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. (SPRINT-FLORIDA TRACK)

DOCKET NO. 000121B-TP ORDER NO. PSC-03-0067-PAA-TP ISSUED: January 9, 2003

The following Commissioners participated in the disposition of this matter:

LILA A. JABER, Chairman
J. TERRY DEASON
BRAULIO L. BAEZ
MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY

NOTICE OF PROPOSED AGENCY ACTION ORDER APPROVING A PERFORMANCE MEASUREMENT PLAN FOR SPRINT

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

CASE BACKGROUND

We opened Docket No. 000121-TP to develop permanent performance metrics for the ongoing evaluation of operations support systems (OSS) provided for alternative local exchange carriers' (ALECs) use by incumbent local exchange carriers (ILECs). Associated with the performance metrics is a monitoring and enforcement program that is to ensure that ALECs receive nondiscriminatory access to the ILEC's OSS. Performance monitoring is necessary to ensure that ILECs are meeting their obligation to provide unbundled access, interconnection and resale to ALECs in a nondiscriminatory manner. Additionally, it establishes a standard against which ALECs and we can measure performance over time to detect and correct any degradation of service provided to ALECs.

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Docket No. 000121-TP consists of three phases. Phase I began with workshops conducted by our staff with members of the ALEC and ILEC communities. These workshops were held on March 30, 2000, August 8, 2000, and December 13, 2000. The purpose of Phase I was to determine and resolve any policy and legal issues in this Phase II involved establishing permanent metrics for matter. BellSouth Telecommunications, Inc. (BellSouth), including a specific monitoring and enforcement program. By Order No. PSC-01-1819-FOF-TP (Final Order), issued September 10, 2001, established permanent performance measures and benchmarks as well as a voluntary self-executing enforcement mechanism (Performance Assessment Plan) for BellSouth. By Order No. PSC-02-0187-FOF-TP, issued February 12, 2002, as amended by Order No. PSC-01-0187A-FOF-TP, issued March 13, 2002, BellSouth's Performance Assessment Plan was approved.

With the completion of Phase II, we are beginning Phase III of this docket, which entails the establishment of performance metrics and a performance monitoring and evaluation program for the other Florida ILECs. By Order No. PSC-02-0503-PCO-TP, issued April 11, 2002, Docket No. 000121-TP was divided into three subdockets: (1) 000121A-TP, in which filings directed toward the BellSouth track would be placed; (2) 000121B-TP, in which filings directed toward the Sprint track would be placed; and (3) 000121C-TP, in which filings directed toward the Verizon track would be placed.

This Order addresses the proposed establishment and implementation of operations support systems permanent performance measures for the Sprint Track, Docket Number 000121B-TP. On May 2, 2002, Sprint filed its initial response to our staff's data request for proposed permanent performance measures in Florida. On June 30, 2002, initial comments on Sprint's proposal were filed by interested parties.

Taking into consideration the information provided by Sprint and the comments provided by interested parties, our staff developed an independent proposal for Sprint OSS permanent performance measurements and submitted it for comment on November 1, 2002. Comments on our staff's proposal were filed November 15, 2002, and supplemental comments were filed with us on November 25, 2002.

JURISDICTION

We are vested with jurisdiction over this matter pursuant to Sections 364.01(3) and (4)(g), Florida Statutes. Pursuant to Section 364.01 (3), Florida Statutes, the Florida legislature has found that regulatory oversight is necessary for the development of fair and effective competition in the telecommunications industry. To that end, Section 364.01 (4) (g), Florida Statutes, provides, in part, that we shall exercise its exclusive jurisdiction in order to ensure that all providers of telecommunications service are treated fairly by preventing anticompetitive behavior. Furthermore, it is noted that the FCC has encouraged the states to implement performance metrics and oversight for purposes of evaluating the status of competition under the Telecommunications Act of 1996.

ANALYSIS

I. OVERVIEW

A Performance Measurement Plan (PMP) should include several key elements including service quality measures, business rules, reporting requirements, auditing and statistical methodology. On November 1, 2002, we issued a proposal that addressed these elements for a Sprint PMP. Our proposal for Sprint's PMP is similar to the plan in place for BellSouth, except for the greater number of service quality measures required for BellSouth and the self-effectuating remedy mechanism in place for BellSouth.

On November 15, 2002, Sprint and the Joint ALECs filed their comments on our Sprint PMP proposal. On November 25, 2002, supplemental comments were also filed by the Joint ALECs.

Generally, commenters agreed with our proposal for Sprint's PMP. However, four areas of contention were identified as commenters recommended minor modifications to our proposal. Based on the analysis in Section II, we revised the original proposal to reflect necessary changes, which are included within the revised proposal in Section III.

II. ARGUMENTS

A. Overall Comments

Sprint commented that our proposal to implement the existing scope and content of the August 2002 Sprint Nevada PMP ("Cookbook") and the associated parity methodology were cost-efficient and beneficial to both ALECs and us. Sprint advocates a single universally implemented plan at the national level rather than state-specific performance measurement plans. Thus, Sprint believes our proposal accomplishes the dual goal of maximizing the value to ALECs and us, while minimizing administrative costs to all parties.

The Joint ALECs agree with us that the Nevada Sprint PMP would be readily and quickly transferred to Florida, as it already exists in other states including North Carolina. The Joint ALECs note that, although the Plan is not as comprehensive as the requirements for BellSouth, it is a substantive initial plan to provide useful data for us and ALECs to monitor Sprint's performance. The Joint ALEC's endorsement of the plan is predicated on the implementation of six-month reviews, which will allow timely opportunity to make necessary plan improvements and ensure ALECs are correctly interpreting the plan.

The four areas of contention commenters identified include the PMP review process, the publishing of root-cause analysis reports, the frequency and cost of third-party auditing, and the PMP effective date. The position of each party and our analysis is discussed below.

B. Review Process

Our staff's original proposal called for ongoing six-month reviews of performance measures and results for the first two years after the PMP is implemented.

Sprint does not believe that recurring six-month reviews are necessary during the first two years. Rather than establishing ongoing six-month reviews, Sprint believes the schedule should be established during the first six month review. As support, Sprint notes that the Nevada PUC initially ordered annual reviews for the first three years and is moving to three-year review cycles in 2003. However, Sprint and Nevada ALECs may propose changes at any

time if the Nevada PUC agrees requests are significant and warrant a review. Furthermore, Sprint believes less frequent reviews would encourage more consistent ALEC participation and require less ALEC time and expense.

Sprint also notes that it sponsors a quarterly forum to address ALEC concerns regarding service performance in Sprint's eastern region including Florida. Sprint plans to continue these meetings because it views them as having been very successful. Attendance has included 29 total ALECs, of which 13 operate in Florida. Sprint believes this forum will diminish the need for ongoing six-month reviews.

Sprint anticipates future PMP reviews in Florida and Nevada and requests that each state adopt the other state's changes. Sprint believes the automatic acceptance of changes ordered by other states would be the ideal model. It urges us to stipulate to all measurement changes ordered by other states after a review and approval process. Sprint's intention is to ensure that approval from the Nevada and Florida Commissions would be received in the same time frame to enable simultaneous implementation of the changes. Sprint suggests either a 15 or 30- day time frame for our review and approval of other states changes, but will agree to any reasonable time frame to preserve the goal of a universally implemented plan.

The Joint ALEC's endorsement of the Sprint plan was predicated on the implementation of six-month reviews. The Joint ALECs comment that these reviews will provide a timely opportunity to make necessary plan improvements. The Joint ALECs also suggest that we require Sprint to provide an educational workshop for ALECs. In supplemental comments, Joint ALECs agreed with Sprint that they too expect more substantive changes to be made at the first few six-month reviews and fewer changes at subsequent reviews. However, they contend that substantive disagreements over changes to measurements and associated enforcement will likely require our involvement for resolution.

We agree with both Sprint and the Joint ALECs that the more substantive issues may be resolved in the first few six-month reviews. We also agree with the Joint ALECs that any discussion regarding modified performance measures or enforcement mechanisms

will likely require our involvement for resolution. We agree that to Sprint's request of establishing a six-month review process and determining, based on input from participants at each review, whether the interval for these reviews should be adjusted. The six-month review process is reflected in our staff's revised proposal.

C. Publishing of Root-Cause Analysis

Based on the Sprint August 2002 "Cookbook", our original proposal for root-cause analysis provided that within 90 days of monthly published measurements posting to the Sprint web site, an ALEC could request a root-cause analysis of any measurement not meeting parity or the benchmark level. We added that Sprint should also provide a root-cause analysis report to us, in the event any level of disaggregation failed to meet performance standards for three consecutive months.

Sprint notes that it is willing to provide a root-cause analysis report to us, but it wishes to maximize the value to us and minimize the administrative burden on Sprint. Sprint advocates regular quarterly reporting of the three most recent months of analysis, and that it only provide a root-cause analysis for any disaggregation with three consecutive months of failures when compliance for a disaggregation is less than 90 percent.

Supplemental comments filed by the Joint ALECs describe staff's proposal for root-cause analysis as very reasonable. The Joint ALECs believe Sprint's alternative proposal to be unclear and lacking information. Therefore, the Joint ALECs recommend that Sprint's alternative be rejected. Alternatively, they support use of the methodology employed in Georgia for BellSouth. In Georgia, BellSouth is required to conduct a root-cause analysis for any measure that fails twice within any three consecutive months of a calendar year and to file a corrective action report with the Commission within 30 days.

We understand Sprint's effort to minimize reporting by only requiring reports for those disaggregations with three consecutive monthly failures and compliance less than 90 percent. However, we agree with the Joint ALECs that any disaggregation failing for three consecutive months, regardless of compliance ranges, should be reported to us on a monthly basis.

At this point, we do not believe the implementation of any penalty provisions is appropriate and believe the establishment of a robust root-cause analysis reporting mechanism is essential. We believe Sprint's proposed quarterly reporting of root-cause data may delay analysis for up to five months after the noncompliant situation is identified. Such anticipated delays in reporting and root-cause resolution would not be acceptable.

We also agree with the Joint ALECs that a corrective action plan should be developed for those measures with disaggregations experiencing three consecutive months of noncompliance. Therefore, a requirement for Sprint to provide a corrective action plan with the root-cause analysis is reflected in our staff's revised proposal.

D. Auditing

Sprint does not support our staff's proposal of annual third-party audits for the first five years after implementation of the PMP. Sprint comments that it does not want to rely on third-party auditors as a long-term solution to auditing performance measures because they offer only a snapshot of data for a few months. Sprint believes it has, or will soon have, appropriate internal audit mechanisms in place and the financial burden of annual audits is not justified for Sprint. In Nevada, Sprint was required to conduct only one external audit at its expense. The Nevada Commission agreed that any subsequent audits would be requested by ALECs and the cost would be shared equally by the ALECs and Sprint.

Sprint comments that the scope of the audit should be jointly determined by Sprint and the ALEC community, auditing a jointly selected sample of 50 percent of the performance measurements. Sprint suggests this methodology because it believes that some measures are similar in business rules and calculation methodology, and that only one measure in each major category should be included in the audit.

The Joint ALECs believe Sprint's disagreement with our proposal, requiring a comprehensive audit every year for the first five years after implementation of the PMP, is inconsistent with the stated policy in Attachment A (August 2002 Cookbook, Pg. 75). The Joint ALECs comment that our staff's proposal merely declares its desire for five annual audits, which the stated policy seems to

provide. The Joint ALECs support our staff's proposal and note it is consistent with requirements placed on other ILECs.

The Joint ALECs also comment that Sprint could seek a waiver for any year that it could prove to us and ALECs that an audit is not needed. Further, they believe we should, as a user of the performance measurements, be involved in developing the audit scope. Joint ALECs also recommend that the details of the comprehensive audits be collaboratively developed with Sprint at a later time frame, with this Commission resolving any disputed issues.

We understand Sprint's desire to complete only the initial comprehensive third-party audit and use its own internal audit mechanism to complete additional necessary annual audits. We also understand Sprint's desire to reduce unnecessary costs for annual audits that may not reveal anything beyond what its own internal audit group could identify. However, we believe Sprint's alternative defeats the purpose of having independent third-party audits and relies too heavily upon Sprint to impartially evaluate its own performance in the marketplace. The comprehensive independent audit allows all parties involved in the competitive process to receive an impartial view, even though it is a snapshot in time.

We agree with the Joint ALECs that Sprint could seek a waiver for any year that it could prove to us and ALECs that an independent third-party audit is not needed. However, we do not agree with the joint ALECs that we should become a participant in developing the audit scope. As we move toward a competitive market environment, we believe our role in determining the scope of third-party audits and approving the third-party auditor is that of an arbiter to resolve impasses, rather than a direct participant. Therefore, we have made no revision to the initial proposal regarding this issue.

E. Initial Effective Date

Our staff's initial proposal calls for the PMP to become effective within 30 days of the Final Order issued by us. Sprint, however, requests that the effective date for implementing the PMP be the first day of the month following 30 days after the Final Order is issued by us to ensure a full reporting month. We have no

difficulty making this change, and no comments were filed by interested parties rejecting this proposed change by Sprint. Therefore, the change is included in our staff's revised proposal below.

III. STAFF'S REVISED PROPOSAL

A. Service Quality Measures and Business Rules

We believe the appropriate service quality measures to be reported by Sprint are those provided in the August 2002 "Cookbook" for the Public Utilities Commission of Nevada. Attachment A includes the 38 performance measures we believe are appropriate for use in capturing Sprint's OSS performance for Florida. The Nevada Plan performance measurements have previously been approved by both the North Carolina and Indiana Utilities Commissions as Sprint's PMP within those states. At this time, we believe these measures will also provide an acceptable level of performance reporting for Sprint in Florida.

Because the Sprint Nevada Plan is currently in operation in three states, we believe the August 2002 "Cookbook" for the Nevada Plan is readily transferable to Florida operations. At this time, we find that the business rules contained therein adequately measure whether Sprint is providing ALECs service at parity. We note that portions of Collocation Measures 40 and 41 were modified and filed within Sprint's comments on our proposal on November 15, 2002. Sprint made these modifications to reflect Florida standards of compliance in the provision of collocation services as specified in Order No. PSC-00-0941-FOF-TP. These modifications are included within the performance measures documented in Attachment A, which is attached and incorporated in this Order.

B. Performance Data Reporting

1. Due Date and Access

The August 2002 "Cookbook" provides for reporting of all performance measure results by the 15th calendar day of the month succeeding the reporting period. This timing conflicts with the reporting time frame documented in the 2002 Sprint PMP Compliance Methodology (Attachment B), which assumes the due dates for reports to be no later than the 20th calendar day of the month. We find that the 20th calendar day of the month shall be acceptable as the

due date for reporting Sprint's performance measurement data to the web site.

Authorized users will have access to monthly results reports through Sprint's web site. Each authorized ALEC will have access to its own raw data and monthly results, aggregate ALEC data, and analogous Sprint ILEC data. We will have access to reports for all entities, including ILEC affiliate data.

2. Remedy Provisions

We do not believe that penalty provisions at this time for noncompliant performance measures or for inaccurate are appropriate, incomplete, or untimely reporting. We find that at least six months of data shall be analyzed before any penalty plan provisions are considered. The necessity for such plans can be evaluated during the six-month reviews conducted by our staff and discussed below.

3. Six-Month Review Process

A six-month review process shall be conducted by our staff, at which time the necessity of any measurement adjustments and penalty provisions may be considered. These collaborative reviews will include interested ALECs, Sprint representatives and Commission staff as participants. The first review shall begin six months after the initial PMP implementation date specified in our final order. Based on input from participants at each review and the need identified therein, we shall determine whether the interval for these reviews should be adjusted.

The 2002 Sprint PMP Compliance Methodology calls for all relevant changes to the Nevada Plan to automatically apply to Florida on a going forward basis. We find that the changes approved in other states shall not automatically be adopted in Florida without proper consideration by interested parties and the Commission. Therefore, we find that Sprint shall notify us of performance measurement changes approved by other states and file such changes in this docket. Such changes shall be filed within 15 days of the order being issued in other states. Interested ALECs and Commission staff shall be allowed an opportunity to review such changes before a recommendation is brought before us.

4. Root-Cause Analysis

The August 2002 "Cookbook" provides that ALECs may request, within 90 days of the web site publication of monthly results, an analysis of the data and underlying causes contributing to any measure not meeting parity or the benchmark level. Additionally, we find that failure in three consecutive months to meet any performance for a given level of disaggregation shall require a root cause analysis by Sprint, which shall then be reported to us on a monthly basis. We also find that Sprint's root-cause analysis shall include a plan for corrective action with key activities and critical completion dates for implementation.

