Order Accuracy - Resale
867	107	SOA	P-11 Service Order Accuracy - UNE
868	108	SOA	P-11 Service Order Accuracy - UNE-P
869	109	LOOS	P-13B: LNP - Percent Out of Service < 60 Minutes - LNP
870	110	LAT	P-13C: LNP - Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date - LNP - (Standalone)
871	111	LDT	P-13D: LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution Non-Trigger)
872			PO-1 Loop Makeup - Average Response Time - Manual
873	112	LMT	PO-2 Loop Makeup - Response Time - Electronic - Loop
874	113	TGP	TGP-4 Trunk Group Performance CLEC Aggregate

Appendix C: Statistical Properties and Definitions

The statistical process for testing whether BellSouth's (BST) wholesale customers (alternative local exchange carriers or CLECALECs) are being treated equally with BST's retail customers involves more than a simple mathematical formula. Three key elements need to be considered before an appropriate decision process can be developed. These are the type of:

- data
- comparison
- performance

This section describes the properties of a test methodology and the truncated Z statistic for ~~four~~three types of measures.

C.1 Necessary Properties for a Test Methodology

Once the key elements are determined, a test methodology should be developed that complies with the following properties:

- Like-to-Like Comparisons
- Overall Level Test Statistic
- Production Mode Process
- Balancing
- ~~Trimming~~

C.1.1 Like-to-Like Comparisons

When possible, data should be compared at appropriate levels, e.g. wire center, time of month, dispatched residential, new orders. The testing process should:

- Identify variables that may affect the performance measure
- Record these important confounding covariates
- Adjust for the observed covariates in order to remove potential biases and to make the CLECALEC and the ILEC units as comparable as possible

C.1.2 Overall Level Test Statistic

Each performance measure of interest should be summarized by one overall test statistic giving the decision maker a rule that determines whether a statistically significant difference exists. The test statistic should have the following properties:

- The method should provide a single overall index on a standard scale.
- If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the

covariate had not been done.

- The contribution of each comparison cell should depend on the number of observations in the cell.
- Cancellation between comparison cells should be limited.
- The index should be a continuous function of the observations.

C.1.3 Production Mode Process

The decision system must be developed so that it does not require intermediate manual intervention, i.e., the process must be mechanized to the extent possible.

- Calculations are well defined for possible eventualities.
- The decision process is an algorithm that needs no manual intervention.
- Results should be arrived at in a timely manner.
- The system must recognize that resources are needed for other performance measure-related processes that also must be run in a timely manner.
- The system should be auditable, and adjustable over time.

C.1.4 Balancing

The testing methodology should balance Type I and Type II Error probabilities.

- $P(\text{Type I Error}) = P(\text{Type II Error})$ for well-defined null and alternative hypotheses.
- The formula for a test's balancing critical value should be simple enough to calculate using standard mathematical functions, i.e., one should avoid methods that require computationally intensive techniques.
- Little to no information beyond the null hypothesis, the alternative hypothesis, and the number of observations should be required for calculating the balancing critical value.

~~C.1.5 Trimming~~

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

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

C.1.56 Measurement Types

The performance measurements that will undergo testing are of ~~four~~three types: mean, ratio, proportion, and rate. All ~~four~~three have similar characteristics. Different

types of data are used to calculate them. Table C-1 shows the type of data that is used to derive each measurement type.

Table C-1: Measurements Types and Data

<u>Measurement Type</u>	<u>Data Used to Derive Measure</u>
Mean	Interval measurements
Ratio	
Proportion	Counts
Rate	

C.2 Testing Methodology – The Truncated Z

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

In summary, many covariates are chosen in order to provide meaningful comparison levels below the submetric level chosen for the parity comparison. This includes such factors as wire center and time of month, as well as order type for provisioning measures. In each comparison cell, a Z statistic is calculated. The form of the Z statistic may vary depending on the performance measure, but it should be distributed approximately as a standard normal, with mean zero and variance equal to one. Assuming that the test statistic is derived so that it is negative when the performance for the CLECALEC is worse than for the ILEC, a positive truncation is done – i.e. if the result is negative it is left alone, if the result is positive it is changed to zero. A weighted sumaverage of the truncated statistics is calculated where a cell’s weight depends on the volume of BST and CLECALEC orders in the cell. The weighted sumaverage is standardized by the subtracting the theoretical mean of the truncated distribution, and this is divided by the standard error of the weighted sumaverage. Summaries based on measurement type are given for the calculation of the cell Z statistic.

Additionally, there are measures that are compared to a retail analog at least in part where cell definitions do not exist that permit assignment of data for these measures to cells so the truncated z statistic cannot be calculated. There measures are:

- Average Response Interval (M&R)
- Billing Invoice Accuracy
- Billing Invoice Timeliness
- Speed of Answer in the Ordering Center

In addition, there are two measurements that use retail results 'plus' (2 seconds for OSS Response Time; 0.5% for Trunk Blocking) resulting in a benchmark standard. These measurements are: OSS Average Response Time & Response Interval (Pre-Ordering) and Trunk Group Performance.

As an example of one approach taken for a parity measure that does not use the truncated z methodology, consider the measure Billing Invoice Accuracy. In Florida, BellSouth calculates results for this measure by subtracting the Absolute Value of Total Related Adjustments during the current month from the Absolute Value of Total Billed Revenues during the current month then dividing these results by the Absolute Value of Total Billed Revenues during the current month and multiplying these results by 100. The formula is as follows:

$$\text{Invoice Accuracy} = [(a - b)/a] \times 100$$

a = Absolute Value of Total Billed Revenues during current month

b = Absolute Value of Total Billing Related Adjustments during current month

A numerical example of the penalty calculation is given below:

Example:

CLEC DATA

Bill Adjustments	\$14,660.00
Total Billed Revenue	\$336,529.00

BellSouth DATA

Bill Adjustments	\$6,018,969.26
Total Billed Revenue	\$484,691,922.40

$$\text{CLEC Invoice Accuracy Ratio} = [(336,529.00 - 14,660.00) / 336,529.00] \times 100 = 96.00$$

$$\text{BST Invoice Accuracy Ratio} = [(484,691,922.40 - 6,018,969.26) / 484,691,922.40] \times 100 = 98.75$$

Thus, the calculated values are:

$$\text{CLEC Result} = 96\%$$

$$\text{BellSouth Result} = 98.75\%$$

In Florida once it is determined that the BST percent is higher, BellSouth pays the CLEC according to the Florida Fee Schedule.

The calculation would be 2% of the adjustment = \$14,660 x .02 = \$293.20.

C.2.1 Mean Measures

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

C.2.2 Proportion Measures

For performance measures that are calculated as a proportion, in each adjustment cell, the cell Z and the moments for the truncated cell Z can be calculated in a direct manner. In adjustment cells where proportions are not close to zero or one, and where the sample sizes are reasonably large ($n_{ij}p_{ij}(1-p_{ij}) > 9$), a normal approximation can be used. In this case, the moments for the truncated Z come directly from properties of the standard normal distribution. If the normal approximation is not appropriate, then the Z statistic is calculated from the hypergeometric distribution. ~~is the exact permutation distribution.~~ In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

C.2.3 Rate Measures

The truncated Z methodology for rate measures has the same general structure for calculating the Z in each cell as proportion measures. For the rate measure customer trouble report rate there are a fixed number of access lines in service for the CLEC, b_{2j} , and a fixed number for BST, b_{1j} . The modeling assumption is that the occurrence of a trouble is independent between access lines, and the number of troubles in b access lines follows a Poisson distribution with mean b where b is the probability of a trouble per 1 access line and $b (= b_{1j} + b_{2j})$ is the total number of access lines in service. The exact permutation distribution for this situation is the binomial distribution (the limit for the hypergeometric distribution) that is based on the total number of BST and CLECALEC troubles, n, and the proportion of BST access lines in service, $q_j = b_{1j}/b$

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

In an adjustment cell, if the number of CALEC troubles is greater than 15 and the number of BST troubles is greater than 15, and $n_{ij}q_{ij}(1-q_{ij}) > 9$, then a normal approximation can be used. In this case, the moments of the truncated Z come directly from properties of the standard normal distribution. Otherwise, if there are very few troubles, the number of CALEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (CALEC plus BST troubles.) In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

C.2.4 Ratio Measures

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

Appendix D: Statistical Formulas and Technical Descriptions

We start by assuming that any necessary trimming¹ of the data is complete, and that the data are disaggregated so that the comparison are made within appropriate classes or adjustment cells that define “like” observations.

This section contains information on the following:

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

D.1 Notation and Exact Testing Distributions

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

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

L — the total number of occupied cells

j — $1, \dots, L$; and index for the cells

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

n_{2j} — the number of CLEC transactions in cell j

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

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

X_{2jk} — individual CLEC transactions in cell j ; $k = 1, \dots, n_{2j}$

Y_{jk} — individual transactions (both ILEC and CLEC) in cell j

$$Y_{jk} = \begin{cases} X_{1jk} & k = 1, \dots, n_{1j} \\ X_{2jk} & k = n_{1j} + 1, \dots, n_j \end{cases}$$

$\Phi^{-1}(\cdot)$ — the inverse of the cumulative standard normal distribution function

¹When it is determined that a measure should be trimmed, trim the ILEC observations to the largest CLEC value from all CLEC observations in the month under consideration. That is, no CLEC values are removed; all ILEC observations greater than the largest CLEC observation are trimmed.