The Sprint 2002 PMP Compliance Methodology (Attachment B) provides that Sprint may perform a limited root-cause analysis process within 45 days of the issuance of monthly performance reporting to provide a reasonable opportunity to explain exceptional conditions causing a submeasure to be reported improperly. Additionally, if reporting inaccuracies are discovered after the reporting due date, Sprint will repost results and publish a notification of the repost on the web site. Sprint will archive the repost notifications and make them available on the reporting web site for 12 calendar months.

5. Data Retention

We find that in accordance with the August 2002 "Cookbook," Sprint shall retain performance measure results and raw data support for a period of 24 months. Data shall be retained in sufficient detail to provide an adequate audit trail and to facilitate an ALEC's reconciliation of ILEC reported data with its own internal data. Furthermore, data that relates to the ILEC wholesale and retail performance shall be retained at a level of disaggregation comparable to that reported for ALECs.

6. Affiliate Data

We find that Sprint shall be required to report data for any Sprint affiliate, as defined in the 1996 Telecommunication Act, functioning as an ALEC and making use as such of Sprint wholesale services and systems. Additionally, each affiliate ALEC's results shall be available for purposes of monitoring by us via access provided to Sprint's performance reporting system. We note that this reporting is appropriate and is consistent with our position

on this issue in other ILEC performance measurement proceedings and decisions.

C. Statistical Methodology

1. Parity Testing

We hereby approve the statistical methodology presented in the 2002 Sprint PMP Compliance Methodology previously approved by the Nevada Commission. Attachment B, which is attached and incorporated in this Order, provides Sprint's statistical methodology for compliance with parity and benchmark measurements.

The general statistical testing methodology for parity is to conduct a hypothesis test for two conditions: that ALEC performance is "better than or equal to" Sprint performance and that ALEC performance is "worse than" Sprint performance. Calculations are made under the assumption that larger performance measurement values indicate worse service. For measures where this assumption is not correct, the calculation of a test statistic will be reversed. In these cases, a difference between Sprint and ALEC service will always be a negative number when ALEC service is worse. A statistical test with a p-value will be converted to a z-score. A significance level, or Type I error rate, of ten percent is used for testing purposes.

A modified Z-score is used at the cell level in testing for the difference between two means. By converting the adjusted asymmetric t-test statistic via the respective probability density function, a modified score is calculated. Any Z-scores less than or equal to -1.2817 will result in a rejection of the hypothesis that ALEC performance is "better than or equal to" Sprint performance. All statistical testing is performed at the submeasure level per ALEC. The 2002 Sprint PMP Compliance Methodology (Attachment B) shall be adopted in conjunction with the Sprint August 2002 "Cookbook" (Attachment A) to measure Sprint's performance.

2. Benchmark Testing

Benchmark measurements compare Sprint's performance results for each ALEC against the defined benchmark, without the use of statistical testing for significance. If performance results indicate that Sprint does not meet the benchmark, it is considered

to be noncompliant. For noncompliant benchmark measures, a degree of severity shall be calculated. Minor, moderate and severe levels of severity are assigned to show the level of noncompliant performance.

D. Auditing

The August 2002 "Cookbook" provides that a comprehensive audit of the ILEC's reporting procedures and reportable data would be supported if the FPSC or greater than 50 percent of the ALECs agree that an audit is desired. However, at least one annual independent third-party comprehensive audit shall be performed one year after the implementation date specified herein. Based on the results of the initial independent comprehensive audit and interim six-month reviews, our staff shall determine whether the interval for additional comprehensive third-party audits should be modified during the first five years after the PMP is implemented. After the first five years, a comprehensive third-party audit shall only be performed when sufficient evidence has been provided to us to order such an audit.

The August 2002 "Cookbook" calls for Sprint to share the cost of an audit with ALECs. However, costs for a comprehensive annual audit shall be borne by Sprint if one is required in the first five years after implementation of the Plan. This approach is consistent with our previous decisions in similar proceedings. We find that all other audit provisions of the August 2002 "Cookbook" are appropriate.

The "Cookbook" also provides for ALEC mini-audits of individual performance during the year when there is cause to believe the data collected for a measure is flawed or the required measure is not being adhered to. The Plan specifies that the ALEC requesting the audit will pay for the mini-audit and Sprint's reasonable costs and expenses unless Sprint is found to be misreporting or misrepresenting data or to have noncompliant procedures. In that event, Sprint will pay the costs of the mini-audit and the ALEC's reasonable associated costs and expenses. Additionally, if more than 50 percent of the measures in a major service category have flawed data or reporting problems, the entire category shall be re-audited at Sprint's expense.

The "Cookbook" audit provisions do not provide specific direction as to who should select the independent third-party auditor. The independent auditor and audit scope shall be jointly selected by Sprint and the ALEC community prior to initiating any third-party audit. If the parties cannot agree on the independent auditor and audit scope, we shall have final approval.

E. Effective Date

The effective date for implementing the PMP shall be the first day of the month following 30 days after the issuance date of this Order to ensure a full reporting month.

We hereby approve our Staff's Revised Proposal for the Performance Measurement Plan for Sprint-Florida, Incorporated as outlined herein. We order that Sprint shall implement the Performance Measurement Plan as specified in this Order.

If no person whose substantial interests are affected files a protest within 21 days of the issuance date of this Order, this Order will become final upon the issuance of a Consummating Order. If a protest is filed, then resolution of the protest shall be addressed during the six-month review process. Thereafter, this docket shall remain open pending until: 1) completion of the development of a Sprint Florida Performance Measurements plan; 2) full implementation of the Sprint OSS Performance Measurements; 3) Sprint measurement reporting systems for ALECs are completely and accurately operational; 4) six-month reviews of performance measurements have begun; and 5) the completion of the initial third-party audit.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Sprint-Florida, Incorporated shall implement its Performance Measurement Plan as specified in the body of this Order. It is further

ORDERED that Attachment A (Sprint's August 2002 Cookbook) and Attachment B (Sprint's 2002 Performance Measurement Plan Methodology) are hereby incorporated into this Order by reference. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that in the event a protest is filed, resolution of the protest shall be addressed during the six-month review process. It is further

ORDERED that in the event this Order becomes final, this docket shall remain open.

By ORDER of the Florida Public Service Commission this <u>9th</u> Day of <u>January</u>, <u>2003</u>.

BLANCA S. BAYÓ, Director Division of the Commission Clerk and Administrative Services

By:

Kav Flynn*/*Chief⁽

Bureau of Records and Hearing

Services

(SEAL)

FRB

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 30, 2003.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

Docket No.0001216-TP
Attachment A
Sprint Performance Measurements Report Requirements

Sprint's "Cookbook"

August 6, 2002

Sprint Performance Measurements Report Requirements

Sprint Performance Measurements

Public Utilities Commission of Nevada

INTRODUCTION

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

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

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

This Revised Performance Measures package addresses the following:

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

Sprint Performance Measurements Report Requirements

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Sprint Performance Measurements Report Requirements

EXECUTIVE SUMMARY

Performance Measures Development Process

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

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

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

14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

See, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale

services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)." See, Ameritech Opinion at 12 FCC Red at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Red at 20619).

Sprint Performance Measurements Report Requirements

Notes:

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

Major Categories

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

Pre-Ordering

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

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

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

Ordering

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

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Provisioning

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

Maintenance

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

• Network Performance

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

• Billing

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

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Data Base Updates

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

Collocation

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

Interfaces

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

Auditing and Review Procedures

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

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

Reservation of Rights

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

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

ILECs

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

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- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures
 and standards in the Agreement does not conclusively demonstrate ILEC compliance
 with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

Nevada Performance Measurements

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

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

Pre-Ordering

Measure 1

Title:	Average Resp	onse Time to	Pre-Order	Queries
--------	--------------	--------------	-----------	---------

Area		uirement Des			
Description	The response interval for computing the elapsed the CLEC, whether or n returns the requested da	ime from the ILE ot syntactically co	C receipt of	the query from	
	Address Verification	n/Dispatch Requir	red		
	Request for Telepho	ne Number (TN)			
	Request for Custom Simple	er Service Record	l		
	- Complex				
	Service Appointment		e date)		
	Rejected/Failed Que				
	Facility Availability				
	Loop Pre-qualificati	ion			
Method of	All Electronic:	Data III')	(O C		
Calculation	Sum ((Query Response				
	Time)) / (Number of Queries Submitted in Reporting Period)				
	All Manual: Loop Pre-qualification and Facility Availability				
	Sum [((Fax Date and Time Returned) - (Business Date and Time of				
	receipt of valid fax service request)) / (Number of Faxes Submitted in				
	Reporting Period)] X 10				
Report Period	Monthly				
Report Structure	Individual CLECs, CLI	ECs in the aggrega	ite, and ILE	C affiliate.	
Reported By	By query type and by in				
Geographic Level	Statewide				
Measurable Standards					
	Disaggregation Level	CLEC	Competitive C	omparison	
	All Electronic:		Parity	Benchmark	
	Address Verification/Dispatch Required	Request for Address Venfication		6seconds	
1	Request for Telephone Number	Request for Telephone Number		3 seconds	
	Request for Customer Service Record - Simple	Request for Simple CSR		10 seconds	
	Request for Customer Service Record - Complex	Request for Complex CSR		15_seconds	
	Service Appointment Scheduling	Request for Due Date		TBD	
	Rejected / Failed Queries	Rejected/Failed Queries		Diagnostic Only	
	All Manual:				

Sprint Performance Measurements Report Requirements

	Facility Availability Loop Pre-Qualification	Request for Facility Availability Request for Loop	95% within 3 business days – Diagnostic Only 95% within 3	
Business Rules	requests. Results for CLEC with a benchmark determine compliation of the Elapsed time for during scheduled Exclude transacti	 Results for CLECs with 5 or fewer transactions will be compared with a benchmark of twice the applicable electronic submeasure to determine compliance. Elapsed time for fully electronic submeasures will be tracked during scheduled interface availability hours. 		
Notes	Consumer Protect provisions. Sprint defines Sin has 4 or less lines. Implementation of Portability requir NPA/NNX in 20 independent quer Address Verifica Record queries. Sprint will provide fewer transaction cause of long res. Submeasure Faci	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary inform provisions. Sprint defines Simple CSR queries as a query on an account thas 4 or less lines. Implementation of systems to comply with Federal National Portability requirements will prevent the capability to query to NPA/NNX in 2002 to obtain Service Availability information independent query. Service Availability information is availal Address Verification/Dispatch Required and Customer Service Record queries. Sprint will provide an analysis of the data for CLECs with 5 of fewer transactions in the 2003 filing. The analysis will include cause of long response times, as near as can be determined. Submeasure Facility Availability provides switch verification information and Loop Pre-Qualification provides outside plan 		

Sprint Performance Measurements Report Requirements

Ordering

Measure 2

Title: Average FOC Notice Interval

Area	Requ	irement De.	scription		
Description	Measures the average tim returning a Firm Order Co			rice request to	
Method of	All Electronic:				
Calculation	Sum ((Date and Time of I Valid Service Request)) / Electronic/Manual Mix: Sum ((FOC Date and Timerror free order)) / (Numb	(Number of FC	Cs Sent in R ate and Time	eporting Period)	
Report Period	Monthly				
Report Structure	Individual CLECs, CLEC applies) and ILEC affiliat		ate, by ILEC	(if analog	
Reported By	Electronically receive	d/electronically	handled		
_	Electronically receive				
	By Service Group Type	pe			
Geographic Level	Statewide		<u> </u>		
Measurable	Disaggregation Level RESALE	CLEC	Competitive (Comparison	
Standards	KESALE		Parity	Benchmark	
	Blind FOC				
	Res POTS All Electronic	Res POTS	-	тво	
	Electronic/Manual Mix			4 hrs	
	Bus POTS All Electronic Electronic/Manual Mix	Bus POTS		TBD 6 hrs	
	ISDN BRI All Electronic Electronic/Manual Mix	ISDN BRI		TBD 6 hrs	
	CENTREX All Electronic Electronic/Manual Mix	CENTREX		TBD 13 hrs.	
	PBX All Electronic Electronic/Manual Mix	PBX		TBD 13 hrs.	
	Intelligent FOC				
	DDS All Electronic Electronic/Manual Mix	DDS		TBD 36 business hrs	
	DSI/JSDN PRI All Electronic Electronic/Manual Mix	D\$1/ISDN PRI		TBD 36 business hrs	
	DS3 All Electronic Electronic/Manual Mix	DS3		TBD 36 business hrs	
	VGPL/DS0 All Electronic Electronic/Manual Mix UNBUNDLED NETWORK	VGPL/DS0		TBD 36 business hrs	
	Blind FOC				
i .	UNE Loops Non-Designed	UNE Loops			

Electronic Manual Mix UNE Loops SDSL Provisioned All Electronic Electronic/Manual Mix UNE subloops - Voice Grade All Electronic Electronic/Manual Mix UNE subloops - Data All Electronic Electronic/Manual Mix UNE subloops - Data All Electronic Electronic/Manual Mix Line Sharing All Electronic Electronic/Manual Mix LNP All Electronic Electronic/Manual Mix UNE Subloops - Data All Electronic Electronic/Manual Mix Line Sharing All Electronic Electronic/Manual Mix UNE Dept Seagned All Electronic Electronic/Manual Mix UNE Ports All Electronic Electronic/Manual Mix UNE Ports All Electronic Electronic/Manual Mix ELS UNE Ports All Electronic Electronic/Manual Mix UNE Dedicated Transport All Electronic Manual Mix UNE Dedicated Transport Electronic/Manual Mix UNE Dedicated Transport All Electronic Electronic/Manual Mix UNE Dedicated Transport All Electronic Electronic/Manual Mix UNE Platform All Electronic Electronic/Manual Mix Interconnection Trunks All Electronic Admanual Mix Interconnection Trunks All Electronic Admanual Mix Electronic/Manual Mix Interconnection Trunks All Electronic Electronic Electronic Trunks Electronic/Manual Mix ELS Frojects Transport Trunks Electronic Electronic Electronic Trunks Electronic/Manual Mix ELS Frojects Transport Trunks Electronic Electronic Electronic Trunks Electronic/Manual Mix ELS Frojects Trunks Electronic Electronic Electronic Electronic Trunks Electronic/Manual Mix ELS Frojects Trunks ELS Trunks ELS Trunks ELS Trunks ELS Trunks ELS Trunks T		ANTIN	Non-Deviced	TBD	
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Business Rules • Elapsed time calculated in business hours and excludes non-business days and ILEC published holidays. • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Excludes Loop Pre-Qualification queries that are processed as LSRs. • Manually received and handled FOCs not included.			Proceeds	1	
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LSRs. • Manually received and handled FOCs not included.		The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering			
Manually received and handled FOCs not included.		LSRs.			
1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		 Manually received and handled FOCs not included. 			
Denominator includes all FOCs sent regardless of receipt and response time.		Denominator includes all FOCs sent regardless of receipt and			
CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.		CLEC to CLEC conve		elapsed time of	
Notes • Sprint agrees to provide affiliate data to the PUC, Bureau of	Notes			ureau of	
Consumer Protection and the CLECs under proprietary information		Consumer Protection	and the CLECs under propriet	ary information	

provisions.

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

Ordering Measure 3

Title: Average Reject Notice Interval

Tule: Avera	ge Reject Nonce int	civai		
Area	Req	uirement Des	cription	
Description	Reject interval is the elap from the CLEC to the IL CLEC.			
Method of Calculation	All Electronic ((Business Date and Time (Business Date and Time Rejected)			
	Electronic/Manual Mix ((Business Date and Time (Business Date and Time Orders Rejected).	e of ILEC transm		
Report Period	Monthly			
Report Structure	Individual CLEC, CLEC			filiates
Reported By Geographic Level Measurable Standards	Electronically receiv All interfaces Syntax (edit engi	ne) and content e I Facility based U	rrors (other edi JNE orders dled rrors (other edi	its)
			Parity	Benchmark
	All Electronic Electronic/Manual Mix	Reject Notice		TBD 6 h/rs
Business Rules	 Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays. Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day. Exclude Loop Pre-Qualification queries created as service orders. 			
Notes	Sprint agrees to provious Consumer Protection provisions.	ide affiliate data	to the PUC, Bu	ireau of

Sprint Performance Measurements Report Requirements

Measure 4

<u>Ordering</u>

Title: Percent of Flow-Through Orders

Area	Requirement Description				
Description	Measures the percentage of mechanized service orders processed on a				
•	flow through basis. Th	e definition of Flow-thr	ough for the	intent of this	
		ose orders that are able			
		ithout manual interventi			
Method of	[(Number of valid elec	tronically received orde	ers that flow	-through	
Calculation	without manual interve	ention) / (Total valid ele	ectronically:	received	
	service orders)] x 100	, ,			
Report Period	Monthly				
Report Structure	Individual CLECs, CL	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates			
Reported By	Orders that flow th	rough as a percentage of	of		
- 1		ically received orders pr		to flow-	
	through	,	J		
		ically received orders			
	By Service Group				
Geographic Level	Statewide	1 / p 0 0			
Measurable	1	e performance on this n	neasure is u	nder	
Standards	development Issues i	fanv are not vet finally	defined F	inal resolution	
Standarus	development. Issues, if any, are not yet finally defined. Final resolution depends on completed development of an agreed to Flow-Through				
		development of an agr	cca to 1 low-	Imough	
	Plan. Disaggregation Level	CLEC	Competitive Co	mnarison	
	Disaggregation Devel	CDDC	· ·	-	
	Resale	D. DOTT	Parity	Benchmark Diagnostic Only	
	Res POTS	Res POTS		Diagnostic Only	
	ISDN BRI	ISDN BRI	-	Diagnostic Only	
	CENTREX	CENTREX		Diagnostic Only	
		PBX		Diagnostic Only	
	<u> </u>	DDS		Diagnostic Only	
	DS1/ISDN PRI	DSI/ISDN PRI	ļ	Diagnostic Only	
	DS3	DS3		Diagnostic Only Diagnostic Only	
	VGPL/DS0 UNBUNDLED NETWORK	VGPL/D\$0		Diagnostic Only	
	UNE Loops		 	Т	
	UNE Loops Non-Designed	UNE Loops - Non-Designed	 	Diagnostic Only	
	UNE Loops Designed	UNE Loops Designed		Diagnostic Only	
	UNE Loops xDSL Provisioned	UNE Loops xDSL Provisioned		Diagnostic Only	
	Line Sharing	Line Sharing		Diagnostic Only	
	UNE Subloops - Voice Grade	UNE Subloops - Voice Grade		Diagnostic Only	
	UNE Subloops - Data	UNE Subloops - Data		Diagnostic Only	
	Dark Fiber	Dark Fiber	<u> </u>	Diagnostic Only	
	UNE Ports EELS	UNE Ports EELS		Diagnostic Only Diagnostic Only	
i			1		
				Dramoetic Only	
	UNE Dedicated Transport	UNF Platform		Diagnostic Only	
		UNE Platform		Diagnostic Only Diagnostic Only Diagnostic Only	
Business Rules	UNE Dedicated Transport UNE Platform	LNP		Diagnostic Only	
Business Rules Notes	UNE Dedicated Transport UNE Platform LNP Excludes Loop Pre-Q	LNP	DUC D	Diagnostic Only Diagnostic Only	

Sprint Performance Measurements Report Requirements

Consumer Protection and the CLECs under proprietary information provisions.

Provisioning

Measure 5

Title: Percentage of Orders Jeopardized

Area	Requirement Description				
Description	Percentage of total orders processed for which the ILEC notifies the				
1	CLEC that the work will not be completed by the due date committed				
	on the FOC.	1	•		
20-11-1-5		dized) / (Numbe	r of Orders Co	mnleted) v	
Method of	(Number of Orders Jeopardized) / (Number of Orders Completed) x				
Calculation	100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC and ILEC Affiliates				
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Sprint is required to provid	le a retail analog	for this measu	rement.	
	Spinic is required to provide	o a retain unaseg	101 11110 111410-		
Standards	Disaggregation Level	CLEC	Competitive Comp	arison	
	bisaggi egation bever	*****			
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS Bus POTS	 	
	Bus POTS ISDN BRI	Bus POTS ISDN BRI	ISDN BRI	 	
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PR1	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched		
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0		
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops - Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched		
	UNE Subloops - Data	UNE Subloops Data	Retail xDSL		
	Dark Fiber	Dark Fiber	D3	<u></u>	
	UNE Port	UNE Port	DS1/ISDN PRI		
	EELS	EELS	DS3, DS1/ISDN PRI, VGPL/ DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	DSI/ISDN PRI, DS3		
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX		
Business Rules	Excludes delays for cu	stomer reasons.			
	Excludes Loop Pre-Qualification queries.				
Notes	Sprint agrees to provide affiliate data to the PUC, Bureau of				

Sprint Performance Measurements Report Requirements

Consumer Protection and the CLECs under proprietary information provisions.

Provisioning

Measure 6

Title: Average Jeopardy Notice Interval

Title: Avera	ige reopardy Notice III	itor var			
Area	Requi	irement Desc	cription		
Description	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the lLEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).				
Method of Calculation	Assignment: Jeopardies ide ((Date and Time of Comm Time of Jeopardy Notice)	itted Due Date f	for the Order) -		
	Installation: Jeopardies identified durin	g installation pri	ior to due time		
	((Date & Time of Commit of Jeopardy Notice) / (Num Notification of Missed Com	nber of Installat			
	(Due Date and Time of Missed CommitNotice - Due Date and Time of Order) / (Number of Missed Commit Notices)				
Report Period	Monthly	o commit roun			
~		· · ·		200	
Report Structure	Individual CLECs, CLECs	in the aggregat	e, and ILEC At	tiliates	
Reported By	By service group typeBy jeopardy type				
Geographic Level	Statewide				
Measurable Standards	Sprint is required to provide a retail analog for this measurement.				
	Disaggregation Level	CLEC	Competitive Comp	arison	
	, .				
	Resale Res POTS	D. DOTE	Parity	Benchmark	
	Bus POTS	Res POTS Bus POTS	Res POTS Bus POTS	ļ	
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX	 	
	PBX	PBX	PBX	 	
	DDS	DDS	DDS		
l	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
1	UNE Loops UNE Loops Non-Designed	1 IBID I	Bus POTS		
	ONE LOOPS NON-DESIGNED	UNE Loops Non-Designed	Dispatched		
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0		
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
l .	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops – Voice Grade	UNE Subloops - Voice Grade	Bus. POTS Dispatched		

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

Sprint Performance Measurements Report Requirements

Provisioning Measure 7

Title: Average Completed Interval

Area		irement Desc					
Description	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.						
Method of	(Total business days from receipt of valid, error-free service request to						
Calculation							
Calculation		completion date in service order system for new, move and change orders) / (Total new, move and change orders)					
Report Period	Monthly						
Report Structure	Individual CLEC, CLECs Affiliates	in the aggregate,	by ILEC, and	ILEC			
Reported By	By service group type and	field work/no fie	eld work where	applicable.			
Geographic Level	Statewide						
		da a matail amala a	for this money	roment			
Measurable Standards	Sprint is required to provide						
	Disaggregation Level	CLEC	Competitive Compa	arison			
	Resale		Parity	Benchmark			
	Res POTS	Res POTS	Res POTS				
	Bus POTS	Bus POTS	Bus POTS				
	ISDN BRI	ISDN BRI	ISDN BRI				
	CENTREX	CENTREX	CENTREX				
	PBX	PBX	PBX				
	DDS	DDS	DDS				
	DS1/ISDN PRI	DS1/ISDN PRI	DSI/ISDN PRI				
	DS3	DS3	DS3				
	VGPL/DS0	VGPL/DS0	VGPL/DS0				
	UNBUNDLED NETWORK ELEMENTS						
	UNE Loops	1000	D. DOTTO	 			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus, POTS Dispatched				
	UNE Loops Designed	UNE Loops Designed	DDS,VGPL/DS0				
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL				
	Provisioned	Provisioned	D.4. D. DOI				
	Line Sharing UNE Subloops Voice Grade	Line Sharing UNE Subloops -	Retail xDSL Bus. POTS	 			
	UNE Subloops - Voice Grade	Voice Grade	Dispatched				
	UNE Subloops - Data	UNE Subloops	Retail xDSL				
	Dark Fiber	Dark Fiber	DS3				
	UNE Ports	UNE Ports	DS1/ISDN PRI				
	EELS	EELS	DS I/ISDN PRI, DS3, VGPL/DS0				
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRL, DS3				
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX				
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks				
Business Rules	Projects	Projects Diagnostic Only	Projects Diagnostic Only				

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

Provisioning

Measure 8

Title: Percent Completed Within Standard Interval

Area		irement Des				
Description	Measures orders complete	Measures orders completed within the standard interval of receipt of				
-	valid, error-free service re	valid, error-free service request.				
Method of	[(Total New, Move and C)	hange Orders Co	mpleted Within	n the Standard		
Calculation						
Culculation	interval of Receipt of Valid, Error-free Service Request) / (Total Move and Change Orders)] x 100					
		J X 100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	in the aggregate	, by ILEC, and	ILEC		
	Affiliates					
Reported By	By service group type exc	luding services v	with flexible du	e dates.		
Geographic Level	Statewide					
Measurable Standards	Sprint is required to provid	de a retail analog	g for this measu	rement		
	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX	ļ		
	PBX DDS	PBX	PBX	 		
	DSI/ISDN PRI	DDS	DDS DSI/ISDN PRI			
	DS3	DS1/ISDN PRI DS3	DS3	 		
	VGPL/DS0	VGPL/DS0	VGPL/DS0	 		
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched			
	UNE Loops Designed	UNE Loops Designed	0 DDS and VGPL/DS0			
	UNE Loops - xDSL	UNE Loops ~ xDSL	Retail xDSL			
	Provisioned	Provisioned	 			
	Line Sharmg UNE Subloops - Voice Grade	Line Sharing UNE Subloops -	Retail xDSL Bus. POTS	 		
	ONE Subloops - Voice Grade	Voice Grade	Dispatched			
	UNE Subloops - Data	UNE Subloops - Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	DSI/ISDN PRI, DS3			
	UNE Platform	UNE Platform	Res POTS, Bus POTS, ISDN BRI, Centrex, PBX			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
	Projects	Projects Diagnostic Only	Projects Diagnostic Only			

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

Provisioning

Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

	annated Castomer (······································		<u> </u>	
Area	Requirement Description				
Description	Measures the percentage of coordinated cut overs CHC started on time				
	where CLEC has requ	uested timed coord	ination.		
	* Note: "On time" m				
	hour. Orders started b	efore appointment	tarrival time	are considered on	
	time if early arrival i	ncludes coordinati	on and sign of	f with the CLEC.	
Method of	[(Number of coordinate				
Calculation	coordinated cut overs	completed in repo	orting period)]	x 100	
Report Period	Monthly				
Report Structure	Individual CLEC, CI	ECs in the aggreg	ate, and ILEC	Affiliates	
Reported By	Residence, Business, and LNP conversions				
Geographic Level	Statewide				
Measurable					
Standards					
	Disaggregation Level	CLEC	Competitive (Comparison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS		95% within I hour	
				of planned time on due date	
	Bus POTS	Bus POTS		95% within I hour	
				of planned time on due date	
	LNP	LNP		95% within I hour	
			,	of planned time on due date	
Business Rules	Excludes CLEC of	caused misses			
	Applies to CLEC	requested coordin	ated cut overs	only	
Notes					
	Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information				
ì	provisions.				

Provisioning

Measure 11

Title: Percent of Due Dates Missed

Area		rement Desc				
Description	Measures the percent of new, move and change orders where					
4	installation was not completed by the due date.					
Method of	[(Total Number of Missed Due Dates Due to ILEC Reasons for New,					
Calculation	Move and Change Orders) / (Total Number of New, Move and Change					
Calculation		/ (Total Hamber	011100, 11101	o una omango		
		Orders)] x 100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	in the aggregate,	by ILEC, and	ILEC		
	Affiliates					
Reported By	By service group type and	Field Work/No	Field Work as	appropriate		
Geographic Level	Statewide					
Measurable Standards	Sprint is required to provide	le a retail analog	for this measu	rement.		
	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS]		
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI	DSI/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK					
	ELEMENTS	ļ	ļ			
	UNE Loops	1010	D. Dome			
	UNE Loops Non-Designed	UNE Loops	Bus. POTS Dispatched			
	UNE Loops Designed	Non-Designed UNE Loops	DISPACENCE DDS and			
	ONE LIOPS Designed	Designed	VGPL/DSO			
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL			
	Provisioned	Provisioned		1		
	Line Shanng	Line Sharing	Retail xDSL			
	UNE Subloops - Voice Grade	UNE Subloops -	Bus. POTS			
		Voice Grade	Dispatched	 		
	UNE Subloops - Data	UNE Subloops – Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	DS1/ISDN PRI,			
		INC. D. I I	DS3, VGPL/DS0			
	UNE Dedicated Transport	UNE Dedicated	DS1/ISDN PRI,			
	UNE Platform	Transport UNE Platform	DS3 Res. POTS, Bus			
	UNE FRIOTE	ONE Fladorii	POTS, ISDN BRI, Centrex, PBX			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
Business Rules	Excludes customer can	ised misses.				
	Due date is defined as	either original d	ue date, revise	d due date, or		
	final due date if the original or revised due date was missed.					

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

Sprint Performance Measurements Report Requirements

Provisioning

Measure 12

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

Area		rement Desc		···
Description	Measures the percent of ne	w, move and cha	ange orders mis	sed due to
•	lack of facilities.			
	Note: Results also included			
Method of	[((Total New, Move and C	hange Orders M	issed Due Date	s Due to
Calculation	Lack of Facilities) / (Total	Number of New	. Move and Ch	ange
Carcina 11011	Orders))] x 100		, •	
n . n . 1				
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs	in the aggregate,	by ILEC, and	ILEC
	Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
		la a matail amala a	for this mass	roment
Measurable	Sprint is required to provide	ie a retail analog	ioi iiis measu	iement.
Standards		Larra		
	Disaggregation Level	CLEC	Competitive Compa	arison
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PR1	DSI/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0 UNBUNDLED NETWORK	VGPL/DS0	VGPL/DS0	
	ELEMENTS	1		
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops	Bus. POTS	T
		Non-Designed	Dispatched	
	UNE Loops Designed	UNE Loops	DDS, VGPL/DS0	
	UNE Loops - xDSL	Designed UNE Loops - xDSL	Retail xDSL	
	Provisioned	Provisioned	VCMII YDOF	1
	Line Sharing	Line Sharing	Retail xDSL	
	UNE Subloops - Voice Grade	UNE Subloops -	Bus. POTS	i
		Data	Dispatched	
	UNE Subloops - Data	UNE Subloops -	Retail xDSL	
	0.170	Data	502	
	Dark Fiber	Dark Fiber	DS3	
	UNE Ports EELS	UNE Ports EELS	DSI/ISDN PRI DSI/ISDN PRI,	
	EELS	CELA	DS3, VGPL/DS0	1
	UNE Dedicated Transport	UNE Dedicated	DSI/ISDN PRI,	
		Transport	DS3	
	UNE Platform	UNE Platform	Res. POTS, Bus.	
			POTS, ISDN BRI,	
			Centrex, PBX	
	Interconnection Trunks	Interconnection	ILEC Dedicated	
l.	ſ	Trunks	Trunks	ſ

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

Provisioning

Measure 13

Title:

Delay Order Interval to Completion Date (For Lack of

Facilities)