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

D.1.1 Additional Notation for Mean Measures

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

\bar{X}_{1j} — the ILEC sample mean of cell j

\bar{X}_{2j} — the CLEC sample mean of cell j

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

s_{2j}^2 — the CLEC sample variance in cell j

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

M_j — The total number of distinct pairs of samples of size n_{1j} and n_{2j} :

$$= \frac{\binom{n_j}{n_{1j}}}{1}$$

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

A permutation probability mass function distribution for cell j , based on the “pooled Z ” can be written as

$$PM(t) = P\left(\sum_k y_{jk} = t\right) = \frac{\text{the number of samples that sum to } t}{M_j}$$

and the corresponding cumulative permutation distribution is

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

D.1.2 Notation for Proportion Measures

For proportion measures the following notation is defined:

a_{1j} — the number of ILEC cases possessing an attribute of interest in cell j ;

a_{2j} — the number of CLEC cases possessing an attribute of interest in cell j ;

a_j — the number of cases possessing an attribute of interest in cell j ; $a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is

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

and the cumulative hypergeometric distribution is

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

D.1.3 Notation for Rate Measures

For rate measures, the notation needed is defined as:

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

b_{2j} — the number of CLEC base elements in cell j

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

r_{1j} — the ILEC sample rate of cell j ; $n_{1j} - b_{1j}$

r_{2j} — the ILEC sample rate of cell j ; $n_{2j} - b_{2j}$

q_j — the relative proportion of ILEC elements for cell j ; $b_{1j} - b_j$

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is:

$$BN(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1 - q_j)^{n_j - k} & 0 \leq k \leq n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

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

D.2 Calculating the Truncated Z

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

- Calculate Cell Weights (W_j)
- Calculate Z_j
- Obtain a Truncated Z Value for Each Cell (Z^*_j)
- Calculate the Theoretical Mean and Variance
- Calculate the Aggregate Test Statistic, ZT

D.2.1 Calculate Cell Weights (W_j)

To calculate cell weights, W_j , a weight based on the number of transactions is used so that a cell, which has a larger number of transactions, has a larger weight. The actual weight formula depends on the type of measure. The formulas for each type of measure are given below:

W_j for Mean Measures

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

In the special case where all BST and CLEC values in a cell are identical, the weight must be reset to zero, that is $W_j = 0$. For more information, see “D.2.2 Calculate Z_j ” on page D-6.

W_j for Proportion Measures

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

W_j for Rate Measures

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

D.2.2 Calculate Z_j

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

Mean Measure

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

Condition 1	Condition 2	Condition 3	Solution
$s_{1j}^2 =$	$s_{2j}^2 =$	$\bar{X}_{1j} = \bar{X}_{2j}^+$	Set $Z_j = 0$ and reset $W_j = 0$.
		\bar{X}_{1j} not equal \bar{X}_{2j}	Permutation Test, See Solution 1
	$s_{2j}^2 >$	NA	
$s_{1j}^2 >$	$\min(n_{1j}, n_{2j}) \leq 6$	NA	
	$\min(n_{1j}, n_{2j}) > 6$	NA	"t" Test, See Solution 2
+ All values in the cell, from BellSouth and the CLEC, are the same.			

Solution 1: Permutation Test

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

1. $M_j \leq 1000$, Perform an Exact Permutation Test

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

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

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

$$d. \alpha = 1 - \frac{R_0 - 0.5}{M_j}$$

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

2. $M_j > 1000$, Perform a Random Permutation Test

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

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

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

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

$$e. \alpha = 1 - \frac{R_0 - 0.5}{1001}$$

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

Solution 2: Adjusted Asymmetric "t" Test

$$1. t_j = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j} \sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}} \quad \text{This is the "modified Z" statistic.}$$

2. Find g_j , the median value of all values of

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

over all cells within the submeasure being tested such that all three conditions stated below are true. If no submeasure cells exist that satisfy these conditions, then $g = 0$.

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

$$n_{1j} > 6$$

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

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

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

$$4. T_j = \begin{cases} t_j & g = 0 \\ t_j + \frac{g}{6} \left(\frac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j}n_{2j}(n_{1j} + n_{2j})}} \right) \left(t_j^2 + \frac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}} \right) & g > 0, t_j \geq t_{\min j} \\ t_j + \frac{g}{6} \left(\frac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j}n_{2j}(n_{1j} + n_{2j})}} \right) \left(t_{\min j}^2 + \frac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}} \right) & g > 0, t_j < t_{\min j} \end{cases}$$

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

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

$$6. Z_j = \Phi^{-1}(\alpha)$$

Proportion Measure

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

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

$-W_j > 0$		$\min\left\{a_{1j}\left(1 - \frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1 - \frac{a_{2j}}{n_{2j}}\right)\right\} > 0$	Use the standardize hypergeometric Z score $Z_j = \frac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}$
$W_j > 0$	$L > 1$	NA	

Rate Measure

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

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

D.2.3 Obtain a Truncated Z Value for Each Cell (Z^*_j)

To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. However, if there is only one cell, this is unnecessary. Mathematically, this is written as

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

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

D.2.4 Calculate the Theoretical Mean and Variance

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

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

There are three possibilities in this procedure:

1. If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formula for calculating $E(Z_j^* | H_0)$ and $\text{Var}(Z_j^* | H_0)$ cannot be used. Set both equal to 0.
2. If one of the following statements in the 'If' column is true, use the formulas in the 'Then' column.

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

3. Otherwise, determine the total number of values for Z_j^* . Let Z_{ji} and θ_{ji} denote the values of Z_j^* and the probabilities of observing each value, respectively.

$$E(Z_j^* | H_0) = \sum_i \theta_{ji} z_{ji} \text{ and } \text{Var}(Z_j^* | H_0) = \sum_i \theta_{ji} z_{ji}^2 - [E(Z_j^* | H_0)]^2$$

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

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

D.2.5 Calculate the Aggregate Test Statistic, Z^T

Calculate the aggregate test statistic, Z^T , using the following formula:

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

D.3 Balancing Critical Value

There are four key elements of the statistical testing process:

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

The decision rule[†] using these elements is summarized below:

If $Z^T < c$ then accept H_a

If $Z^T \geq c$ then accept H_0 .

There are two types of errors possible when using such a decision rule:

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

The probabilities of each type of error are:

$$\alpha = P(Z^T < c | H_0)$$

- Type I Error

$$\beta = P(Z^T \geq c | H_a)$$

- Type II Error

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

It can be shown that

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

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

D.3.1 Test Hypotheses

[†]This decision rule assumes that a negative test statistic indicates poor service for the CLEC customer. If the opposite is true, then reverse the decision rule.

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

D.3.2 Determining the Parameters of the Alternative Hypothesis

Parameter Choices for δ_j —set of parameters δ_j are important because they directly index differences in service. The Florida Commission staff has not chosen to use one value across all cells for a submeasure test ($\delta_j = \delta$). The value of δ will be based on the effective number of CLEC transactions used in the test. The following formulae will be used to determine δ .

$$1. \quad \Omega_j = \begin{cases} W_j & \text{mean or proportion measure} \\ \frac{1}{W_j} & \text{rate measure} \end{cases}$$

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

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

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

Parameter Choices for λ_j —set of parameters λ_j index alternatives to the mean measure null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to an CLEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z

test is relatively insensitive to all but very large values of the λ_j . Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen. Hence,

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

D.3.3 Calculate the Mean and Standard Error of Z_j Under the Alternative Hypothesis

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

Mean Measure

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

Proportion Measure

In this case, Z_j is approximately the same as

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

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

Rate Measure

In this case, Z_j is approximately the same as

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

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

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

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

Measure Type	m_j	se_j
Mean Proportion	$-\delta \frac{\sqrt{n_{1j}n_{2j}}}{\sqrt{n_{1j} + n_{2j}}}$	4
Rate	$-\delta \frac{\sqrt{b_{1j}b_{2j}}}{\sqrt{b_{1j} + b_{2j}}}$	4

D.3.4 Calculate the Critical Value

Single Cell Test ($L = 1$)

$$s_g = \frac{m_i}{se_i + 1} = \frac{m_i}{2} \quad \text{since } se_j = \dots$$

Multi-Cell Tests ($L > 1$)

Calculate the critical value according to the following procedure:

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

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

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

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

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

$$\frac{\sum W_j E(Z_j^* | H_a) - \sum W_j E(Z_j^* | H_0)}{\sqrt{\sum_j W_j^2 \text{Var}(Z_j^* | H_a) + |\sum_j W_j^2 \text{Var}(Z_j^* | H_0)}}$$

Appendix D: Statistical Formulas and Technical Descriptions

We start by assuming that the data are disaggregated so that comparisons are made within appropriate classes or adjustment cells that define “like” observations.

D.1 Notation and Exact Testing Distributions

Below, we have detailed the basic notation for the construction of the truncated z statistic. In what follows the word “cell” should be taken to mean a like-to-like comparison cell that has both one (or more) ILEC observation and one (or more) CLEC observation.

$L =$ the total number of occupied cells

$j =$ 1, ..., L; an index for the cells

$n_{1j} \equiv$	<u>the number of ILEC transactions in cell j</u>
$n_{2j} \equiv$	<u>the number of CLEC transactions in cell j</u>
$n_j \equiv$	<u>the total number transactions in cell j: $n_{1j} + n_{2j}$</u>
$X_{1jk} \equiv$	<u>Individual ILEC transactions in cell j; $k = 1, \dots, n_{1j}$</u>
	<u>Individual CLEC transactions in cell j; $k = n_{1j} + 1, \dots, n_j$</u>
$Y_{jk} \equiv$	<u>individual transaction (both ILEC and CLEC) in cell j</u>
	$\begin{cases} X_{1jk} & k = 1, \dots, n_{1j} \\ X_{2jk} & k = n_{1j} + 1, \dots, n_j \end{cases}$
$\Phi^{-1}(\cdot) \equiv$	<u>the inverse of the cumulative standard normal distribution function</u>

For Mean Performance Measures the following additional notation is needed.

\bar{X}_{1j}	\equiv	<u>The ILEC sample mean of cell j</u>
\bar{X}_{2j}	\equiv	<u>The CLEC sample mean of cell j</u>
s_{1j}^2	\equiv	<u>The ILEC sample variance in cell j</u>
s_{2j}^2	\equiv	<u>The CLEC sample variance in cell j</u>
$\{Y_{jk}\}$	\equiv	<u>a random sample of size n_{2j} from the set of $Y_{j1}, \dots, Y_{jn_j}; k = 1, \dots, n_{2j}$</u>
M_j	\equiv	<u>The total number of distinct pairs of samples of size n_{1j} and n_{2j}</u>
		$= \binom{n_j}{n_{1j}}$

The exact parity test is the permutation test based on the “modified Z” statistic. For large samples, we can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between “modified Z” and the textbook “pooled Z” is negligible. We therefore propose to use the

permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably, because for each permutation we need only compute the sum of the CLEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the “pooled Z” can be written as

$$PM(t) = P(\sum_k y_{jk} = t) = \frac{\text{the number of samples that sum to } t}{M_j}$$

and the corresponding cumulative permutation distribution is

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

For Proportion Performance Measures the following notation is defined

- $a_{1j} \equiv$ The number of ILEC cases possessing an attribute of interest in cell j
 $a_{2j} \equiv$ The number of CLEC cases possessing an attribute of interest in cell j
 $a_j \equiv$ The number of cases possessing an attribute of interest in cell j; $a_j = a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is

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

and the cumulative hypergeometric distribution is

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

For Rate Performance Measures, the notation needed is defined as:

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

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

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

r_{1j} =the ILEC sample rate of cell j; n_{1j} / b_{1j}

r_{2j} =the ILEC sample rate of cell j; n_{2j} / b_{2j}

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

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is:

$$\text{BN}(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1 - q_j)^{n_j - k}, & 0 \leq k \leq n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

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

D.2 Calculating the Truncated Z

The general methodology for calculating an overall level test statistic is outlined below.

D.2.1 Calculate Cell Weights (W_j)

A weight based on the number of transactions is used so that a cell, which has a larger number of transactions, has a larger weight. The actual weight formula will depend on the type of measure.

Mean Measure

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

Proportion Measure

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

Rate Measures

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

D.2.2 Calculate a Z Value (Z_j) for each Cell

A Z statistic with mean 0 and variance 1 is needed for each cell.

- If $W_j = 0$, set $Z_j = 0$.
- Otherwise, the actual Z statistic calculation depends on the type of performance measure.

Mean Measure

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

where α is determined by the following algorithm.

If the two means are equal and the two variances are zero, set the cell Z score to zero.

If $\min(n_{1j}, n_{2j}) > 6$, then determine α as

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

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

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

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

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

over all cells within the submeasure being tested such that all three conditions stated below are true. If no submeasure cells exist that satisfy these conditions, then $g = 0$.

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

$$n_{1j} > 6$$

with $n_{1j} > n_{3q}$ for all values of j . n_{3q} is the 3rd quartile of all values of n_{1j} in cells where the first two conditions are true.

Note, that t_j is the “modified Z” statistic. The statistic T_j is a “modified Z” corrected for the skewness of the ILEC data.

If $\min(n_{1j}, n_{2j}) \leq 6$, and

- $M_j \leq 1,000$ (the total number of distinct pairs of samples of size n_{1j} and n_{2j} is 1,000 or less)
 - Calculate the sample sum for all possible samples of size n_{2j} .
 - Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
 - Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{M_j}$$

- $M_j > 1,000$

- Draw a random sample of 1,000 sample sums from the permutation distribution.
- Add the observed sample sum to the list. There are a total of 1001 sample sums. Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
- Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{1001}$$

Proportion Measure

$$Z_j = \frac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}$$

Rate Measure

$$Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$$

D.2.3 Obtain a Truncated Z Value for each Cell (Z_j^*)

To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. Mathematically, this is written as

$$Z_j^* = \min(0, Z_j)$$

D.2.4 Calculate the Theoretical Mean and Variance

Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity, $E(Z_j^*|H_0)$ and $\text{Var}(Z_j^*|H_0)$. To compensate for the truncation

in step 3, an overall, weighted sum of the Z_j^* will need to be centered and scaled properly so that the final overall statistic follows a standard normal distribution.

- If $W_i = 0$, then no evidence of favoritism is contained in the cell. The formulae for calculating $E(Z_j^* | H_0)$ and $\text{Var}(Z_j^* | H_0)$ cannot be used. Set both equal to 0.
- If $\min(n_{1j}, n_{2j}) > 6$ for a mean measure, or $\min\left\{a_{1j}\left(1 - \frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1 - \frac{a_{2j}}{n_{2j}}\right)\right\} > 9$ for a proportion measure, then

$$E(Z_j^* | H_0) = -\frac{1}{\sqrt{2\pi}}$$

and

$$\text{Var}(Z_j^* | H_0) = \frac{1}{2} - \frac{1}{2\pi}$$

- Otherwise, determine the total number of values for Z_j^* . Let z_{ji} and θ_{ji} , denote the values of Z_j^* and the probabilities of observing each value, respectively.

$$E(Z_j^* | H_0) = \sum_i \theta_{ji} z_{ji}$$

and

$$\text{Var}(Z_j^* | H_0) = \sum_i \theta_{ji} z_{ji}^2 - [E(Z_j^* | H_0)]^2$$

The actual values of the z 's and θ 's depends on the type of measure.

Mean Measure

$$N_j = \min(M_j, 1,000), \quad i = 1, \dots, N_j$$

$$z_{ji} = \min\left\{0, \Phi^{-1}\left(1 - \frac{R_i - 0.5}{N_j}\right)\right\} \quad \text{where } R_i \text{ is the rank of sample sum } i$$

$$\theta_j = \frac{1}{N_j}$$

Proportion Measure

$$z_{ji} = \min \left\{ 0, \frac{n_j i - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}} \right\}, \quad i = \max(0, a_j - n_{2j}), \dots, \min(a_j, n_{1j})$$

$$\theta_{ji} = \text{HG}(i)$$

Rate Measure

$$z_{ji} = \min \left\{ 0, \frac{i - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}} \right\}, \quad i = 0, \dots, n_j$$

$$\theta_{ji} = \text{BN}(i)$$

D.2.5 Calculate the Overall Test Statistic (Z^T)

$$Z^T = \frac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* | H_0)}{\sqrt{\sum_j W_j^2 \text{Var}(Z_j^* | H_0)}}$$

The Balancing Critical Value

There are four key elements of the statistical testing process:

- the null hypothesis, H_0 , that parity exists between ILEC and CLEC services
- the alternative hypothesis, H_a , that the ILEC is giving better service to its own customers
- the Truncated Z test statistic, Z^T , and
- a critical value, c

The decision rule¹ is

- If $Z^T < c$ then accept H_a .
- If $Z^T > c$ then accept H_0 .

There are two types of errors possible when using such a decision rule:

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

¹ This decision rule assumes that a negative test statistic indicates poor service for the CLEC customer. If the opposite is true, then reverse the decision rule.