Area	Requirement Description					
Description	Measures the averag			etion date		
Description.		on company missed orders due to lack of ILEC facilities.				
Method of	Sum ((Completion Date for orders missed due to lack of ILEC					
•	facilities) – (Committed Order Due Date for orders missed due to lack					
Calculation	of ILEC facilities)) / (Number of Orders Missed due to lack of IL					
	of ILEC facilities)) /	(Number of Orders	Missed due to lack	c of ILEC		
	Facilities in the Repo	Facilities in the Reporting Period)				
Report Period	Monthly					
Report Structure	Individual CLEC C	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC				
Report Structure	Affiliates	eces in the aggrega				
Reported By	By service group	type				
		y 1-30 calendar days	, 31-90 calendar da	ys and >90		
0 11 1 1	_ 					
Geographic Level	Statewide		C AL:			
Measurable	Sprint is required to	provide a retail anal	og for this measure	ment.		
Standards						
	Disaggregation Level	CLEC	Competitive Compa	rison		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRJ	ISDN BRI	ISDN BRI	ļ		
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX	 		
	DDS	DDS	DDS DS1/ISDN PR1	ļ.————		
	DS1/ISDN PRI DS3	DS1/ISDN PR1 DS3	DS3	 -		
	VGPL/DS0	VGPL/DS0	VGPL/DS0	 		
	UNBUNDLED	VGLDD30	10,000			
	NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-	UNE Loops - Non-	Bus. POTS Dispatched			
	Designed Designed	Designed	DDC and VCDI /DCC	 		
	UNE Loops Designed UNE Loops - xDSL	UNE Loops Designed UNE Loops - xDSL	DDS and VGPL/DSO Retail xDSL			
	Provisioned	Provisioned	KCIAII ADSL			
	Line Sharing	Line Sharing	Retail xDSL	 		
	UNE Subloops -	UNE Subloops - Voice	Bus. POTS Dispatched	T		
	Voice Grade	Grade				
	Subloops - Data	Subloops - Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3	<u> </u>		
	UNE Ports EELS	UNE Ports	DS1/ISDN PRI			
		EELS	DS1/ISDN PRI, DS3, VGPL/DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	DSI/ISDN PRI, DS3			
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			

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

Sprint Performance Measurements Report Requirements

Provisioning

Measure 14

Title: Held Order Interval

Area	Requi	rement Desc	cription		
Description	Measures the time period that service orders are not completed by the				
2	original due dates for all ILEC reasons (including lack of facilities).				
Method of	((Reporting Period Close Date) – (Committed Order Due Date)) /				
_	((Reporting Period Close Date) – (Committed Order Due Date)) / (Number of Orders Pending and Past the Committed Due Date)				
Calculation	(Number of Orders Pendin	ig and Past the C	ommitted Due	Dale)	
			* * *		
	Note: For all orders pendir	ng and past the c	ommitted due	date.	
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in the aggregate,	by ILEC, and	ILEC	
-	Affiliates		_		
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Sprint is required to provide	le a retail analog	for this meas	urement.	
Standards		10.611 0116108	,		
Stanuaras	Disaggregation Level	CLEC	Competitive C	omparison	
	Praggi egation Devel	CERC	Competitive C	ompar ison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS	T	
	Bus POTS	Bus POTS	Bus POTS	I	
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX	L	
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	UNE Loops Non-Designed	UNE Loops	Bus. POTS	1	
	IBID I Decise 4	Non-Designed	Dispatched DDS and		
	UNE Loops Designed	UNE Loops Designed	VGPL/DS0	1	
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL	 	
	Provisioned	Provisioned			
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops - Voice Grade	UNE Subloops -	Bus. POTS		
	UNE Subloops – Data	Voice Grade UNE Subloops -	Dispatched Retail xDSL		
	CINE Subloops - Data	Data	Retail ADSL	1	
	Dark Fiber	Dark Fiber	DS3		
	UNE Ports	UNE Ports	DS1/ISDN PRI		
	EELS	EELS	DS1/ISDN PRI,		
	1000	LIBERT .	DS3, VGPL/DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3		
•	UNE Platform	UNE Platform	Bus, POTS	-	
	3,12,111,111	3.12.1.000111	Dispatched		
	Interconnection Trunks	Interconnection	ILEC Dedicated		
<u> </u>		Trunks	Trunks		
D	Excludes customer caused misses.				
Business Rules	 Excludes customer can Excludes Loop Pre-Qu 				

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

Sprint Performance Measurements Report Requirements

Provisioning

Measure 15

Title:

Provisioning Trouble Reports Prior to Service Order Completion

Area	Requ	Requirement Description				
Description		Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.				
Method of	[(Total number of trouble reports that occur from the time of service					
Calculation	· -	order creation, up to and including the date of service order completion) / (Total Number of service orders completed in reporting				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	s in the aggregate	e, ILEC, and ILI	EC Affiliates		
Reported By	By Resale, UNE Loop Grade, and LNP	By Resale, UNE Loop Non-Designed, UNE Subloops – Voice				
Geographic Level	Statewide					
Measurable Standards	Sprint is required to provide a retail analog for this measurement.					
	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale		Parity	Benchmark		
ļ	Res Pots	Res POTS	Res POTS			
	Bus. Pots UNBUNDLED NETWORK ELEMENTS	Bus POTS	Bus POTS			
i	UNE Loops					
İ	UNE Loops Non-Designed	UNE Loops Non-Designed	Bi Dispatch Non- Designed			
	UNE Subloops - Voice Grade	UNE Subloops - Voice Grade	B1 Dispatch Non- Designed			
	LNP	LNP	LNP			
Business Rules	 Excludes CPE and IE 	C/CLEC caused	troubles			
	Excludes Subsequent reports					
	 Excludes Message Reports (circuit reports for which ILEC has no records) 					
	Excludes ILEC emple	oyee generated r	ee generated reports			
Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. 					

Provisioning

Measure 17a

Title: Percentage Troubles in 5 Days for New Orders

Area	Requirement Description					
Description	Measures the percent of network customer trouble reports received					
Description	within 5 calendar days of service order completion.					
Method of	[(Total Number of Customer Trouble reports received within 5 calendar					
-	days of service order completion) / (Total Number of new, move and					
Calculation			AUITOGI OT HEN	, move and		
	change completed orders)] x 100					
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs in	the aggregate, ILI	EC, and ILEC A	Imilates		
Reported By	By service group type					
Geographic Level	Statewide					
Measurable	Sprint is required to provide	le a retail analog	for this measu	irement.		
Standards	•					
Stantaurus	Disaggregation Level	CLEC	Competitive Comp	arison		
	B1-		Parity	Benchmark		
	Resale Res POTS	Res POTS	Res POTS	200000000		
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRJ			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS	ļ		
	DSI/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	<u> </u>		
	DS3	DS3 VGPL/DS0	DS3 VGPL/DS0			
	VGPL/DS0 UNBUNDLED NETWORK	VGPUDSU	VGFL/DS0_			
	ELEMENTS					
	UNE Loops					
1	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched			
	UNE Loops Designed	UNE Loops	DDS and	 		
	ONE Loops Designed	Designed	VGPL/DSO			
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL			
	Provisioned	Provisioned				
ļ	Line Sharing	Line Sharing	Retail xDSL	<u> </u>		
1	UNE Subloops - Voice Grade	UNE Subloops -	Bus. POTS			
	INICO III - D-II	Voice Grade	Dispatched Retail xDSL			
1	UNE Subloops – Data	UNE Subloops ~ Data	ACIAN ADOL			
1	Dark Fiber	Dark Fiber	D\$3			
1	UNE Ports	UNE Ports	DSI/ISDN PRI	<u> </u>		
}	EELS	EELS	DSI/ISDN PRI, DS3, VGPL/DS0			
	UNE Dedicated Transport	UNE Dedicated	DS1/ISDN PRI,			
	EDIT DI ACA	Transport UNE Platform	DS3 Res. POTS, Bus.			
1	UNE Platform	UNE Platform	POTS, ISDN BRI.			
			Centrex, PBX			
k	LNP	LNP	LNP			
	Excludes CPE and IEC/CLEC caused troubles					
Business Rules	Excludes CPE and IEC/	CLEC caused trov	ibies			
Business Rules	 Excludes CPE and IEC/ Excludes troubles associated 					
Business Rules	Excludes troubles associ	iated with inside v	vire	ich instead are		
Business Rules	Excludes troubles associately	iated with inside v ts Received on th	vire e Due Date (wh:	ich instead are		

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

Sprint Performance Measurements Report Requirements

Provisioning

Measure 18

Average Completion Notice Interval Title:

Area		equirement Des				
Description	Measures the average completed order.	Measures the average time per order to issue notification to CLEC of a completed order.				
Method of Calculation	All Electronic: ((Date and Time of Electronic Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed Electronically)					
	Electronic/Manual Mix: [((Date and Time of Electronic Completion Notification to CLEC) – (Date and Time of Work Completion))/(Number of Orders Completed That Required Manual Intervention)]x 100					
Report Period	Monthly					
Report Structure	Individual CLEC, CL	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates				
Reported By	Electronic and Electro	onic/Manual Mix Int	erface			
Geographic Level	Statewide					
Measurable Standards						
	Disaggregation Level	CLEC	Competitive Comparison			
			Parity Benchmark			
ĺ	All Electronic	Completion Notice	20 minutes			
n : . n .	Electronic/Manual Mix	Completion Notice	95% within 24 hrs			
Business Rules	 24-hour clock is used to measure interval for electronic/manual process. Excludes weekends and ILEC published holidays Excludes Loop Pre-Qualification queries 					
Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. Sprint will track fall out rate. 					

$Sprint\ Performance\ Measurements\ Report\ Requirements$

<u>Maintenance</u>

Measure 19

Title: Customer Trouble Report Rate

Title: Cusic	inci Trouble Repor	titato			
Area	Re	quirement D	escription		
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs. [(Total Number of Customer initial and repeat network trouble reports)				
2 csc. p.i.o					
Method of					
Calculation	/ (Number of access li	nes/circuits/UNEs	s in service at the end	d of the	
	reporting period)] x 10	00			
Daniel Daniel	Monthly				
Report Period		200 1 1		N A C(21'	
Report Structure	Individual CLEC, CLI	Cs in the aggreg	ate, ILEC, and ILEC	Affiliates	
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Sprint is required to pr	rovide a retail ana	log for this measure	ment.	
Standards	opinio (oquired to p		.06.10100		
	Disaggregation Level	CLEC	Competitive Comparison		
	Resale		Parity Benc	hmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
i	DDS	DDS	DDS		
	DS1/ISDN PRI	DSI/ISDN PRI	DS1/ISDN PRI		
	DS3	DS3	DS3		
1	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
1	UNE Loops				
i	UNE Loops Non-	UNE Loops	Bus. POTS Dispatched		
1	Designed UNE Loops Designed	Non-Designed UNE Loops	DDS and VGPL/DS0		
	CIVE Europa Designed	Designed	DDB and 1 Of DDS0		
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops – Voice Grade	UNE Subloops Voice Grade	Bus. POTS Dispatched		
	UNE Subloops - Data	UNE Subloops Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
1	UNE Ports	UNE Ports	DSI/ISDN PRI		
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3		
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		
1	LNP	LNP	LNP		

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

Sprint Performance Measurements Report Requirements

Maintenance Measure 20

Title:

Percentage of Customer Trouble Not Resolved Within Estimated Time

	7	• • •			
Area		iirement Desc			
Description	Measures the percent of trouble reports not cleared by the commitment time.				
Method of	[(Total network trouble reports not cleared by the commitment time for				
Calculation	ILEC reasons) / (Total ne				
Report Period	Monthly				
		in the aggregate	H EC and H	EC Affiliates	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliate				
Reported By	By service group type				
	 By dispatch and no di 	spatch			
Geographic Level	Statewide				
Measurable Standards	Sprint is required to prov	ide a retail analog	for this measu	rement.	
	Disaggregation Level	CLEC	Competitive Comp	arison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX		
	PBX DDS	PBX DDS	PBX	 	
!	DSI/ISDN PRI	DSI/ISDN PRI	DSI/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
ł	UNE Loops	···			
	UNE Loops Non-Designed	UNE Loops	Bus. POTS		
	TOTE I	Non-Designed	Dispatched	ļ	
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0		
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops – Voice Grade	UNE Subloops - Voice Grade	Bus, POTS Dispatched		
	UNE Subloops - Data	UNE Subloops – Data	Retail xDSL		
Į	Dark Fiber	Dark Fiber	DS3		
	UNE Ports	UNE Ports	DSI/ISDN PRI	 	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	1	
ļ	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3		
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		
	LNP	LNP	LNP		
Business Rules	Excludes CPE and IE Excludes Subsequent		troubles		

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

Sprint Performance Measurements Report Requirements

<u>Maintenance</u>

Measure 21

Title: Average Time to Restore

Area		irement Desc				
Description	Measures the average duration of customer trouble reports from the					
	receipt of the customer tro	receipt of the customer trouble report to the time the trouble is cleared.				
Method of	(Total duration of custome	(Total duration of customer network trouble reports) / (Total customer				
Calculation	network trouble reports)					
Report Period	Monthly		TV 50 1411	CO + CC1:-+ -		
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliate					
Reported By	By service group type					
_	 By dispatch and no dis 	patch				
Geographic Level	Statewide					
Measurable Standards	Sprint is required to provide	de a retail analog	for this measu	rement.		
Dinnama	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN PRI	DSI/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0	ļ		
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched			
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DSO			
	UNE Loops - XDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL			
İ	Line Sharing	Line Sharing	Retail xDSL			
	UNE Subloops - Voice Grade	UNE Subloops -	Bus. POTS Dispatched]		
	UNE Subloops - Data	Voice Grade UNE Subloops - Data	Retail xDSL			
1	Dark Fiber	Dark Fiber	DS3	 		
1	UNE Ports	UNE Ports	DSI/ISDN PRI			
	EELS	EELS	DS1/ISDN PRI, DS3, VGPI/ DS0			
}	UNE Dedicated Transport	UNE Dedicated	DS1/ISDN PRI, DS3			
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX			
	Interconnection Trunks	interconnection Trunks	ILEC Dedicated Trunks			
1	LNP	LNP	LNP	+		
	M.A	LATE	1 40	- l		

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

Sprint Performance Measurements Report Requirements

<u>Maintenance</u>

Measure 22

Title: POTS Out of Service Less Than 24 Hours

Title: TOTS	Out of Scrvice Less	1 11011 2 1 110	WI 10		
Area		Requirement Description			
Description	Measures the percent of POTS out-of-service trouble reports cleared in				
•	less than 24 hours.				
Method of	[(Total number of out of	service network	troubles clear	ed in less than	
Calculation	24 hours) / (Total number	r of out of servic	e network tro	ubles reported)]	
	x 100				
	Note: For non-design ser	vices only			
Report Period	Monthly				
Report Structure	Individual CLEC, CLEC	s in the aggregat	e, ILEC, and l	LEC Affiliates	
Reported By	By POTS Residence and	Business (Resal	e), UNE Loop	s -Non-	
1	Designed, and UNE Subl	oops - Voice Gr	rade		
Geographic Level	Statewide				
Measurable	Sprint is required to prov	ide a retail analo	g for this mea	surement.	
Standards					
	Disaggregation Level	CLEC	Competitive Co	mparison	
	Resale		Parity	Benchmark	
	Res. POTS Bus. POTS	Res POTS Bus POTS	Res POTS Bus POTS		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops UNE Loops Non-Designed	UNE Loops	Bus. POTS		
]		Non-Designed	Dispatched		
	UNE Subloops - Voice Grade	UNE Subloops - Voice Grade	Bus POTS Dispatched		
Business Rules	Residential and Busin	ness POTS only			
	 Excludes no access 				
	 Interval for tickets re 		and Sunday b	egins no later	
	than Monday mornin	-			
	Excludes CPE and IE		l troubles		
	 Excludes Subsequent 				
	Excludes Message Reports (circuit reports for which ILEC has no				
	records)				
	Excludes ILEC empl				
Notes	Sprint agrees to prov	ide affiliate data	to the PUC, E	Sureau of	
	Consumer Protection and the CLECs under proprietary information				
	provisions.				
	 Sprint will provide disaggregation by Maintenance Dispos codes as diagnostic data upon a request for raw data. 				
ì					

Sprint Performance Measurements Report Requirements

Maintenance Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

Measures the percent of cu						
			Requirement Description			
	Measures the percent of customer network trouble reports recei					
within 30 calendar days of a previous report.						
[(Total customer network	trouble reports re	eceived within	30 calendar			
days of a previous custom	er report) / (Tota	1 customer netv	vork trouble			
	in the aggregate	, ILEC, and ILI	EC Affiliates			
Statewide						
Sprint is required to provid	de a retail analog	for this measu	rement.			
Disaggregation Level	CLEC	Competitive Compa	rison			
Resale		Parity	Benchmark			
Res POTS	Res POTS	Res POTS				
Bus POTS	Bus POTS	Bus POTS				
	VGPDDS0	VGPL/DSU				
			Į			
		 				