The probabilities of each type of error are:

- **Type I Error:** $\alpha = P(Z^T < c | H_0)$
- **Type II Error:** $\beta = P(Z^T \geq c | H_a)$

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

It can be shown that

$$c_B = \frac{\sum_j W_j M(m_j, se_j) - \sum_j W_j \frac{-1}{\sqrt{2\pi}}}{\sqrt{\sum_j W_j^2 V(m_j, se_j)} + \sqrt{\sum_j W_j^2 \left(\frac{1}{2} - \frac{1}{2\pi} \right)}}$$

where

$$M(\mu, \sigma) = \mu \Phi\left(\frac{-\mu}{\sigma}\right) - \sigma \phi\left(\frac{-\mu}{\sigma}\right)$$

$$V(\mu, \sigma) = (\mu^2 + \sigma^2) \Phi\left(\frac{-\mu}{\sigma}\right) - \mu \sigma \phi\left(\frac{-\mu}{\sigma}\right) - M(\mu, \sigma)^2$$

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

This formula assumes that Z_j is approximately normally distributed within cell j . When the cell sample sizes, n_{1j} and n_{2j} , are small this may not be true. It is possible to determine the cell mean and variance under the null hypothesis when the cell sample sizes are small. It is much more difficult to determine these values under the alternative hypothesis. Since the cell weight, W_j will also be small (see calculate weights section above) for a cell with small volume, the cell mean and variance will not contribute much to the weighted sum. Therefore, the above formula provides a reasonable approximation to the balancing critical value.

The values of m_j and se_j will depend on the type of performance measure.

Mean Measure

For mean measures, one is concerned with two parameters in each cell, namely, the mean and variance. A possible lack of parity may be due to a difference in cell means, and/or a difference in cell variances. One possible set of hypotheses that capture this notion, and take into account the assumption that transaction are identically distributed within cells is:

$$H_0: \mu_{1j} = \mu_{2j}, \sigma_{1j}^2 = \sigma_{2j}^2$$

$H_a: \mu_{2j} = \mu_{1j} + \delta_j \sigma_{1j}, \sigma_{2j}^2 = \lambda_j \sigma_{1j}^2 \quad \delta_j > 0, \lambda_j \geq 1 \text{ and } j = 1, \dots, L. \text{ (where } \delta_j \text{ corresponds to the delta values defined in section 4.1.6 of the Administrative Plan)}$

Under this form of alternative hypothesis, the cell test statistic Z_j has mean and standard error given by

$$m_j = \frac{-\delta_j}{\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

and

$$se_j = \sqrt{\frac{\lambda_j n_{1j} + n_{2j}}{n_{1j} + n_{2j}}}$$

Proportion Measure

For a proportion measure there is only one parameter of interest in each cell, the proportion of transaction possessing an attribute of interest. A possible lack of parity may be due to a difference in cell proportions. A set of hypotheses that take into account the assumption that transaction are identically distributed within cells while allowing for an analytically tractable solution is:

$$\begin{array}{ll} H_0: & \frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = 1 \\ \\ H_a: & \frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = \psi_j \quad \psi_j \geq 1 \text{ and } j = 1, \dots, L. \end{array}$$

(where ψ_j corresponds to the psi values defined in section 4.1.6 of the Administrative Plan)

These hypotheses are based on the “odds ratio.” If the transaction attribute of interest is a missed trouble repair, then an interpretation of the alternative hypothesis is that a CLEC trouble repair appointment is ψ_j times more likely to be missed than an ILEC trouble.

Under this form of alternative hypothesis, the within cell asymptotic mean and variance of a_{ij} are given by¹

¹ Stevens, W. L. (1951) Mean and Variance of an entry in a Contingency Table. *Biometrika*, 38, 468-470.

$$E(a_{ij}) = n_j \pi_j^{(1)}$$

$$\text{var}(a_{ij}) = \frac{n_j}{\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}}$$

where

$$\pi_j^{(1)} = f_j^{(1)} (n_j^2 + f_j^{(2)} + f_j^{(3)} - f_j^{(4)})$$

$$\pi_j^{(2)} = f_j^{(1)} (-n_j^2 - f_j^{(2)} + f_j^{(3)} + f_j^{(4)})$$

$$\pi_j^{(3)} = f_j^{(1)} (-n_j^2 + f_j^{(2)} - f_j^{(3)} + f_j^{(4)})$$

$$\pi_j^{(4)} = f_j^{(1)} \left(n_j^2 \left(\frac{2}{\psi_j} - 1 \right) - f_j^{(2)} - f_j^{(3)} - f_j^{(4)} \right)$$

$$f_j^{(1)} = \frac{1}{2n_j^2 \left(\frac{1}{\psi_j} - 1 \right)}$$

$$f_j^{(2)} = n_j n_{1j} \left(\frac{1}{\psi_j} - 1 \right)$$

$$f_j^{(3)} = n_j a_j \left(\frac{1}{\psi_j} - 1 \right)$$

$$f_j^{(4)} = \sqrt{n_j^2 \left[4n_{1j} (n_j - a_j) \left(\frac{1}{\psi_j} - 1 \right) + \left(n_j + (a_j - n_{1j}) \left(\frac{1}{\psi_j} - 1 \right) \right)^2 \right]}$$

Recall that the cell test statistic is given by

$$Z_j = \frac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}$$

Using the equations above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j^2 \pi_j^{(1)} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}$$

and

$$se_j = \sqrt{\frac{n_j^3(n_j - 1)}{n_{1j} n_{2j} a_j (n_j - a_j) \left(\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}} \right)}}$$

Rate Measure

A rate measure also has only one parameter of interest in each cell, the rate at which a phenomenon is observed relative to a base unit, e.g. the number of troubles per available line. A possible lack of parity may be due to a difference in cell rates. A set of hypotheses that take into account the assumption that transaction are identically distributed within cells is:

$$H_0: r_{1j} = r_{2j}$$

$$H_a: r_{2j} = \varepsilon_j r_{1j} \quad \varepsilon_j > 1 \text{ and } j = 1, \dots, L.$$

(where ε_j corresponds to the epsilon values defined in section 4.1.6 of the Administrative Plan)

Given the total number of ILEC and CLEC transactions in a cell, n_j , and the number of base elements, b_{1j} and b_{2j} , the number of ILEC transaction, n_{1j} , has a binomial distribution from n_j trials and a probability of

$$q_j^* = \frac{r_{1j} b_{1j}}{r_{1j} b_{1j} + r_{2j} b_{2j}}$$

Therefore, the mean and variance of n_{1j} , are given by

$$\begin{aligned} E(n_{1j}) &= n_j q_j^* \\ \text{var}(n_{1j}) &= n_j q_j^* (1 - q_j^*) \end{aligned}$$

Under the null hypothesis

$$q_j^* = q_j = \frac{b_{1j}}{b_j}$$

but under the alternative hypothesis

$$q_j^* = q_j^a = \frac{b_{1j}}{b_{1j} + \varepsilon_j b_{2j}}$$

Recall that the cell test statistic is given by

$$Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$$

Using the relationships above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j (q_j^a - q_j)}{\sqrt{n_j q_j (1 - q_j)}} = (1 - \varepsilon_j) \frac{\sqrt{n_j b_{1j} b_{2j}}}{b_{1j} + \varepsilon_j b_{2j}}$$

and

$$se_j = \sqrt{\frac{q_j^a (1 - q_j^a)}{q_j (1 - q_j)}} = \sqrt{\varepsilon_j} \frac{b_j}{b_{1j} + \varepsilon_j b_{2j}}$$

D.2.6 Determining the Parameters of the Alternative Hypothesis

In this section we have indexed the alternative hypothesis of mean measures by two sets of parameters, λ_j and δ_j (where δ_j corresponds to the delta values defined in section 4.1.6 of the Administrative Plan section). Proportion measures are indexed by parameter ψ_j and rate measures by ε_j (these parameters correspond to the Psi and Epsilon of section 4.1.6). A major difficulty with this approach is that more than one alternative will be of interest; for example we may consider one alternative in which all the δ_j are set to a common non-zero value, and another set of alternatives in each of which just one δ_j is non-zero, while all the rest are zero. There are very many other possibilities. Each possibility leads to a single value for the balancing critical value; and each possible critical value corresponds to many sets of alternative hypotheses, for each of which it constitutes the correct balancing value.

The formulas we have presented can be used to evaluate the impact of different choices of the overall critical value. For each putative choice, we can evaluate the set of alternatives for which this is the correct balancing value. While statistical science can be used to evaluate the impact of different choices of these parameters, there is not much that an appeal to statistical principles can offer in directing specific choices. Specific choices are best left to telephony experts. Still, it is possible to comment on some aspects of these choices:

Parameter Choices for λ_j – The set of parameters λ_j index alternatives to the null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to a CLEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z testing which is being recommended here is relatively insensitive to all but very large values of the λ_j . Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen.

Parameter Choices for δ_j – The set of parameters δ_j are much more important in the choice of the balancing point than was true for the λ_j . The reason for this is that they directly index differences in average service. The truncated Z test is very sensitive to any such differences; hence, even small disagreements among experts in the choice of the δ_j could be very important. Sample size matters here too. For example, setting all the δ_j to a single value – $\delta_j = \delta$ – might be fine for tests across individual CLECs where the CLEC customer bases are not too different. Using the same value of δ for the overall state testing does not seem sensible. At the state level we are aggregating over CLECs, so using the same δ as for an individual CLEC would be saying that a “meaningful” degree of disparity is one where the violation is the same (δ) for each CLEC. But the detection of disparity for any component CLEC is important, so the relevant “overall” δ should be smaller.

Parameter Choices for ψ_j or ε_j – The set of parameters ψ_j or ε_j are also important in the choice of the balancing point for tests of their respective measures. The reason for this is that they directly index increases in the proportion of service performance. The truncated Z test is sensitive to such increases; but not as sensitive as the case of δ for mean measures. Sample size matters here too. As with mean measures, using the same value of ψ or ε for the overall state testing does not seem sensible.

The bottom line here is that beyond a few general considerations, like those given above, a principled approach to the choice of the alternative hypotheses to guard against must come from elsewhere.

D.2.7 Decision Process

Once Z^T has been calculated, it is compared to the balancing critical value to determine if the ILEC is favoring its own customers over a CLEC's customers.

Appendix E: BST SEEM Remedy Calculation Procedures

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

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

E.1 Tier 1 Calculation for Retail Analogs

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

1. Calculate the overall test statistic for each CLEC; Z_{CLEC-1}^T (per statistical methodology discussed in Appendix D).
2. Calculate the balancing critical value (C_{CLEC-1}) that is associated with the alternative hypothesis (for fixed parameters δ , Ψ , or ϵ).
3. Determine parity or disparity by subtracting the value of Step 2 from that of Step 1. $ABS(Z_{CLEC-1}^T - C_{CLEC-1})$
4. Determine the relationship of the overall test statistic (from Step 1) and the balancing critical value (from Step 2).

Relationship	Action
$Z_{CLEC-1}^T > C_{CLEC-1}$	No payment is necessary — proceed.
$C_{CLEC-1} \leq Z_{CLEC-1}^T$	Go to Step 5.

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

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

Tier 1 Retail Analog Example:

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

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

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

The results are summarized below.

Percent Missed

BST 4.26Percent

CLEC 5.56Percent

Aggregate Z = -3.4923

BCV = -1.83311

Difference = negative (failure)

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

E.2 Tier 2 Calculation for Retail Analogs

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

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

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

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

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

Percent Missed

BST 5.56Percent

CLEC 7.32Percent

Aggregate Z = -1.73205.

BCV = -0.55526

Difference = negative (failure)

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

E.3 Tier 1 Calculation for Benchmarks

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

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

Sample Size	Benchmark Source
sample size < 5	Invalid sample size. No payment is necessary.

5 < sample size < 30	Use equivalent benchmark from the table below ^A
sample size > 30	SQM
^A Collocation – Percent Missed Due Dates does not use the small sample size table. Obtain all benchmarks from the SQM.	

90 Percent Sample Size		95 Percent Sample Size		85 Percent Sample Size		97 Percent Sample Size	
Size	Benchmark	Size	Benchmark	Size	95 Percent Equivalent	Size	95 Percent Equivalent
5	60.00Percent	5	80.00Percent	5	60.00Percent	5	80.00Percent
6	66.67Percent	6	83.33Percent	6	66.67Percent	6	83.33Percent
7	71.43Percent	7	85.71Percent	7	57.14Percent	7	85.71Percent
8	75.00Percent	8	75.00Percent	8	62.50Percent	8	87.50Percent
9	66.67Percent	9	77.78Percent	9	66.67Percent	9	88.89Percent
10	70.00Percent	10	80.00Percent	10	70.00Percent	10	90.00Percent
11	72.73Percent	11	81.82Percent	11	63.64Percent	11	90.91Percent
12	75.00Percent	12	83.33Percent	12	66.67Percent	12	91.67Percent
13	76.92Percent	13	84.62Percent	13	69.23Percent	13	84.62Percent
14	78.57Percent	14	85.71Percent	14	71.43Percent	14	85.71Percent
15	73.33Percent	15	86.67Percent	15	66.67Percent	15	86.67Percent
16	75.00Percent	16	87.50Percent	16	68.75Percent	16	87.50Percent
17	76.47Percent	17	82.35Percent	17	70.59Percent	17	88.24Percent
18	77.78Percent	18	83.33Percent	18	72.22Percent	18	88.89Percent
19	78.95Percent	19	84.21Percent	19	68.42Percent	19	89.47Percent
20	80.00Percent	20	85.00Percent	20	70.00Percent	20	90.00Percent
21	76.19Percent	21	85.71Percent	21	71.43Percent	21	90.48Percent
22	77.27Percent	22	86.36Percent	22	72.73Percent	22	90.91Percent
23	78.26Percent	23	86.96Percent	23	73.91Percent	23	91.30Percent
24	79.17Percent	24	87.50Percent	24	70.83Percent	24	91.67Percent
25	80.00Percent	25	88.00Percent	25	72.00Percent	25	92.00Percent
26	80.77Percent	26	88.46Percent	26	73.08Percent	26	92.31Percent
27	81.48Percent	27	88.89Percent	27	74.07Percent	27	92.59Percent
28	78.57Percent	28	89.29Percent	28	75.00Percent	28	89.29Percent
29	79.31Percent	29	86.21Percent	29	72.41Percent	29	89.66Percent
30	80.00Percent	30	86.67Percent	30	73.33Percent	30	90.00Percent

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

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

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

CLEC 1 payment = \$\$ from Tier 1 Fee Schedule

Tier 1 Benchmark, Small Sample Size Example:

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

Numerator	Denominator	CLEC Performance	Benchmark (small sample size of 9)	Pass/Fail
7	9	77.78Percent \leq 1 hour	88.89Percent \leq 1 hour (small sample size of 9) ^A	fail

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

Tier 1 Benchmark Example:

Reject Interval Partially Mechanized, Business; Benchmark is 95Percent; Month 1

Numerator	Denominator	CLEC Performance	Benchmark	Pass/Fail
36	40	90Percent \leq 10 hours	95Percent \leq 10 hours	fail

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

E.4 Tier 2 Calculations for Benchmarks

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

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

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

3. Determine whether there is a Tier 2 failure.

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

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

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

Tier 2 Benchmark Example:

Percent Missed Installation Appointments—LNP; Benchmark = 95Percent

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

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

Appendix E: BST SEEM Remedy Calculation Procedures

E.1 BST SEEM Remedy Procedure

E.1.1 Tier-1 Calculation For Retail Analogs

DETERMINE IF AN INDIVIDUAL CLEC FAILS A TIER 1 SUBMETRIC

1. Tier 1 is triggered by a monthly failure of any Tier 1 Remedy Plan submetric.
2. Calculate the overall test statistic for a CLEC (CLEC1); Example, z_{CLEC1}^T (Per Statistical Methodology).
3. Calculate the balancing critical value (Example, cB_{CLEC1}) that is associated with the alternative hypothesis (for fixed parameters δ, Ψ , or ϵ) for that CLEC.
4. If the overall test statistic is equal to or above the balancing critical value, stop here. That is, if $cB_{CLEC1} \leq z_{CLEC1}^T$, stop here. Otherwise, go to step 5.

CALCULATE REMEDY PAYMENT FOR CORRECTION OF TEST STATISTIC TO THE BCV

5. Select the cell with the most negative z-value (let $i=1, \dots, I$ with $i=1$ having the most negative z-value, $i=2$ having next most negative z-value, etc. and with $i=I$

- when the criterion in step 7 is fulfilled.) and set its z-value to zero ($z_{CLEC1,i} = 0$).
6. Recalculate the overall test statistic for that CLEC with the adjusted data:
Example, z_{CLEC1}^T (Per Statistical Methodology).
 7. If the new overall test statistic is equal to or above the balancing critical value, that is, if ${}^cB_{CLEC1} \leq z_{CLEC1}^T$, go to step 8. Otherwise, repeat steps 5 – 6 letting $i = i + 1$.
 8. Calculate the Total Affected Volume (TAV) by summing the Total Impacted Volumes (TIV) of each cell whose z-value was reset to zero except the last cell changed. ($TAV_{CLEC1} = TIV_{CLEC1,1} + TIV_{CLEC1,2} + \dots + TIV_{CLEC1,i-1}$). The affected volume for the last cell changed should be interpolated by $TIV_{CLEC1,INT} = (z_{CLEC1,i}^T - {}^cB_{CLEC1} - z_{CLEC1,i-1}^T) / (z_{CLEC1,i}^T - z_{CLEC1,i-1}^T) * TIV_{CLEC1,i}$. The result should be rounded up to the next positive integer and added to TAV_{CLEC1} . That is, $TAV_{CLEC1} = TIV_{CLEC1,1} + TIV_{CLEC1,2} + \dots + TIV_{CLEC1,i-1} + TIV_{CLEC1,INT}$. Note that if $TIV_{CLEC1,i} = 1$ then $TIV_{CLEC1,INT} = 1$ and the interpolation step can be omitted. Any transactions that cause the overall test statistic to be between the BCV and zero will be included in the TIV for transactions between the BCV and zero.
 9. Calculate the below BCV portion of the payment to CLEC1 by multiplying the result of step 8 (TAV_{CLEC1}) by the appropriate dollar amount from the fee schedule. Thus, $CLEC1_{BCV \text{ payment}} = TAV_{CLEC1} * \$\$ \text{from Fee Schedule}$. Here the fee should be derived from Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination (Appendix A) multiplied by the appropriate factor from section 4.3.1.4. This factor is 3/2 if the CLEC aggregate performance passes and 3 if the CLEC aggregate performance fails.