	UNE Loops	Bus, POTS				
	Non-Designed	Dispatched				
UNE Loops Designed	UNE Loops	DDS and				
	Designed	VGPL/DSO				
UNE Loops - xDSL		Retail xDSL				
UNE Subloops - Voice Grade						
TINE Subloons - Date						
OIXE Subidops - Data		VCIBIL YOUR	İ			
Dark Fiber	Dark Fiber	DS3				
		DS1/ISDN PRI				
EELS	EELS	DS1/ISDN PRI,				
		DS3, VGPL/DS0				
UNE Dedicated Transport			l			
TRUE DI TO						
UNE Plattorm	UNE Platform		1			
1	1					
Interconnection Tranks	Interconnection		 			
2						
LNP						
	days of a previous custome reports)] x 100 Monthly Individual CLEC, CLECs By service group type Statewide Sprint is required to provide Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Designed UNE Loops Designed UNE Loops - xDSL Provisioned Line Sharing UNE Subloops - Voice Grade UNE Subloops - Data Dark Fiber UNE Ports EELS UNE Dedicated Transport Interconnection Trunks	days of a previous customer report) / (Total reports)] x 100 Monthly Individual CLEC, CLECs in the aggregate. By service group type Statewide Sprint is required to provide a retail analog. Disaggregation Level CLEC Resale Res POTS Res POTS Bus POTS Bus POTS Bus POTS ISDN BRI ISDN BRI ISDN BRI CENTREX PBX PBX DDS DSI/ISDN PRI DSI/ISDN PRI DS3 DS3 VGPL/DS0 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops - xDSL Provisioned Provisioned Line Sharing Line Sharing UNE Subloops - Voice Grade UNE Subloops - Data UNE Subloops - Voice Grade UNE Ports EELS UNE Ports EELS UNE Dedicated Transport Interconnection Trunks Interconnection	Monthly			

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

Sprint Performance Measurements Report Requirements

Network Performance

Measure 24

Title: Percent Blocking on Common Trunks

Area	Requirement Description				
Description	Measures the total percentage of blockage across all common and shared transport trunk groups exceeding 1% blockage. Note: Includes list of trunks exceeding 1% benchmark				
Method of Calculation	groups)/(Total	[(Total blocked calls across all common and shared transport trunk groups)/(Total call attempts count across all common and shared transport trunk groups)] x 100			
Report Period	Monthly				
Report Structure		mmon/shared trans	sport trunk g	group	
Reported By	State	State			
Geographic Level	Statewide	Statewide			
Measurable Standards	Disaggregation	CLEC	Competitive C	omparison	
	Level State	Common Trunk Group	Parity	Benchmark No more than 1%	
Business Rules	 Exclude 911 trunks except where ILEC has augmentation control. Excludes the maintenance window (12am local time to 6am local time. Internal traffic data collection procedures exclude force majeur (Acts of God, Natural Disasters, etc.) Measured by: Total trunk groups Percent Blocking 				
Notes	Common trunk groups provide service to all customers, therefore, there is one result for both CLEC and ILEC.				

Network Performance

Measure 25

Title: Percent Blocking on Interconnection Trunks

	III DIOCKING ON THE			
Area	Requirement Description			
Description	Measures the total percent of blockage on final dedicated			
	interconnection trunk			
Method of	[(Total blocked calls a			
Calculation	groups per CLEC)/(To	4		final dedicated
	interconnection trunk	groups per CLEC)]	x 100	
Report Period	Monthly			
Report Structure	Individual CLEC, CL	ECs in the aggregat	e, and ILEC A	ffiliates
Reported By	State			
Geographic Level	Statewide			
Measurable				
Standards		·-··-		
	Disaggregation Level	CLEC	Competitive Cor	nparison
			Parity	Benchmark
	State	Interconnection Trunks		No more than 1% blockage
Business Rules	 Only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity. Threshold exception trunk detail. Internal traffic data collection procedures exclude force majeur (Acts of God, Natural Disasters, etc.) Excludes the maintenance window (12am local time to 6am local time. Applies to those trunks where the ILEC has augmentation control Does not apply when trunks are provisioned as two-way trunks. 			
Notes	 ILEC tandem Sprint agrees to print agrees 		to the PUC, B	

Network Performance

Measure 26

Title: NXX Loaded by LERG Effective Date

Area	Requirement Description			
Description	Measures the number of NXXs loaded and tested by the LERG			
	effective date.			
Method of	[((Number of NXX	and tested l	by LERG effective date) /	
Calculation	(Number of NXXs	scheduled to be load	led and tested by LERG	
	effective date))] x	100		
Report Period	Monthly			
Report Structure	and by ILEC Affili	iates	gate, by ILEC (if analog applies)	
Reported By	Reported for all N	XX codes scheduled	to be loaded in reporting period	
Geographic Level	Statewide			
Measurable	Sprint is required to provide a retail analog for this measuren			
Standards			Y	
	Disaggregation Level	CLEC	Competitive Comparison	
			Parity Benchmark	
D .' D/	CLLI	CLEC NXXs loaded	1	
Business Rules			nested loading interval of less	
		ry standard (currently	· · · · · · · · · · · · · · · · · · ·	
			hat cannot be completely tested	
	because the CLEC has not provided an accurate test number or			
	because CLEC facilities have not been installed.			
Notes	 NXX loading procedures include central office/tandem translations, 			
	verification of translations, call through testing, and AMA testing.			
			ta to the PUC, Bureau of	
	Consumer Protection and the CLECs under proprietary information			
	provisions.			

Billing

Measure 28

Title: Usage Timeliness

ine. Osage	1 IIIICIIIIC35			
Area	Requirement Description			
Description	This measure captures the elapsed time between the recording of usage			
	data generated either by CLEC retail customers or access usage			
	associated with CLEC customers and the time when the data set, in a			
	compliant format, is available for transmission to the CLEC.			
Method of	For Resale and UNE Mes		3.011.10 11.10 1	
Calculation			Date) – (Date o	of Message
Catculation	Sum [(Data Set Transmission Availability Date) – (Date of Message Recording)] / (Count of all messages transmitted within a calendar			
	month of reporting period)		minited within t	Caronaur
	monar of reporting period)			
	Access:			•
1	[(Count of all messages av	ailable within 5	dave) / (Count	ofall
	messages available for tran			
Report Period	Monthly	isimission in rep	ording period)	X 100
	Individual CLECs, CLECs	in the aggregate	by II EC (if	nalog
Report Structure	applies) and by ILEC Affil		e, by illie (if a	uiaiog
Reported By	Resale	Itales		
керопеа Бу				
j	• UNE	1 /		
	Jointly provided switch	ned access (asso	ciated with med	et point
	billing)			
Geographic Level	Statewide	· · · · · · · · · · · · · · · · · · ·		
Measurable	Sprint is required to provide a retail analog for certain levels of			
Standards	disaggregation for this measurement. Disaggregation Level CLEC Competitive Comparison			
	Disaggregation Level	CLEC	Compendive Comp	£1150H
	Resale	CLEC End user	Parity Control	Benchmark
	Resale	messages	Sprint Enduser messages	
	UNE - Unbundled Network Element	CLEC billing	Sprint End user	
	Access (Associated with Meet Point	messages CLEC access	messages	95% within 5 days
	Billing Only)	billing messages	L	
Business Rules	 The reporting period us 		idar month (bas	sed upon the
	message process date).			
	Only Automated Mess:			
	Sprint LTD are include			
	Company messages rec			
	Long duration calls are excluded because the message date does not			
	accurately reflect the date on which the message was recorded.			
	Long duration calls are defined as calls that remain connected			
	through two successive midnights.			
Notes	Sprint agrees to provide affiliate data to the PUC, Bureau of			
	Consumer Protection and the CLECs under proprietary information			
	provisions.			

Sprint Performance Measurements Report Requirements

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

Sprint Performance Measurements Report Requirements

Billing

Measure 29

Title: Accuracy of Usage Feed

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

Sprint Performance Measurements Report Requirements

Billing Measure 30

Title: Wholesale Bill Timeliness

Area	Requirement Description				
Description	This measure captures the elapsed number of calendar days between				
	the scheduled close of a Bill Cycle and the ILEC's transmission				
	availability of the associated invoice to the CLEC.				
Method of	[(Count of Invoices where difference between distribution date and bill				
Calculation	date is less than or equal to 10) / (Count of Total Invoices Distributed				
	within the Reporting Period)] x100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLI	Cs in the aggregat	e, and by IL.	EC Affiliates	
Reported By	• Resale				
-	• UNE				
	Facilities/Interconnection				
Geographic Level	Statewide				
Measurable					
Standards					
	Disaggregation Level CLEC Competitive Comparison			Comparison	
		ŀ	Parity	Benchmark	
	Resale	CLEC Invoices		99% within 10 calendar days	
	UNE	CLEC Invoices	- 	99% within 10	
İ				calendar days	
	Facilities/Interconnection	CLEC Invoices		99% within 10 calendar days	
Business Rules	Includes only mec	hanized bills.			
	Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.				
Notes	Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.				

Billing

Measure 31

Title: Usage Completeness

Area	Requ	Requirement Description					
Description	Measures the percentage of usage charges appearing on the correct bill. *Correct bill = next available bill						
Method of Calculation	[(Count of usage charges on the bill that were recorded within last 30 billing days) / (Total count of usage charges on the bill)] x 100						
Report Period Report Structure	Monthly Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates						
Reported By	Resale UNE Facilities/Interconnection						
Geographic Level	Statewide						
Measurable Standards	Sprint is required to provide disaggregation for this me	•	g for certain lev	els of			
	Disaggregation Level	CLEC	Competitive Comp	arison			
	Resale	IntraLATA toll messages sent-paid	Parity Sprint IntraLATA toll messages sent- paid	Benchmark			
	UNE Facilities/Interconnection	Minutes of use Minutes of use		95% complete 95% complete			
Business Rules Notes	 Excludes summarized charges. Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. Resale long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights. 						
Ivoles	Sprint agrees to provid Consumer Protection a provisions.						

Sprint Performance Measurements Report Requirements

<u>Billing</u>

Measure 32

Title: Recurring Charge Completeness

Area	Red	quirement Des	scription			
Descriptio n	Measures the percentag	e of fractional rec	urring charges a	appearing on		
	the correct bill.					
	* Correct bill = next av					
Method of	[(Count of fractional recurring charges that are on the correct bill*)/					
Calculation	(Total count of fraction	al recurring charg	es that are on th	ne bill)] x 100		
Report Period	Monthly					
Report Structure	Individual CLEC, CLE and by ILEC Affiliates	Cs in the aggregat	e, by ILEC (if a	analog applies)		
Reported By	Resale					
	• UNE					
	Facilities/Interconnection					
Geographic Level	Statewide					
Measurable	Sprint is required to pro	ovide a retail analo	g for certain le	vels of		
Standards	disaggregation for this measurement.					
	Disaggregation Level	CLEC	Competitive Com	parison		
			Parity	Benchmark		
	Resale	Number of fractional OCCs	Number of fractional OCCs			
	UNE	% charges on correct bill		90% Complete		
	Facilities/Interconnection	% charges on correct bill		90% Complete		
Business Rules	 Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. Excludes late charges resulting from mandated billing changes if Sprint makes its changes on time. 					
Notes	Sprint agrees to pro Consumer Protection provisions.	vide affiliate data				

Billing

Measure 33

Title: Non-Recurring Charge Completeness

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

Billing

Measure 34

Title: Bill Accuracy

Title: BIII A	ccuracy						
Area		Requirement Description					
Description	Measures the percentage of	f the total bill an	nount that is no	t adjusted by			
4	correcting service orders of						
Method of	(Total monies billed without						
Calculation	average) / (Total monies b						
Report Period	Monthly		·				
Report Structure	Individual CLEC, CLECs	in the aggregate	by ILEC (if an	alog applies)			
2.0p0.72	and by ILEC Affiliates						
Reported By	Resale						
	- Usage						
	- Recurring Charges						
	- Non-Recurring Ch						
	• UNE						
	- Usage						
	- Recurring Charges						
	- Non-Recurring Ch						
	Facilities/Interconnection						
	- Usage						
	- Recurring Charges						
	- Non-Recurring Charges						
Geographic Level	Statewide						
Measurable		de a retail analog	for certain leve	els of			
Standards	Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.						
Diminum us	Disaggregation Level	CLEC	Competitive Comp	arison			
			Parity Benchmark				
	Resale		1	24,14,11,12,11			
	Usage	Total Dollars billed	Total Dollars				
		and adjustments for	billed and	i			
		usage	adjustments for usage - Diagnostic				
			Only				
İ	Recurring Charge	Total Dollars billed and adjustments for	Total Dollars billed and				
		recurring charges	adjustments for				
			recurring charges - Diagnostic Only				
	Non-recurring Charges	Total Dollars billed	Total Dollars				
		and adjustments for non-recurring	billed and adjustments for				
		charges	non-recurring				
			charges - Diagnostic Only				
	UNE						
	Usage	Total Dollars billed and adjustments for		Diagnostic Only			
		usage					
	Recurring Charge	Total Dollars billed		Diagnostic Only			
1	and adjustments for recurring						

Sprint Performance Measurements Report Requirements

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

Sprint Performance Measurements Report Requirements

Billing

Measure 36

Title: Accuracy of Mechanized Bill Feed

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

Sprint Performance Measurements Report Requirements

Database Updates

Measure 37

Title: Database Update Timeliness

Area	Requirement Description					
Description	Measures the percentage of Directory Assistance and Directory Listings updates to databases within 24 hours.					
Method of		(Count of updates completed within 24 hours in reporting period) /				
Calculation	(Count of updates con	npleted in reporting	period) x 100			
Report Period	Monthly					
Report Structure	Individual CLECs, Cl	LECs in the aggrega	ite, ILEC and II	LEC Affiliates		
Reported By		Service Order generated updates				
Geographic Level	Statewide					
Measurable	Sprint:					
Standards	Service Order Update	es – Parity				
	Disaggregation Level	CLEC	Competitive Comp	parison		
			Parity	Benchmark		
	Service Orders	DA/DL Updates	DA/DL Updates			
Business Rules	 The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. 					
Notes	 CLECs reserve the right to request additional databases be included in this measure. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions. 					

Database Updates

Measure 38

Title: Percent Database Accuracy

Area	Requir	ement Desc	ription		
Description	The percentage of E911 and DA records that were updated by Sprint in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and				
	the errors found. Sprint will				
	validate that the records were				
	completed without error if the the activity specified on the o		•	natery reflects	
	E911 Databases	idei subilitted	by the CLEC.		
	Directory Assistance/I	Listings Dotaba	n o		
Method of	[(Count of Updates Complete			adates	
Calculation	Completed)]x 100	d willout Cirol) (Count of O	odates	
Report Period	Monthly				
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies)				
nepori Siraciare	and by ILEC Affiliates				
Reported By	For E911 Database:				
	Service Order generated updates				
	Direct gateway input				
	For DA/Listings:				
	Service Order generated updates				
Geographic Level	Statewide	е принев			
Measurable	Sprint is required to provide a	a retail analog f	or this measure	ment.	
Standards	print to required to pro vide t	a recuir unuio 6 r			
	Disaggregation Level	CLEC	Competitive Comp	arison	
			Parity	Benchmark	
	E911				
	Service Order Direct Gateway	Number Updates	Number Updates	TBD	
	Directory Assistance / Directory Listing		 	1.00	
	Service Order	Number Updates	Number Updates		
Business Rules	Excludes CLEC caused e	rrors			
Notes	CLECs reserve the right to request additional databases be included in				
	this measure.				
	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.				