CALCULATE REMEDY PAYMENT FOR CORRECTION OF TEST STATISTIC TO ZERO

10. If the current overall adjusted test statistic (calculated in step 6) is equal to or above zero, that is, if $0 \leq z_{CLEC1}^T$ for $i = 1$, then go to step 14. Otherwise, go to step 11.
11. Select the cell with the most negative remaining z-value (let $i = 1 + 1, \dots, J$ with $i = 1 + 1$ having the most negative z-value, $i = 1 + 2$ having next most negative z-value, etc. and with $i = J$ when the criterion in step 13 is fulfilled.) and set its z-value to zero ($z_{CLEC1,i} = 0$).
12. Recalculate the overall test statistic for that CLEC with the adjusted data:
Example, z_{CLEC1}^T (Per Statistical Methodology).
13. If the new overall test statistic is equal to or above zero, that is, if ${}^cB_{CLEC1} \leq z_{CLEC1}^T$, go to step 14. Otherwise, repeat steps 11 – 12 letting $i = i + 1$.
14. Calculate the Total Affected Volume (TAV0) by summing the Total Impacted Volumes (TIV0) of each cell whose z-value was reset to zero except the last cell changed. ($TAV0_{CLEC1} = TIV0_{CLEC1,1} + TIV0_{CLEC1,2} + \dots + TIV0_{CLEC1,i-1}$). The affected volume for the last cell changed should be interpolated by $TIV0_{CLEC1,INT} = (z_{CLEC1,i}^T - 0 - {}^cB_{CLEC1}) / (z_{CLEC1,i}^T - z_{CLEC1,i-1}^T) * TIV0_{CLEC1,i}$. The result should be rounded up to the next positive integer and added to $TAV0_{CLEC1}$. That is, $TAV0_{CLEC1} = (TIV_{CLEC1,1} =$

$TIV_{CLEC1,J,INT}) + TIV0_{CLEC1,J+1} + TIV0_{CLEC1,J+2} + \dots + TIV0_{CLEC1,J-1} + TIV0_{CLEC1,J,INT}$). Note that if $TIV0_{CLEC1,J} = 1$ then $TIV_{CLEC1,J,INT} = 1$ and the interpolation step can be omitted. Also, $TIV_{CLEC1,J} - TIV_{CLEC1,J,INT}$ is the remaining transactions from $TIV_{CLEC1,J}$ that were not used in step 8 and if $TIV_{CLEC1,J} = TIV_{CLEC1,J,INT}$ then $TAV0_{CLEC1} = 0$.

15. Calculate the 0 to BCV portion of the payment to CLEC1 by multiplying the result of step 14 ($TAV0_{CLEC1}$) by the appropriate dollar amount from the fee schedule. Thus, $CLEC1_0 \text{ payment} = TAV0_{CLEC1} * \$\$ \text{from Fee Schedule}$. Here the fee should be derived from Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination (Appendix A) multiplied by the appropriate factor from section 4.3.1.4. This factor is 1/3 if the CLEC aggregate performance passes and 2/3 if the CLEC aggregate performance fails.

CALCULATE TOTAL REMEDY PAYMENT FOR CLEC1

16. The total remedy payment for CLEC1 is found by adding the results from step 9 to the results from step 15. That is $CLEC1_{TOTAL} \text{ payment} = CLEC1_{BCV} \text{ payment} + CLEC1_0 \text{ payment}$.

E.1.2 Example: CLEC1 Percent Repeat Customer Troubles Within 30 Days (PRT) for Resale (DSGN). In this example the CLEC aggregate performance fails

Submeasure Category = Provisioning - Resale

Failure Month = Month 1

CLEC Aggregate Result = Failed

	n_j	n_c	l_c	z_{CLEC1}^T	$c_{B_{CLEC1}}$		Order Zeroed Out (I/J)	TAV (< BCV)	TAV0 (0 to BCV)
State	312	27	18	-4.10	-1.22				
Cell				$z_{CLEC1,j}^T$	RANK	z_{CLEC1}^T			
1		1	0	0.75					
2		4	2	-0.69	8				
3		3	3	-1.76	3	-0.65 ^Δ	3	2 ^o	1
4		1	0	0.67					
5		4	3	-1.45	5	0.80 ^{ΔΔ}	5		1 ^{oo}
6		3	3	-3.45	1	-2.46	1	3	
7		2	2	-1.81	2	-1.60	2	2	
8		3	2	-1.09	6				
9		1	1	-1.65	4	-0.13	4		1

	n_i	n_c	I_c	z_{CLEC1}^T	C_{BCLEC1}		Order Zeroed Out (I/J)	TAV ($< BCV$)	TAV0 (0 to BCV)
10		2	1	-0.84	7				
11		1	0	0.62					
12		2	1	-0.40	9				
Total			18					7	3

^{ΔΔ}Note that after making $z_{CLEC1} = 0$, the overall $z_{CLEC1}^T = 0.80$ is greater than zero.

^oFor cell#3 the TAV would be calculated with $((-1.60) - (-1.22) - (-1.60))/((-1.60) - (-0.65) - (-1.60)) \times 3 = 1.2$ which is rounded up to 2 transactions.

^{oo}For cell#5 the TAV0 would be calculated with $((-0.13) - (0) - (-0.13))/((-0.13) - (0.80) - (-0.13)) \times 4 = 0.556$ which is rounded up to 1 transaction.

Remedy payment for $CLEC1_{BCV}$ payment is (7 units) * (\$40/unit) * (3 factor) = \$840 when the CLEC aggregate performance fails. Remedy payment for $CLEC1_0$ payment is (3 units) * (\$40/unit) * (2/3 factor) = \$80 when the CLEC aggregate performance fails. The total remedy payment is $CLEC_{TOTAL}$ payment = \$840 + \$80 = \$920.

E.2 Tier-2 Calculation For Retail Analogs

1. Tier 2 is triggered by three consecutive monthly failures of any Tier 2 Remedy Plan sub-metric. Determine failure by performing steps 2 – 4 in section E.1.1 for each of the three consecutive months for the aggregate of all CLEC data. If any month passes, no remedies are required.
2. If remedies are required, calculate monthly statistical results and affected volumes for the CLEC aggregate performance for each of the three consecutive months as outlined in steps 5 - 8 and 10 - 14 of section E.1.1. Determine average monthly affected volumes for the rolling 3-month period for both the TAV (remedies required for correcting the test statistic back to the BCV) and the TAV0 (remedies required for correcting the test statistic back to zero).
3. Calculate the payment to State Designated Agency by multiplying average monthly volumes by the appropriate dollar amount from the Tier-2 fee schedule (Appendix A, Table 2: Tier 2 Per Transaction Fee Determination).
4. Therefore, State Designated Agency payment = (average monthly volume TAV * \$\$ from Fee Schedule) + (average monthly volume TAV0 * \$\$ from Fee Schedule).

E.2.1 Example: STATE-A Percent Provisioning Troubles within X Days - UNE Loops Design

Submeasure Category = Provisioning - UNE

Failure Month = Month 1

CLEC Aggregate Result = Failed all three months

<u>Month</u> <u>1</u>	<u>n_i</u>	<u>n_c</u>	<u>l_c</u>	<u>z_{CLEC1}^T</u>	<u>C_{BCLEC1}</u>		<u>Order</u> <u>Zeroed</u> <u>Out (I/J)</u>	<u>TAV</u> <u>(< BCV)</u>	<u>TAV0</u> <u>(0-BCV)</u>
<u>State</u>	<u>155</u>	<u>37</u>	<u>8</u>	<u>-5.11</u>	<u>-0.35</u>				
<u>Cell</u>				<u>z_{CLEC1,i}</u>	<u>RANK</u>	<u>z_{CLEC1}^{T*}</u>			
<u>1</u>		<u>3</u>	<u>1</u>	<u>-1.53</u>	<u>5</u>	<u>0.91^{ΔΔ}</u>	<u>5</u>		<u>1⁰⁰</u>
<u>2</u>		<u>1</u>	<u>0</u>	<u>0.31</u>					
<u>3</u>		<u>2</u>	<u>1</u>	<u>-2.18</u>	<u>3</u>	<u>-1.21</u>	<u>3</u>	<u>1</u>	
<u>4</u>		<u>1</u>	<u>1</u>	<u>-4.52</u>	<u>2</u>	<u>-2.39</u>	<u>2</u>	<u>1</u>	
<u>5</u>		<u>1</u>	<u>0</u>	<u>0.28</u>					
<u>6</u>		<u>18</u>	<u>1</u>	<u>-0.24</u>	<u>8</u>				
<u>7</u>		<u>5</u>	<u>1</u>	<u>-0.45</u>	<u>7</u>				
<u>8</u>		<u>1</u>	<u>1</u>	<u>-5.39</u>	<u>1</u>	<u>-3.74</u>	<u>1</u>	<u>1</u>	
<u>9</u>		<u>4</u>	<u>1</u>	<u>-0.50</u>	<u>6</u>				
<u>10</u>		<u>1</u>	<u>1</u>	<u>-2.14</u>	<u>4</u>	<u>-0.04^Δ</u>	<u>4</u>	<u>1⁰</u>	<u>0</u>
<u>Total</u>			<u>8</u>					<u>4</u>	<u>1</u>

^ΔNote that after making $z_{CLEC1,I} = 0$, the overall $z_{CLEC1}^T = -0.04$ is greater than the balancing critical value $C_{BCLEC1} = -0.35$.