Database Updates

Measure 39

Title: E911 MS Database Update

Area		Requirement Des				
Description	Measures the percentage of E911 database updates completed within 4 hours.					
Method of Calculation	(Number of records updated within 48 hours) / (Total number of records updated) x 100					
Report Period	Monthly					
Report Structure	Individual CLECs, applies) and by ILE	CLECs in the aggrega C Affiliates	ate, by ILEC	(if analog		
Reported By	Update types					
Geographic Level	Statewide					
Measurable	Sprint is required to	provide a retail analo	g for certain	levels of		
Standards	disaggregation for th	nis measurement.				
	Disaggregation Level	CLEC	Competitive Co	mparison		
			Parity	Benchmark		
	Service Order Update	911 Updates	911 Updates			
	Direct Gateway Update	% Updates within 48 hours		99% in 48 hours		
Business Rules	Excludes schedu	led system outages.				
	 Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors). Interval is measured in clock hours. 					
Notes	Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.					
	For this measurement, Sprint will provide a retail analog for retail to resale customers and a benchmark for those facility based CLEC carriers that use Sprint to load their ALI records to the PSAPs via file transfer methods					

Sprint Performance Measurements Report Requirements

Collocation

Measure 40

Title: Time to Respond to a Collocation Request

Title: Time	to Respond to a Co	ollocation Requ	iest		=	
Aren 🔌	. The second of the second	autrement Des	onigion :			
Description	Measures the percent	age of time the ILE	C responds to	a CLEC	7	
•	complete collocation i	equest, within the a	llotted time.]	
Method of	Space Availability:				1	
Calculation	[(Count of Complete]	Requests returned w	ithin <u>15</u> calen	dar days)/		Deleted: 10
	(Count of requests ret					
	'	•	•/•		1	
	Price and Schedule (Price and Schedule Quote:				
	[(Count of Complete]	Requests Returned v	vithin <u>15</u> cale	ndar days) /		Deleted: 10
	(Count of requests ret	urned for Price and	Schedule Quo	te)] x 100		
	DI L. CATTI D					
	Right Of Way Requi			DOW	1	
	[(Count of complete S				1	Deleted: TBD
	permits returned within			ace Availability	1	Deleted. IBD
	requests returned that	required KOW pern	nis)j x 100		Ī	
	ICB (Individual Case	e Basis) Quote:				
	[(Count of complete I		ule Ouote rea	uests returned	1	
	within 15 calendar day					Deleted: 20
•	requests)] x 100	/5/100000000000000000000000000000000000		amt XIIII		
Report Period	Monthly					
Report Structure	Individual CLECs, CI	ECs in the aggregat	te and by ILE	C Affiliates]	
Reported By	All Collocation Ty	pes: Caged, Cagele	ss, Virtual, an	d Other	İ	
	Space Availability	,				
	Price and Schedul	e Quote				
	Space Availability	Requests Requiring	ROW Permi	ts		
	Price and Schedul	e Quotes for non-Co	mmission Ap	proved Price		
		Individual Case Bas]	
Geographic Level	Statewide]	
Measurable	Benchmark				1	
Standards			T		4	
	Disaggregation Level	CLEC	Competitive Con	mparison		
			Parity	Benchmark	_	
	Space Availability: Physical Caged	Space Availability	ļ	100% in 15	┨	Deleted: 10
		Requests		Calendar days	1	
	Physical Cageless	Space Availability Requests		100% in 15 Calendar days	·	Deleted: 10
	Virtual	Space Availability		100 % in 15]	Deleted: 10
	Other	Requests Space Availability	 	Calendar days	1	Deleted: 10
		Requests	<u> </u>	Calendar days	4	
	ROW	Space Availability Requests		100% in 15 Calendar days		Deleted: TBD
I			.1			Patatada Navada
						Deleted: Nevada

Sprint Performance Measurements Report Requirements

	Price and Schedule Quote			1	
1	Physical Caged	Price and Schedule Quotes	100% in 15 Calendar days		Deleted: 10
H	Physical Cageless	Price and Schedule Quotes	100% in 15 Calendar days		Deleted: 10
l l	Virtual	Price and Schedule Quotes	100% in 15 Calendar days		Deleted: 10
!	Other	Price and Schedule Quotes	100% in 15 Calendar days		Deleted: 10
1	ICB Requests	ICB Price and Schedule Quotes	100% within 15 Calendar days		Deleted: 20
Business Rules	Excludes requests/apreturned to CLEC for counts as a new requesting of the counts and the counts are a new requesting at the counts are a new requesting at the counts are a new requestions. If a CLEC submits to days the initial 15 days.	returned to CLEC for completion. The new completed version counts as a new request.			
	Sprint will provide a tracking log for ROW requests that provide the following component: Name of agency contacted, date ROW				Deletted: The benchmark is 20 days for Collocation requests with non-Commission (ICB) approved price list requirements.
		request submitted to the agency, and date ROW received from			Formatted: Bullets and Numbering
Notes		vide affiliate data to the P n and the CLECs under pr			Deleted: The benchmark is To Be Determined for requests where Right of Way (ROW) access must be obtained to determine space availability.

Deleted: Nevada

Sprint Performance Measurements Report Requirements

Collocation

Measure 41

Time to Provide a Collocation Arrangement Title:

	DITOTION CONTO				a
Areas		quirementiDe			
Descriptio n	Measures the percent		1		
_	approved* collocation	request, within the	e allotted time	2.	
	*Approved means ILF	C approves the ap	plication and	has received,	
	from CLEC, financial		•	•	
Method of	New Arrangement (I		ess. Other):	1	
Calculation	[(Count of Collocation				Deleted:
Curculation	days) / (Count of Coll				
	New Arrangement (⁷ irtual):			
	[(Count of Collocation	Arrangements co	mpleted withi	n 60 calendar	
	days) / (Count of Coll	ocation Arrangeme	ents Complete	ed)] x 100	
	Augment Arrangeme	ent:			
	[(Count of Collocation	Arrangements co	mpleted with	in 45 calendar	
	. days) / (Count of Coll	ocation Arrangeme	ents Complete	ed)] x 100	
Report Period	Monthly]
Report Structure	Individual CLECs, CI	ECs in the aggreg	ate and by IL	EC Affiliates	
Reported By	All Collocation Ty	pes: Caged, Cagel	ess, Virtual, a	and Other	1
	• New		•		
	 Augment 				
Geographic Level	Statewide				
Measurable Standard	Disaggregation Level	CLEC	Competitive C	Comparison	-
Menzaladie Dianania			_	Benchmark	
	New Arrangement		Parity	Description &	-
	Physical Caged	Collocation		100% within 90	
	Physical Cageless	Arrangements Collocation		days	4
	I II y sical Cago Ross	Arrangements		days	
	Virtual	Collocation		100% within 60 days	Deleted: 90
	Other	Arrangements Collocation	1	100% within 90	1
		Arrangements		days	_
	Augment Arrangement	Calleration		10004	
	Physical Caged	Collocation Arrangements		100% within 45 days	Deleted: 90
	Physical Cageless	Collocation		100% within 45	Deleted: 90
	Virtual	Arrangements Collocation		days 100% within 45	Deleted: 90
	A M (1994)	Arrangements		days	- Legeloui 70
	Other	Collocation Arrangements		100% within 45 days	Deleted: 90
Business Rules	Excludes orders canceled by CLEC				1
	Excludes requests/applications that are incomplete and must be				
	returned to CLEC		.c moompiote	, mile illimot ov	į
Notes	1 - 2		to the DIIC	Rureau of	ጎ
NULES		ion and the CLECs			
		OH AND THE CLEUS	ander brobu	ciary miormanon	Deleted: Nevada
	provisions.				, Defecta Herada

2002 Florida Cookbook 8/6/02

Sprint Performance Measurements Report Requirements

Interfaces

Measure 42

Title: Percentage of Time Interface is Available

Title. Telec	mage of Time inter			
Area		quirement Des		
Description	Measures percent of tir scheduled availability.	ne OSS interface is	available co	ompared to
Method of	[((Number of Schedule	ed Interface Availa	ble Hours) -	(Number of
Calculation	Unscheduled Interface	Unavailable Hours)) / (Schedu	led Interface
	Available Hours)] x 10	0		
Report Period	Monthly			
Report Structure	CLECs in the aggregate	е		
Reported By	By interface type acces	sed by CLECs		
Geographic Level	Statewide			
Measurable	Disaggregation Level	CLEC	Competiti	ive Comparison
Standards			Parity	Benchmark
	Ordering	IRES Availability		98.5% of scheduled hours
Business Rules	 Outage hours are obtained from outage reports Any change requests for extended availability during the reporting period are added to the scheduled hours. Scheduled interface availability hours: 8AM - 8PM EST (Monday-Friday) Excludes non-business days and ILEC published holidays CLECs are notified via e-mail in advance of changes to the published availability schedule 			
Notes	 Sprint has one intertherefore, both of the Any outage in a sort 	rface which does be hese functions are r urce system that in lering or ordering fi	eported und nibits the sys	er ordering. stem from

Sprint Performance Measurements Report Requirements

Interfaces Measure 43

Title: Average Notification of Interface Outages
Sprint discontinued reporting of this measure effective 10-1-00

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

Sprint Performance Measurements Report Requirements

Interfaces

Measure 44

Title: Center Responsiveness

Area	Requirement Description			
Description	Measures the average time it takes the ILEC's work center to answer		er to answer a	
-	call.			
Method of	(Date and Time of Call	answer – (Date a	nd Time of Call	Receipt)/
Calculation	(Total calls answered by	center))		
Report Period	Monthly			
Report Structure	CLECs in the aggregate	, and by ILEC (if	analog applies)	
Reported By	ILEC Ordering Cent			
•	ILEC Repair Center			
Geographic Level	Statewide			
Measurable				
Standards				
	Disaggregation Level CLEC Competitive Comparison			
	1		Parity	Benchmark
	Ordering Center	ACD Inc Calls		20 Sec
	Repair Center (Designed)	ACD Inc Calls	Parity by design	
	Repair Center (Non-Designed)	ACD Inc Calls		20 Sec
Business Rules • Does not include abandoned calls.				
	 Measured by individ 	lual queue, if app	licable, in each	ILEC center.
Notes				

REPORTING PROCESS

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

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

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

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

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

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

SERVICE GROUP TYPES

Service Group Type	Sprint	CLEC
RESALE		
Residential POTS	Residential POTS	Residential POTS
Business POTS	Business POTS	Business POTS
ISDN BRI	ISDN BRI	ISDN BRI
Centrex	Centrex	Centrex
PBX	PBX	PBX
DDS	DDS	DDS
DS1/ISDN PRI	DS 1/ISDN PRI	DS1/ISDN PRI
DS3	DS3	DS3
VGPL/DS0	VGPL/DS0	VGPL/DS0
UNBUNDLED NETWORK ELEMENTS		
UNE Loops Designed 5.5 dB 2 or 4 wire analog assured 2 wire Digital ISDN Capable	DDS, VGPL/DS0	UNE Loops Designed
UNE Loops xDSL Provisioned	Retail xDSL	UNE Loops xDSL Provisioned
UNE Loops Non-Designed 8dB weighted 2/4 wire analog basic/Coin	Bus. POTS Dispatched	UNE Loops Non-Designed
UNE Ports	DSI/ISDN PRI	UNE Ports
UNE Platform (i.e., loop + port + transport)	Res POTS, Bus POTS, ISDN BRI, Centrex, PBX	UNE Platform
UNE Sub Loops - Voice Grade	Bus. POTS Dispatched	UNE Sub Loops - Voice
UNE Sub Loops - Data	Retail xDSL	UNE Sub Loops - Data
UNE Dedicated Transport	DS I/ISDN PRI, DS3	UNE Dedicated Transport
Line Sharing	Retail xDSL	Line Sharing
Dark Fiber	DS3	Dark Fiber
EELS	DS1/ISDN PRI, DS3, VGPL/DS0	EELS
Interconnection Trunks	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP
Projects	Projects as defined below.	Projects as defined below.

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

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

PROJECTS are defined as follows:

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

Sprint Performance Measurements Report Requirements

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

SERVICE ORDER TYPES

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

AUDITING

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

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

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

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

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

Sprint Performance Measurements Report Requirements

REVIEW PROCEDURES

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

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

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

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

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

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

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

NEVADA PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM/>> 14;	DESCRIPTION OF SECRIPTION
ALI	Automatic Location Identifier (for E911 systems)
AS	Affecting Service (type of trouble condition)
BDT	Billing Data Tape
BRI	Basic Rate Interface (type of ISDN service)
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CPE	Customer Premises Equipment
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DDS	Digital Data Service
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
IRES	Integrated Request Entry System
N, T, C	Service Order Types - N(new), T(to or transfer), and C(change)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability

Sprint Performance Measurements Report Requirements

NEVADA PERFORMANCE MEASURES: GLOSSARY OFACRONYMS

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

Sprint Performance Measurements Report Requirements

MISSED APPOINTMENT REASON CODES Sprint Due Date - Specials

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

Sprint Performance Measurements Report Requirements

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

Note: Bolded codes are customer exclusion reasons

Sprint Performance Measurements Report Requirements

MISSED APPOINTMENT REASON CODES Sprint - Retail

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

MISSED APPOINTMENT REASON CODES Sprint - Retail

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

DISPOSITION CODES Sprint

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

Note: Bolded codes are customer reason exclusion codes

Docket No. 000121B-TP Attachment B

2002 Sprint

Performance Measurement Plan Compliance Methodology

October 23, 2002

Overview

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

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

1. General Principles

- 1.1 The Compliance Methodology described herein is to be associated with the state commission approved Sprint Performance Measurement Plan (the "PMP").
- 1.2 The Compliance Methodology describes the method for determining compliance for parity measures (those measurements where the level of service that Sprint provides to CLECs can be compared to the level of service Sprint provides to its retail customers), and for benchmark measures (those measurements for which there is no comparable level of service between the service Sprint provides to CLECs and the service Sprint provides to its retail customers).
- 1.3 Sprint will calculate compliance on a submeasure basis for each reportable CLEC under the provisions of this methodology. A submeasure is the individual, disaggregated reported result for each measurement defined in Sprint's PMP.
- 1.4 For parity measurements, Sprint will use statistical testing to determine whether any submeasure differences between Sprint's retail results and Sprint's results for the individual CLEC, are statistically significant. Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates.
 - 1.4.1 For parity measurements, where a submeasurement difference between Sprint's retail results and the results for the individual CLEC is found to be statistically significant, a measure of severity (see Attachment B) will be calculated.
- 1.5 For benchmark measurements, Sprint's performance results for each CLEC will be compared to the benchmark defined in the PMP, without the use of statistical testing for significance. If Sprint's performance results for the CLEC are observed to be at a level of service that does not meet the benchmark, the result will be considered noncompliant.
 - 1.5.1 For benchmark measurements, if the result is found to be noncompliant, a measure of severity (see Attachment B) will be calculated.
- 1.6 The determination of compliance is further subject to certain Compliance Accuracy Provisions as described in this document.
- 1.7 Compliance will not be calculated for specific (sub)measurements per the PMP:
 - 1.7.1 For any measurement or submeasurement classified in the PMP as "Diagnostic Only", "Parity by Design" or with benchmark level "TBD".
 - 1.7.2 For any result that contains 4 or fewer Sprint or CLEC transactions. These results will be reported but no compliance will be assessed.

2. Compliance Methodology for Benchmark Measurements

- 2.1 Sprint service performance levels that do not achieve the benchmarks will be considered noncompliant. No statistical evaluation is performed for benchmark submeasures to determine compliance.
- 2.2 A measure of severity, D_B (called "D sub B", see Attachment B), will be calculated for each noncompliant benchmark submeasure, based upon the difference between the service performance levels Sprint provides to each individual CLEC, and the benchmark standard.
 - 2.2.1 The following table sets forth the severity level for benchmark *proportion* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

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

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

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

3. Statistical Testing Methodology for Parity Measurements

- 3.1 Statistical testing will be conducted when there are at least 5 transactions each for Sprint retail and individual CLEC. Results for 4 or fewer transactions will be reported for diagnostic purposes.
- 3.2 The general statistical testing methodology is to conduct a hypothesis test with

H₀: CLEC performance is "better than or equal to" Sprint performance.

H₁: CLEC performance is "worse than" Sprint performance.

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

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

- 3.3 Any statistical test yielding a p-value will be converted to a z-score for purposes of reporting consistency, and to enable calculation of the severity value.
- 3.4 A significance level, or Type I error rate, of 10% will be used for testing purposes.
 - 3.4.1 This results in a critical value of -1.2817 for z-scores. Any z-score less than or equal to -1.2817 will result in a rejection of H_0 .
 - 3.4.2 Modifications are made to the traditional t-statistic typically used for testing the difference between two means (due to sensitivity to testing assumptions). The "adjusted, asymmetric two-sample t-test" is designed to test the difference between means, without sensitivity to a larger CLEC variance, while adjusting for bias caused by population skewness. Instead of pooling the variances from both Sprint retail and CLEC observations, only using Sprint variance increases the ability of the test statistic to identify a difference in means should the CLEC have a greater variation. A modified z-score is calculated at the cell level by converting the adjusted, asymmetric t-test statistic via the respective probability density function.
- 3.5 All statistical tests will be performed at the submeasure level, per CLEC.
 - 3.5.1 Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.
 - 3.5.2 Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.
- 3.6 When approved by the Commission on a measurement/submeasurement basis, Sprint's retail data and CLEC data will be compared at levels that provide the most accurate parity comparisons (i.e., wire center, etc...).
 - 3.6.1 For statistical validity, the parity comparison between CLEC and Sprint retail data will be made with data generated from similar processes and conditions. Since the performance data are collected from daily operations, they are "observed" results. These observed results, or observational data, may not be produced under similar procedures and conditions.
 - 3.6.1.1 This level of comparison is to ensure a "like-to-like" comparison, and is referred to as the "cell level". The like-to-like comparison is a necessary condition for achieving correct statistical testing results for both Sprint retail and CLEC data.

- 3.6.1.1.1 For example, suppose a new CLEC starts operations around a single wire center. For some period of time, a large percentage of the CLEC's service orders are 'N' (New) orders. When compared to Sprint's retail service orders that included 'N', 'C' and 'T' (New, Change, and Transfer) orders, Sprint may be called out of parity erroneously because 'N' orders typically take longer than 'C' or 'T' orders. By comparing only the Sprint 'N' orders to CLEC 'N' orders, a true result can be obtained.
- 3.6.1.1.2 Cell-level comparisons are for statistical accuracy, and do not necessitate additional detail in the reported submeasure level as defined in the PMP.
- 3.6.2 Cell level comparisons will be proposed by Sprint and submitted for approval by the Commission on a per-submeasure or per-measure basis.
 - 3.6.2.1 Measurement/submeasurements with Commission-approved cell-level comparisons are listed in Attachment C.
 - 3.6.2.2 When like-to-like comparisons are approved for a specific measure or submeasure, results will be calculated using various statistical techniques appropriate for cell level comparisons (see Attachment A for detailed methodology).
 - 3.6.2.3 When there is more than one cell for a submeasure, the z-scores at the cell level will be aggregated into one overall test statistic, called the "truncated z-score" (see Attachment A), which is used to determine whether a statistically significant difference exists at the submeasure level. A submeasure with a single cell will not be aggregated into the truncated z-score, but will simply use the z-score as calculated for the cell
 - 3.6.2.4 If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done. In other words, if relative performance between Sprint retail and CLEC service at the cell level is equivalent (for all cells) to relative performance at the reporting level, then the aggregated z-score should be roughly the same as a modified z-score applied at the reporting level.
 - 3.6.2.5 The contribution of each comparison cell should depend on the number of observations in the cell.
 - 3.6.2.6 Cancellation between comparison cells will be limited. In other words, positive outcomes should not be allowed to cancel negative ones.
- 3.7 A measure of severity, D_P (called "D sub P", see Attachment B) will be associated with a difference between the service performance levels Sprint provides to each individual

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

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

PARITY MEASU	REMENTS
Measure of severity	Severity Level
$0 < \mathbf{D}_{\mathbf{P}} < 5$	Minor
$5 \le D_P \le 2$	Moderate
$ D_P >= 2$	Severe

4. Compliance Accuracy Provisions

- 4.1 The use of statistical testing for parity measures helps to mitigate the risk of noncompliance due simply to random variation in processes. However, due to the nature of the statistical tests, the expectation is that noncompliance will periodically be assessed even when a state of consistent parity exists (called a Type I error). To compensate for the impact of Type I errors, Sprint will utilize the following forgiveness plan to improve the accuracy of compliance assessment. This forgiveness plan is applied separately for each submeasure and each CLEC as follows:
- 4.2 Sprint's noncompliance will be forgiven on a submeasure basis only when certain criteria are met. These criteria are:
 - 4.2.1 For every submeasure, per CLEC, the first accrued forgiveness will occur upon the first month of activity, and again every six (6) months of activity thereafter.
 - 4.2.2 Each forgiveness must be used within six (6) months upon accrual. In other words, an accrued forgiveness is lost if not used within six (6) months.
 - 4.2.3 If there is no activity for a particular submeasure, per CLEC, for twenty-four (24) consecutive months, the process of accruing forgivenesses will begin again upon the next month of activity. In other words, Sprint will not track inactivity beyond twenty-four (24) months for the purpose of accruing forgivenesses.
 - 4.2.4 A forgiveness can only be used to offset noncompliance for the same submeasure, and CLEC, for which the forgiveness was originally accrued.
 - 4 2.5 If a forgiveness is available to be used, it must be used at the first opportunity, with the following exception:
 - 4.2.6 A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.

- 4.2.7 Available forgivenesses may not offset a severe non-compliance.
- 4.3 Sprint will implement materiality thresholds:
 - 4.3.1 Materiality thresholds mitigate situations where benchmark results or parity comparisons misidentify differences as significant. This is due to the fact that small-sample benchmark results, or parity statistical significance, is not necessarily synonymous with business significance. Situations that produce misidentification of differences as significant include but are not limited to the following:
 - 4.3.1.1 Small samples for parity measures. For measures typically associated with small samples, the measure itself can be highly sensitive to small differences in service. Similar to the small sample adjustment used for benchmark proportion measures, small samples for parity measures (especially proportion and rate measures) can result in the need for perfect or near-perfect service in order to be deemed compliant. For example, the measure *Trouble Report Rate* is defined as the number of trouble tickets per month divided by the number of access lines the customer has. Due to small CLEC transaction sizes, a single trouble report for a CLEC with few access lines can produce non-compliance. Since one trouble report for a month does not have a significant impact on the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

Measurement 19

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

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

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

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

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

- 4.4 For benchmark proportion measures, small samples can result in the need for service beyond the benchmark in order to achieve compliance. For instance, the only way to achieve a 95% benchmark with 19 orders would be to fail on none. One failure would result in performance of 94.7%. The small sample adjustments to benchmark proportion measures would, for example, allow for 1 failure in the 19 orders to achieve compliant performance.
 - 4.4.1 Sprint will implement the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

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

- 4.5 Sprint may perform a limited root-cause analysis process within 45 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions. When a root-cause analysis is invoked, Sprint will have the burden of proving that but for the occurrence of an "exceptional condition" Sprint would have succeeded on the submeasure.
 - 4.5.1 Examples of these exceptional conditions include, but are not limited to the following:
 - 4.5.1.1 Significant activity by a third party external to and not controlled by Sprint (e.g., damaged facilities, third party systems, bomb threats)
 - 4.5.1.2 Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)
 - 4.5.1.3 Environmental events not considered force majeure (e.g., fire or other hazardous condition)
 - 4.5.1.4 Force majeure events
 - 4.5.2 Sprint will not be required to utilize a forgiveness if it is determined that noncompliance is not warranted due to an exceptional condition under this section.

- 4.5.3 If Sprint finds that an exceptional condition had a significant impact on Sprint's ability to provide compliant service. Sprint will exclude the affected data from results and publish a notification and full justification on the reporting website.
 - 4.5.3.1 If the exceptional condition was identified after the affected results were reported, Sprint will exclude the affected data from results, publish a notification and full justification on the reporting website, and repost the results in accordance with the Reporting Obligations section of this Methodology.
- 4.5.4 Commission Staff or a CLEC may initiate a request for a review of differences associated with the assessment of exceptional conditions. If modification of reports is found to be appropriate, Sprint will repost the results in accordance with the Reporting Obligations section of this Methodology,
 - 4.5.4.1 If the review process does not yield a mutually acceptable outcome, Commission Staff or a CLEC may initiate a request for an expedited hearing process in accordance with the Commission's rules to resolve differences. If modification of reports is requested by the Commission. Sprint will repost the recommended results in accordance with the Reporting Obligations section of this Methodology.

5. Reporting Obligations

- 5.1 The due date for reports will be assumed to be no later than the 20th calendar day of the month, unless otherwise approved by the Commission.
- 5.2 Sprint must publish results for all "reportable" CLECs. Reportable CLECs meet all of the following criteria:
 - 52.1 The CLEC must have placed one (1) or more CLEC product orders in the past six (6) months
 - 5.2.2 The CLEC must have one (1) or more CLEC access lines.
 5.2.3 The CLEC must utilize IRES to submit orders.
- \$3 If reporting inaccuracies are discovered after the reporting due date. Sprint may repost results and publish a notification of the repost on the reporting website?
 - 5.3.1 Sprint will archive repost notifications and make these available on the reporting website for twelve (12) calendar months.
- 5.4 If stated in the Performance Measurement Plan, additional reporting obligations will apply the second of the second

6. Uniform Business Rules

- Uniform Business Rules

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

 6.1.1 When the Nevada PUC issues an order approving changes to the Nevada PMP.

 Sprint will submit a request within 15 days to the Florida PSC for approval of those changes. The Florida PSC is requested to review and approve the changes within 15 days, and approve a simultaneous implementation date.

Attachment A

Statistical Calculations for Parity Submeasurements

Statistical methods:

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

Statistical functions definitions:

$\Phi^{-1}(x)$ $pt(t,df)$	Inverse cumulative standard normal distribution function. Cumulative distribution function of a t-statistic with df degrees of freedom.
BN(x,n,p)	Binomial distribution density function. The probability of observing x of n successes with a probability p of success.
CBN(x,n,p)	Cumulative binomial distribution function. $0(x < 0)$

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

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

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

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

rank(x)

Ranks the input variables. In case of ties, the average rank is calculated.

choose(n,k)

Calculates the binomial coefficients.

Global variable definitions:

L = The total number of occupied cells.¹

j = An index counter indicating cell number.

 n_1 = The number of Sprint transactions in cell j.

 n_2 = The number of CLEC transactions in cell j.

 n_i = The total number of transactions in cell j.

 X_{1jk} = Individual Sprint transactions in cell j.

 $X_{2,k}$ = Individual CLEC transactions in cell j.

 Φ^{-1} = Inverse cumulative standard normal

distribution function.

Mean Performance Measures²

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

Variable definitions:

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

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

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

$$S_{1j}^2 = \frac{1}{n_{1j} - 1} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^2$$

Sprint sample variance in cell j. May be NA for very small sample sizes.

$$s_{2j}^2 = \frac{1}{n_{2j} - 1} \sum_{k=1}^{n_{2j}} (X_{2jk} - \overline{X}_{2j})^2$$

CLEC sample variance in cell j. May be NA for very small sample sizes.

$$\gamma_{1j} = \frac{\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^3}{\left[\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^2\right]^{3/2}}$$

The Sprint sample skewness in cell j. May be NA for very small sample sizes.

$$\gamma_{2j} = \frac{\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} \left(X_{2jk} - \overline{X}_{2j} \right)^3}{\left[\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} \left(X_{2jk} - \overline{X}_{2j} \right)^2 \right]^{3/2}}$$

The CLEC sample skewness in cell j. May be NA for very small sample sizes.

 XY_{j}

Combined Sprint and CLEC samples.

by its mean, square the difference, add them all up, and divide by the number of observations minus 1. Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1. Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance. Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance. Concatenate the Sprint and CLEC samples into a single variable.

Subtract each observation

STEP 1: Calculate Cell Weights

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

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

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

STEP 2: Calculate a Z-statistic for each cell

a. If
$$W_i = 0$$
, then set $Z_i = 0$.

b. If
$$\min(n_{11}, n_{21}) > 6$$
 and $s_{1j}^2 > 0$

$$T_{j} = \begin{cases} t_{j} + \frac{g}{6} \left(\frac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j} n_{2j}(n_{1j} + n_{2j})}} \right) \left(t_{j}^{2} + \frac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}} \right) & t_{j} \ge t_{mun,j} \end{cases}$$

$$t_{j} \ge t_{mun,j}$$

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

where

$$t_{j} = \frac{\overline{X}_{1j} - \overline{X}_{2j}}{s_{ij} \sqrt{\frac{1}{n_{ij}} + \frac{1}{n_{2j}}}},$$

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

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

- i) $\gamma_1 > 0$
- ii) $n_{1i} > 6$, and
- iii) $n_{1j} > n_{3q}$, where n_{3q} is the 3 quartile of all n_{1j} in cells where (i) and (ii) are true.

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

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

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

- c. If $[\min(n_{1j}, n_{2j}) \le 6 \text{ OR } s_{1j}^2 = 0] \text{ AND } W_j > 0 \text{ (from part 1)}$:
 - 1) Calculate the number of possible permutations Nperms = $choose(n_j, n_{ij})$

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

- 3) If only $n_{1j} = 1$ then let R_0 equal the rank of the Sprint observation in the combined sample XY_j . Calculate $Z_j = \Phi^{-1} \left(\frac{R_0 0.5}{n_j} \right)$.
- 4) If only $n_{2j} = 1$ then let R_0 equal the rank of the CLEC observation in the combined sample XY_j . Calculate $Z_j = -\Phi^{-1}\left(\frac{R_0 0.5}{n_j}\right)$.
- 5) If $min(n_{1}, n_{2}) \ge 2$ and Nperms ≤ 1000 then
 - i) Generate all possible permutations of sizes n_{1j} and n_{2j} from the combined sample XY_i .
 - ii) For each permuted sample, calculate the sum of sample of size n_1 ,
 - iii) Let R_0 equal the rank of the observed sum within all of the permuted sums.

Calculate
$$Z_j = \Phi^{-1} \left(\frac{R_0 - 0.5}{Nperms} \right)$$
.

- 6) If $min(n_1, n_{2i}) \ge 2$ and Nperms > 1000 then
 - i) Generate 1,000 random permutations of sizes n_{1j} and n_{2j} from the combined sample XY_i .
 - ii) For each permuted sample, calculate the sum of the sample of size n_1 ,
 - iii) Let R_0 equal the rank of the observed sum within the 1000 permuted sums and calculate $Z_f = \Phi^{-1} \left(\frac{R_0 0.5}{1001} \right)$.

STEP 3: Truncate Z-statistic for each cell

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

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

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

- 1. If for cell j, $W_j = 0$, set $ExpectedMean_j^{panty}$, $ExpectedVariance_j^{panty}$, and $ExpectedSkew_i^{panty}$ all equal to 0.
- 2. If $\min(n_{11}, n_{21}) > 6$ and $s_{11}^2 > 0$
 - a. $ExpectedMean_j^{ponty} = -\frac{1}{\sqrt{2\pi}}$.
 - b. ExpectedVariance $\int_{I}^{pointy} = \frac{1}{2} \frac{1}{2\pi}$

c. ExpectedSkew,
$$= -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{1}{2}}}\right)$$

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

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

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

c.
$$\Theta_n = \frac{1}{N_n}$$

d. Expected Mean
$$_{j}^{panty} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}$$

e.
$$ExpectedVariance_{j}^{panty} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{panty})^{2}$$

$$\sum_{i} \Theta_{ji} z_{ji}^{3} - 3 Expected Mean_{j}^{parity} \times Expected Variance_{j}^{parity} - \left[Expected Mean_{j}^{parity} \right]^{3}$$

STEP 5: Calculate the initial aggregate test statistic.

$$Z_{0}^{T} = \begin{cases} Z_{1} & L = 1 \\ Z^{T} = \frac{\sum_{j} W_{j} (Z_{j}^{*} - ExpectedMean_{j}^{parity})}{\sqrt{\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic. $Z^T = Z_0^T = Z_1$.
- 2. If L > 1, do the following.
 - a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_{j} W_{j}^{3} \times ExpectedSkew_{j}^{panty}}{6 \times \left(\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{panty}\right)^{\frac{3}{2}}}$$

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

c. Otherwise

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

Proportion Performance Measures³

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

Variable definitions:

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

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

a_j = Number of cases possessing an attribute of interest in cell j.

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

STEP 1: Calculate Cell Weights.

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

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

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

If $W_1 = 0$ then set $Z_2 = 0$.

Else, calculate the Z-statistic as $Z_{j} = \frac{n_{j}a_{1j} - n_{1j}a_{j}}{\sqrt{\frac{n_{1j}n_{2j}a_{j}(n_{j} - a_{j})}{n_{j} - 1}}}$

STEP 3: Truncate Z-statistic for each cell.

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

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

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

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

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

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

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

b. ExpectedVariance
$$_{j}^{panty} = \frac{1}{2} - \frac{1}{2\pi}$$
.

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

3. Else, if
$$\min \left\{ a_{1J} \left(1 - \frac{a_{1J}}{n_{1J}} \right), a_{2J} \left(1 - \frac{a_{2J}}{n_{2J}} \right) \right\} \le 9$$
.

a. Let
$$i = \max(0, a_1 - n_{21}), ..., \min(a_1, n_{11})$$
.

b. Calculate
$$z_{ji} = \min \left\{ 0, \frac{n_j i - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}} \right\}$$
 for each value of i .

c. For each value of i, calculate
$$\Theta_{j} = HG(i, n_{1j}, n_{2j}, a_j)$$
.