^{ΔΔ}Note that after making $z_{CLEC1,J} = 0$, the overall $z_{CLEC1}^T = 0.80$ is greater than zero.

⁰For cell#10 the TAV₄ would not be interpolated given that the impacted volume for that cell is only 1.

⁰⁰For cell#1 the TAV₅ would not be interpolated given that the impacted volume for that cell is only 1.

TAV for month 1 is 4 units, TAV0 for month 1 is 1 unit.

Submeasure Category = Provisioning - UNE

Failure Month = Month 2

CLEC Aggregate Result = Failed all three months

<u>Month</u> <u>2</u>	<u>n_i</u>	<u>n_c</u>	<u>l_c</u>	<u>z_{CLEC1}^T</u>	<u>c_BCLEC1</u>		<u>Order</u> <u>Zeroed</u> <u>Out (I/J)</u>	<u>TAV</u> <u>(< BCV)</u>	<u>TAV0</u> <u>(0-BCV)</u>
<u>State</u>	<u>175</u>	<u>13</u>	<u>3</u>	<u>-0.94</u>	<u>-0.39</u>				
<u>Cell</u>				<u>z_{CLEC1,i}</u>	<u>RANK</u>	<u>z_{CLEC1}^{T*}</u>			
<u>1</u>		<u>2</u>	<u>1</u>	<u>-1.58</u>	<u>2</u>				
<u>2</u>		<u>1</u>	<u>0</u>	<u>1.00</u>					
<u>3</u>		<u>1</u>	<u>0</u>	<u>0.25</u>					
<u>4</u>		<u>1</u>	<u>0</u>	<u>0.26</u>					
<u>5</u>		<u>2</u>	<u>0</u>	<u>0.46</u>					
<u>6</u>		<u>1</u>	<u>0</u>	<u>0.20</u>					
<u>7</u>		<u>2</u>	<u>1</u>	<u>-0.71</u>	<u>3</u>				
<u>8</u>		<u>1</u>	<u>1</u>	<u>-4.12</u>	<u>1</u>	<u>0.28^A</u>	<u>1</u>	<u>1^o</u>	
<u>9</u>		<u>1</u>	<u>0</u>	<u>0.35</u>					
<u>10</u>		<u>1</u>	<u>0</u>	<u>0.50</u>					
<u>Total</u>			<u>3</u>					<u>1</u>	<u>0</u>

^ANote that after making $z_{CLEC1,i} = 0$, the overall $z_{CLEC1}^T = 0.28$ is greater than the balancing critical value $c_{B_{CLEC1}} = -0.39$. Note that it is also greater than zero. Therefore the total affected volume has been identified.

^oFor cell#8 the TAV_1 would not be interpolated given that the impacted volume for that cell is only 1.

TAV for month 2 is 1 unit, TAV0 for month 2 is 0 units.

Submeasure Category = Provisioning - UNE

Failure Month = Month 3

CLEC Aggregate Result = Failed all three months

<u>Month</u> <u>3</u>	<u>n_i</u>	<u>n_c</u>	<u>l_c</u>	<u>z_{CLEC1}^T</u>	<u>c_BCLEC1</u>		<u>Order</u> <u>Zeroed</u> <u>Out (I/J)</u>	<u>TAV</u> <u>(< BCV)</u>	<u>TAV0</u> <u>(0-BCV)</u>
<u>State</u>	<u>196</u>	<u>33</u>	<u>8</u>	<u>-4.76</u>	<u>-0.49</u>				
<u>Cell</u>				<u>z_{CLEC1,i}</u>	<u>RANK</u>	<u>z_{CLEC1}^{T*}</u>			
<u>1</u>		<u>2</u>	<u>0</u>	<u>0.48</u>					
<u>2</u>		<u>4</u>	<u>1</u>	<u>-2.55</u>	<u>6</u>				
<u>3</u>		<u>2</u>	<u>0</u>	<u>0.57</u>					

<u>Month</u> <u>3</u>	<u>n_i</u>	<u>n_c</u>	<u>l_c</u>	<u>z_{CLEC1}^T</u>	<u>C_BCLEC1</u>		<u>Order</u> <u>Zeroed</u> <u>Out (I/J)</u>	<u>TAV</u> <u>(< BCV)</u>	<u>TAV0</u> <u>(0-BCV)</u>
<u>4</u>		<u>1</u>	<u>1</u>	<u>-3.00</u>	<u>4</u>	<u>-0.81</u>	<u>4</u>	<u>1</u>	
<u>5</u>		<u>1</u>	<u>1</u>	<u>-3.16</u>	<u>2</u>	<u>-2.78</u>	<u>2</u>	<u>1</u>	
<u>6</u>		<u>1</u>	<u>0</u>	<u>0.20</u>					
<u>7</u>		<u>1</u>	<u>1</u>	<u>-3.32</u>	<u>1</u>	<u>-3.76</u>	<u>1</u>	<u>1</u>	
<u>8</u>		<u>2</u>	<u>1</u>	<u>-3.00</u>	<u>3</u>	<u>-1.78</u>	<u>3</u>	<u>1</u>	
<u>9</u>		<u>1</u>	<u>1</u>	<u>-2.92</u>	<u>5</u>	<u>0.18^A</u>	<u>5</u>	<u>1^o</u>	
<u>10</u>		<u>6</u>	<u>1</u>	<u>-0.41</u>	<u>7</u>				
<u>11</u>		<u>10</u>	<u>1</u>	<u>-0.32</u>	<u>8</u>				
<u>12</u>		<u>1</u>	<u>0</u>	<u>0.24</u>					
<u>13</u>		<u>1</u>	<u>0</u>	<u>0.28</u>					
<u>Total</u>			<u>8</u>					<u>5</u>	<u>0</u>

^ANote that after making $z_{CLEC1J} = 0$, the overall $z_{CLEC1}^* = 0.18$ is greater than the balancing critical value $C_{B,CLEC1} = -0.49$. Note that it is also greater than zero. Therefore the total affected volume has been identified.

^oFor cell#9 the TAV₅ would not be interpolated given that the impacted volume for that cell is only 1.

TAV for month 3 is 5 units, TAV0 for month 3 is 0 units.

If the above examples represent performance for each of months 1 through 3, then

E.2.2 Example: STATE-A Percent Provisioning Troubles within 30 Days - UNE Loops Design

<u>State</u>	<u>TAV</u>	<u>TAV0</u>
<u>Month 1</u>	<u>4</u>	<u>1</u>
<u>Month 2</u>	<u>1</u>	<u>0</u>
<u>Month 3</u>	<u>5</u>	<u>0</u>
<u>Average TAV(0) for rolling 3 month period</u>	<u>3.33</u>	<u>0.33</u>
<u>Remedy amount per unit (Appendix A Table 2</u>	<u>\$345</u>	<u>\$76</u>
<u>Remedy Dollars</u>	<u>\$1148.85</u>	<u>\$25.08</u>

The total remedy paid for this Tier 2 submetric is $\$1148.85 + \$25.08 = \$1,173.93$ which rounds up to **\$1174**.

E.3 Tier-1 Calculation For Benchmarks

1. For each CLEC with five or more observations, calculate monthly performance results for the State.
2. CLECs having observations (sample sizes) between 5 and 30 will use Table I below. The only exception will be for Collocation Percent Missed Due Dates.

Small Sample Size Table (95% Confidence)

<u>Sample Size</u>	<u>Equivalent 90% Benchmark</u>	<u>Equivalent 95% Benchmark</u>	<u>Sample Size</u>	<u>Equivalent 90% Benchmark</u>	<u>Equivalent 95% Benchmark</u>
<u>5</u>	<u>60.00%</u>	<u>80.00%</u>	<u>18</u>	<u>77.78%</u>	<u>83.33%</u>
<u>6</u>	<u>66.67%</u>	<u>83.33%</u>	<u>19</u>	<u>78.95%</u>	<u>84.21%</u>
<u>7</u>	<u>71.43%</u>	<u>85.71%</u>	<u>20</u>	<u>80.00%</u>	<u>85.00%</u>
<u>8</u>	<u>75.00%</u>	<u>75.00%</u>	<u>21</u>	<u>76.19%</u>	<u>85.71%</u>
<u>9</u>	<u>66.67%</u>	<u>77.78%</u>	<u>22</u>	<u>77.27%</u>	<u>86.36%</u>
<u>10</u>	<u>70.00%</u>	<u>80.00%</u>	<u>23</u>	<u>78.26%</u>	<u>86.96%</u>
<u>11</u>	<u>72.73%</u>	<u>81.82%</u>	<u>24</u>	<u>79.17%</u>	<u>87.50%</u>
<u>12</u>	<u>75.00%</u>	<u>83.33%</u>	<u>25</u>	<u>80.00%</u>	<u>88.00%</u>
<u>13</u>	<u>76.92%</u>	<u>84.62%</u>	<u>26</u>	<u>80.77%</u>	<u>88.46%</u>
<u>14</u>	<u>78.57%</u>	<u>85.71%</u>	<u>27</u>	<u>81.48%</u>	<u>88.89%</u>
<u>15</u>	<u>73.33%</u>	<u>86.67%</u>	<u>28</u>	<u>78.57%</u>	<u>89.29%</u>
<u>16</u>	<u>75.00%</u>	<u>87.50%</u>	<u>29</u>	<u>79.31%</u>	<u>86.21%</u>
<u>17</u>	<u>76.47%</u>	<u>82.35%</u>	<u>30</u>	<u>80.00%</u>	<u>86.67%</u>

3. If the percentage (or equivalent percentage for small samples) meets the benchmark standard, no remedies are required. Otherwise, go to step 4.
4. Determine the Volume Proportion by taking the difference between the benchmark and the actual performance result:
5. Calculate the Total Affected Volume (TAV) by multiplying the Volume Proportion from step 4 by the Total Impacted CLEC1 Volume.

6. Calculate the payment to CLEC1 by multiplying the result of step 5 by the appropriate dollar amount from the fee schedule (Appendix A, Table 1) times the appropriate multiplier (section 4.3.1.5).
7. Repeat steps 3-6 for the first month of failure.
8. That is, $\text{CLEC1 payment} = (\text{Affected Volume}_{\text{CLEC1}} * \$\$ \text{from Fee Schedule} * \text{multiplier})$. For the example that follows, fee amounts are based on an aggregate failure.

E.3.1 Example: CLEC1 Percent Missed Due Dates for Collocations

Submeasure Category = Collocation

Failure Month = Month 1

CLEC Aggregate Result = Failed

	<u>n_c</u>	<u>Benchmark</u>	<u>PMDD_c</u>	<u>Volume Proportion</u>	<u>Affected Volume</u>
State	600	>=95% On Time	92%	.03	18

E.4 Tier 1 Calculation For Benchmarks (In The Form Of A Target)

1. For each CLEC with five or more observations calculate monthly performance results for the State.
2. CLECs having observations (sample sizes) between 5 and 30 will use small sample size table above.
3. Calculate the interval distribution based on the same data set used in step 1.
4. If the 'percent within' (or equivalent percentage for small samples) meets the benchmark standard, no remedies are required. Otherwise, go to step 5.
5. Determine the Volume Proportion by taking the difference between benchmark and the actual performance result.
6. Calculate the Total Affected Volume by multiplying the Volume Proportion from step 5 by the Total CLEC1 Volume.
7. Calculate the payment to CLEC1 by multiplying the result of step 6 by the appropriate dollar amount from the fee schedule. $\text{CLEC1 payment} = \text{Affected Volume}_{\text{CLEC1}} * \$\$ \text{from Fee Schedule} * \text{multiplier}$. For the example that follows assume CLEC aggregate failure.

E.4.1 Example: CLEC-1 Reject Interval – Fully MechanizedSubmeasure Category = OrderingFailure Month = Month 1CLEC Aggregate Result = Failed

	<u>n_c</u>	<u>Benchmark</u>	<u>Reject Interval</u>	<u>Volume Proportion</u>	<u>Affected Volume</u>
<u>State</u>	<u>600</u>	<u>97% <= 1 hour</u>	<u>95% <= 1 hour</u>	<u>.02</u>	<u>12</u>

E.5 Tier 2 Calculations For Benchmarks

Tier 2 calculations for benchmark measures are the same as the Tier 1 benchmark calculations, except they are based on the CLEC aggregate performance and the CLEC aggregate data will have failed for three (3) consecutive months.

E.6 Regional and State Coefficients

This section describes the method of calculating regional and state coefficients.

E.6.1 AKC

- Acknowledgement Completeness (AKC_EDI & AKC-TAG)

Regional Coefficient Formula (Tier 1)

Coefficient = (A+B) / (C+D) where:

- A= number of valid FOC transactions of the CLEC in the state (fully & partially mechanized)
- B = number of valid RI transactions of the CLEC in the state (fully & partially mechanized)
- C = total valid FOC transactions of the CLEC in the region (fully & partially mechanized)
- D = total valid RI transactions of the CLEC in the region (fully & partially mechanized)

State Coefficient Formula (Tier 2)

State Coefficient = (A+B) / (C+D) where:

- A = number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)
- D = total valid RI transactions in the region (fully & partially mechanized)

E.6.2 PFT

- Percent Flow Through CLEC Aggregate - Residence (PFT-RES)
- Percent Flow Through CLEC Aggregate - Business (PFT- BUS)
- Percent Flow Through CLEC Aggregate - UNE Other (PFT-UOTH)
- Percent Flow Through CLEC Aggregate - UNE Loop & Port Combo (PFT-UNEPC)
- Percent Flow Through CLEC Aggregate - LNP (PFT-LNP)

Regional Coefficient Formula (Tier 1)

Coefficient = A / B where:

- A = number of valid FOC transactions of the CLEC in the state (fully mechanized)
- B = total valid FOC transactions of the CLEC in the region (fully mechanized)

State Coefficient Formula (Tier 2)

State Coefficient = A / B where:

- A = number of valid FOC transactions for all CLECs in the state (fully-mechanized)
- B = total valid FOC transactions in the region (fully-mechanized)

E.6.3 CMN, PSEC, PCRAR, PCRIP

- Timeliness of Change Management (CMN)
- Percent of Software Errors Corrected in X (10, 30, 45) Business Days - Region (PSEC)
- Percent Change Requests Accepted or Rejected in 10 Days - Region (PCRAR)
- Percent of Change Request Implemented Within 60 Weeks of Prioritization - Region (PCRIP)

State Coefficient Formula (Tier 2)

Coefficient = (A+B) / (C+D) where:

- A = number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)

- D = total valid RI transactions in the region (fully & partially mechanized)

E.6.4 IA

- Interface Availability (IA)

State Coefficient Formula (Tier 2)

Coefficient = (A+B) / (C+D) where:

- A= number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)
- D = total valid RI transactions in the region (fully & partially mechanized)

Appendix F: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement (SQM) reports and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

1. Those SQM measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAP website advising CLECs when reposted data is available.
2. SQM Performance sub-metric calculations that result in a shift in the statewide aggregate performance from an "in parity" condition to an "out of parity" condition will be available for reposting.
3. SQM Performance sub-metric calculations with benchmarks where statewide aggregate performance is in an "out of parity" condition will be available for reposting whenever there is a $\geq 2\%$ decline in BellSouth's performance at the sub-metric level.
4. SQM Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a degradation in performance as shown by an adverse change of $\leq .5$ in the z-score at the sub-metric level.
5. Any data recalculations that reflect an improvement in BellSouth's performance will be reposted at BellSouth's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.
6. SQM Performance data will be reposted for a maximum of three months in arrears from date of detection. As an example, should an error be discovered during the analysis of the May data month, and this error triggers a reposting, BellSouth will correct the data beginning with the month of detection (May) and the three months preceding – April, March and February.
7. When updated SQM performance data has been reposted or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments where technically feasible, for a maximum of three months in arrears from date of detection. Recalculated SEEM payments due to reposted SQM data will be made for the same months that the applicable data was reposted. The three month period for recalculating SEEM payments due to an error in PARIS will be determined in the same manner previously described for the SQM. For example, should an error in PARIS be discovered for the data month of May, BellSouth will correct data for May and the three preceding months – April, March and February.

8. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies resulting from the application of this policy will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.
9. Any adjustments for underpayments resulting from application of this policy will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

When a CLEC believes that an error in its specific data requires reposting where the above statewide thresholds have not been met, the CLEC is responsible for identifying such issues and requesting BellSouth to repost the data. Any failure to repost inaccurate data should be brought to the attention of the Commission for resolution if it is estimated that the thresholds described in items 3, 4, or 5 have been met at the CLEC-specific level.

Determination of when Reposting Policy Applies

As part of the Change Notification Process, BellSouth performs an analysis of impacts that are proposed to be made to Performance Measurement Application Platform (PMAP) code. These impacts are used to identify changes to its reported SQM results.

To determine this impact, BellSouth performs a query of the data warehouse to identify those records that would be impacted by the proposed change. Once the number of records are identified, the measurement is recalculated to determine the impact. This is the general framework for analysis - the specific steps used to evaluate the impact will vary with the issue being analyzed. However, the following example may assist in understanding:

Assume that service orders with an activity code of T were erroneously being included in a UNE-P disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included as UNEP is 110 records out of a total of 86,000. In this example, the numerator and denominator would both be reduced by 110 records and the zscore would be recalculated. If the amount of the change was sufficient to meet criteria 2, 4 or 5 above, the Reposting policy will be invoked.