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

e.
$$ExpectedVariance_{j}^{panty} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{panty})^{2}$$
. $ExpectedSkew_{j}^{panty} =$

f.
$$\sum_{j_i} \Theta_{j_i} z_{j_i}^3 - 3Expected Mean_j^{panty} \times Expected Variance_j^{panty} - \left[Expected Mean_j^{panty}\right]^3$$

STEP 5: Calculate the initial aggregate test statistic.

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

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

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

2. If L > 1 or
$$\min \left\{ a_{1j} \left(1 - \frac{a_{1j}}{n_{1j}} \right), a_{2j} \left(1 - \frac{a_{2j}}{n_{2j}} \right) \right\} > 9$$
,
$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \frac{\sum_j W_j (Z_j^* - Expected Mean_j^{parity})}{\sqrt{\sum_j W_j^2 \times Expected Variance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic. $Z^{T} = Z_{0}^{T}$.
- 2. If L > 1, do the following.

a. Calculate the aggregate skewness coefficient.

$$\mathbf{g_{agg}} = \frac{\sum_{j} \mathbf{W_{j}^{3}} \times ExpectedSkew_{j}^{parity}}{6 \times \left(\sum_{j} \mathbf{W_{j}^{2}} \times ExpectedVariance_{j}^{parity}\right)^{\frac{3}{2}}}$$

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

c. Otherwise

$$Z^{T} = \frac{-1 + \sqrt{1 + 4g_{\text{agg}}^{2} + 4g_{\text{agg}}Z_{0}^{T}}}{2g_{\text{agg}}}$$

Rate Performance Measures⁴

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

Variable definitions:

 b_{ij}

Number of Sprint base elements in cell j.

 b_2 = Number of CLEC base elements in cell j.

 b_i = Total number of base elements cell j.

 $r_{1j} = n_{1j} / b_{1j}$ = Sprint sample rate of cell j.

 $r_{2j} = n_{2j}/b_{2j} =$ CLEC sample rate of call j.

 $q_j = b_{ij}/b_j$ = Relative proportion of Sprint elements for cell i.

STEP 1: Calculate Cell Weights.

$$W_{j} = \sqrt{\frac{b_{1j}b_{2j}}{b_{j}}\frac{n_{j}}{b_{j}}}$$

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

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

If $W_1 = 0$ then set $Z_2 = 0$.

Else, calculate the Z-statistic as $Z_1 = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$

STEP 3: Truncate Z-statistic for each cell.

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

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

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

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

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

2. If
$$\min(n_{1}, n_{2}) > 15$$
 and $n_{1}q_{1}(1-q_{1}) > 9$

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

b. Expected Variance
$$\int_{1}^{panty} = \frac{1}{2} - \frac{1}{2\pi}$$

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

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

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

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

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

d.
$$ExpectedMean_{j}^{panty} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}$$
.

e. ExpectedVariance
$$\sum_{j=1}^{party} \Theta_{jj} z_{jj}^{2} - (ExpectedMean_{j}^{party})^{2}$$
.

ExpectedSkew, parity =

$$\sum_{\mathbf{j}}\Theta_{\mathbf{j}\mathbf{i}}\mathbf{z}_{\mathbf{j}\mathbf{i}}^{3}-3ExpectedMean_{\mathbf{j}}^{\textit{panty}}\times ExpectedVariance_{\mathbf{j}}^{\textit{panty}}-\left[\textit{ExpectedMean}_{\mathbf{j}}^{\textit{panty}}\right]^{3}$$

STEP 5: Calculate the initial aggregate test statistic.

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

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

where
$$\alpha = CBN(n_{1i}, n_i, q_i)$$
.

2. If L > 1 or
$$\min(n_{11}, n_{21}) > 15$$
 or $n_1q_1(1-q_1) > 9$,

$$Z_{0}^{T} = \begin{cases} Z_{1} & L = 1 \\ Z^{T} = \frac{\sum_{j} W_{j} (Z_{j}^{*} - ExpectedMean_{j}^{panty})}{\sqrt{\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{panty}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic. $Z^T = Z_0^T$.
- 2. If L > 1, do the following.
 - a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_{j} W_{j}^{3} \times ExpectedSkew_{j}^{parity}}{6 \times \left(\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}\right)^{\frac{3}{2}}}$$

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

c. Otherwise

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

Attachment B

Measures of Severity (parity and benchmark)

Benchmark Measurements:

Definition:

$$D_{\rm B} = \frac{I - B}{B} \times 100\%$$

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

Rationale:

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

Parity Measurements:

Definition:

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

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

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

Rationale:

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

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

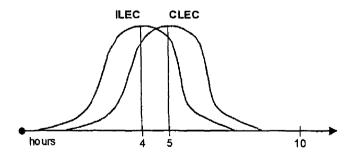
A reasonable measure of severity will provide an indication for how different the Sprint's CLEC service is from that of Sprint's service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to Sprint's retail customers, the measure of severity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

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

$$D_P = \frac{\overline{X}_1 - \overline{X}_2}{s_1}$$
, where \overline{X}_1 is the mean Sprint retail service, \overline{X}_2 is the mean Sprint service to

CLECs, and s_1 is the standard deviation of Sprint's retail service. Under this example, consider the following graphs depicting a scenario in which a CLEC receives out-of-parity service on two different submeasurements ("Submeasurement A" and "Submeasurement B"):

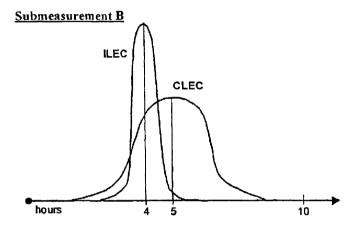
Submeasurement A



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

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

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



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

$$\mathbf{D}_{P} = \frac{4.0 - 5.0}{0.4}$$
, or $\mathbf{D}_{P} = -2.50$.

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

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

Attachment G

Parity Measures and Submeasures with Cell-level Comparisons

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

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

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

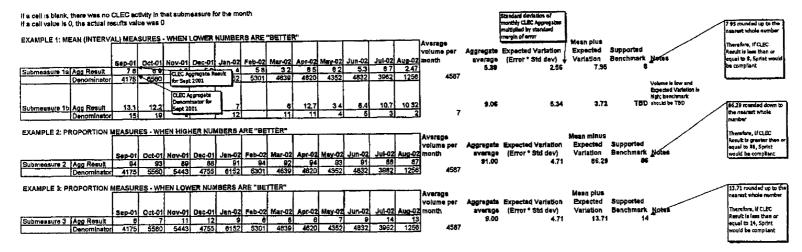
Definitions:

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

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

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

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



Benchmarks are not subject to statistical teating, and therefore should have random variation accounted for in the setting of benchmark levels.

Sprint uses 1.85 thense the standard deviation when establishing benchmarks to account for the random variation of the process.

The 1.645, as opposed to some other number, is intended to yield a benchmark that Sprint can meet 95% of the time, given the random variation of our process.

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			07.101 01	Provisioning	Average Completed Interval	UNE Loops - xUSL Capable - Field Work	Penty	(result in days)	3	8 4
			07 101 02	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - No Field Work	Panty	(result in days)	46	5
			07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Fleid Work	Parity	(result in days)	44	4
			07.11 02	Provisioning	Average Completed Imerval	UNE Loops - Non-designed - No Field Work	Panty	(result in days)		44
			07.131 01	Provisioning		UNE Pletform - Freid Work	Panty	(result in days)	2 4	
			07 131 02	Provisioning		UNE Platform - No Flaid Work	Panty	(result in days)	1.5	
			07 133 01	Provisioning		UNE Sub-Loops • Voice - Field Work	Panty	(result in days)	41	0
			07 17 01	Provisoring	Average Completed Interval	Projects - Field Work	Panty	(result in days)	10.2	
			07 17 02	Provisioning		Projects - No Field Work	Parity	(result in days)		
			00.01	Provisioning	Percent Orders Completed within Standard Intervel	Residential POTS	Paniy	(result is percentage)	98 2	98 4
			08 02	Provisioning		Business POTS	Panty	(result is percentage)	93.7	97
			08 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Penty	(result is percentage)	86	100
			08 04	Provisioning		Centrex	Panty	(result is percentage)	98 4	100
			US 05	Provisioning		PBX	Panty	(result is percentage)	81.5	0
			08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed Other	Panty	(result is percentage)	0	100
			08 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Panty	(result is percentage)	95.8	55
				Provisioning		UNE Loops - Non-designed	Parity	(result is percentage)	67 3	85 2
				Ртомаюлитр		UNE Platform	Penty	(result is percentage)	97 9	0
				Provisioning	<u> </u>	UNE Sub-Loops - Voice	Panty	(result is percentage)	87 3	
				Provisioning		Projects	Panty	(result is percentage)	914	
			09 02	Provisioning		Busness	Panty	(result is percentage)	- 0	100
			10	Provisioning		M	Panty	(requit is percentage)	0	44 5
				Provisioning	Percent of Due Dates Massed	Residential POTS - Field Work	Parity	(result is percentage)	8	9 1
				Provisioning		Residential POTS - No Field Work	Penty	(result is percentage)	0.3	0.2
				Provisioning			Parity	(result is percentage)	124	28
			11.02 02	Provisioning		Business POTS - No Field Work	Panty	(result is percentage)	21	
FL	200201	11	11 03 01	Provisioning	Percent of Due Dates Mased	ISDN BRI - Field Work	Panty	(result is percentage)	21 5	0

					Labora solver	September 1	-			1011
FL		11	11 03 02	Provisioning	Parcent of Due Dates Mased	SDN BRU - No Fred Wurt	Parity	(ressul às percentage)	84	
FL	200201	11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Panty	(result is percentage)	19	
FL	200201	11	11 04 02	Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	Panty	(result is percentage)		
FL	200201	11	11 06 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Panty	(result is percentage)	19.4	
FL	200201	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field: Work	Panty	(result is percentage)		
FL	200201	11	11 08 01	Provisioning	Percent of Due Dates Mosed	DS-3 - Field Work	Panty	(result is percentage)	- 0	
FL		11	11 09 01	Provisioning	Percent of Due Dates Missed	VGPL/OS0 - Field Work	Panty	(result is percentage)	14.3	
FL	200201	11	11.10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Panty	(result is percentage)		
FL		11	11 101 01	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - Freid Work	Panty	(resurt is percentage)	8.5	25
FL	200201	11	11 101 02	Provesoring	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Panty	(recuit is parcentage)	13	
FL	200201	11	11.11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Panty	(result at percentage)	12 4	14 1
FL	200201	11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result a parcersage)	0	12 9
FL	200201	11	11.131 01	Provisioning	Percent of Due Dates Mesed	UNE Platform - Field Work	Panty	(result is percentage)	8 5	
FL	200201	11	11 131 02	Provisioning	Percent of Due Dates Messed	UNE Platform - No Field Work	Panty	(result is percentage)	0.5	9
FL	200201	11	11 133 01	Provisioning	Percent of Due Detes Mased	UNE Sub-Loops - Vaice - Field Work	Penty	(result & parcertage)	12.4	
FL	200201	11	11 14 01	Provisioning	7	UNE Dedicated Transport - Field Work	Penty	(result is percentage)		
FL,	200201	12	12 01	Provisioning		RESIDENTIAL POTS	Panty	(result is percentage)	12.6	81
FL	200201	12	12.02	Provisioning		BUSINESS POTS	Panty	(result is parcentage)	93	2 7
FL	200201	12	1203	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Panty	(result is percentage)	16	
FL			1204	Provisioning	Percent of Due Detes Massed Due to Lack of Facilities	CENTREX	Penty	(result is percentage)	44	
FL	200201	12	12 10	Provisioning	Percent of Due Dates Mesed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	(result as percentage)		33 3 15 4
FL	200201	12	12 101	Provisioning	Percent of Due Dates Massed Bue to Lack of Fections	UNE LOOPS - XOSL CAPABLE	Panty	(result is percentage)	3.6	
FL	200201	12	12 11	Provisioning		UNE LOOPS - NON-DESIGNED	Panty	(result a percentage)	11 1	10 5
FL.	200201	12	12.131	Provisioning	Percent of Due Outes Missed Due to Lack of Facilities	UNE PLATFORM	Panty	(result is percentage)	11.8	
FL	200201	12	12 133	Provisioning	Percent of Due Dates Massed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Panty	(result is percentage)	11 1	
FL	200201	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Panty	(result in days)	9	8 2
FL	200201	13	13 01 02	Provisioning	Delay order interval to completion date	Residential POTS - 31 - 90 days held	Panty	(result or days)	46 1	56
FL	200201	13	13 02 01	Provisioning		Business POTS - 1 - 30 days held	Panty	(result in days)	10 5	
FL			13 10 01	Provisioning		UNE Loops - Designed Other - 1 - 30 days held	Panty	(result in days)		6
FL			13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xOSL Capable - 1 - 30 days held	Panty	(result in days)	11.7	8.8
FL			13 to1 02	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 31 90 days bald	Penty	(result in days)	50	40
FL			13 11 01	Provisioning		UNE Loops - Non-designed - 1 - 30 days held	Panty	(result in days)	10.9	
FL			14 01	Ртоммольпр		Residential POTS	Panty	(result in days)	24 7	19.4
FL			14 02	Provisioning		Business POTS	Panty	(result in days)	71	15
FL			14 04	Provisioning		Centrex	Panty	(result in days)	73 3	
FL				Provisioning		DS-IASDN PRI	Panty	(result in days)	36 6	13.5
FL				Provisioning	Heid Order Interval	UNE Loops - Designed Other	Panty	(requit or days)		40.5
FL				Provisioning		UNE Loops - xDSL Capable	Panty	(result in drys)	28 4	
FL			14 11	Provisioning		UNE Loops - Non-designed	Panty	(result in days)	81 2	15.5
FL			14 14	Provisioning		UNE Dedicated Transport	Panty	(result in days)	- 9	10
FL			15 01 01	Provisioning		Resale Orders - Out of service	Panty	(result is percentage)	2.5	0.5
FL.				Provisioning		Resale Orders - Not out of service	Panty	(result as percentage)	0.4	01
FL				Provisioning		UNE Loops only - Out of service	Penty	(result is percentage)	41	4 5
FL				Provisioning		UNE Loops only - Not out all service	Panty	(result is percentage)	13	9
FL :			17a 01	Provisioning		Residental POTS	Panty	(result a parcentage)	38	5.4
FL			17a 92	Provisioning	412.	Business POTS	Panty	(result is percentage)	49	2
FL	200201	178	17s Q3	Provisioning	Percentage of Troubles within 5 days for New Orders	ISON BRI	Panty	(result is percantage)	0.9	0

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24 8	5 51	(Envol in Nutsh)								_
9 EL	12.2	(smort or tiusen)			anotasis of arrait agenesis					
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73.2	P PE	(much in fluxon)	- Apred		Average Time to Restore			12		
20	c cz	(anuod nt Mutan)	Aqued		Average Time to Restore					
ž ČC	1 82	(result in hours)	Ajued		grotess at emit equavi					
12	1 11	(enuch in Muter)	- Apred	rizhtegad ok - 2104 assentauli	Average Time to Regione					
13.5	6 DE	(result in hours)	45vEd	POTS - Drippleh	enoiseR of emili agesovA			31		_
6	9 4	(snuch ni fluses)	Aprild	Residential POTS - No Depetch	Average Time to Restone					
14.5	161	(anuori ni fluteri)	(Antel	Restricted POTS - Departsh	enciseR of emit agesevA			ız		
001	ES	(negult at percentage)	Apred	EB.S - Loop - Depelch	Processings of Casiomer Trouble Not Resorved willers Estimated Time	SUMMERCA	10 71 05	20		
6Z	22.3	(epstremed a fluser)	424	UNE Loops - Non-designed - Despetch	Percentage of Customer Trouble 2401 Resolved within Estimated Time			02		
9 BZ	47	(veanit is percentage)	April d	UNE Loops - x08L Capable - Depaich	Percentage of Customer Trouble Not Resolved within Extrapeled Time	NUMBER STORY	10 101 05	OZ.	2002001	13
0	es	(result is porcentage)	4464	VGPUCSO - Dapaich	Percentage of Customer Trouble Not Resolved waters Estresied Time	SOURCESTING	10 60 02	30	105005	14
2 58	8 OS	(egelmoneq zi jiuzer)	Auto	CS-NICSON PRI - DIPPLIA	Percentage of Customer Trouble Not Reserved author Bearings of	Abritanence	10 ZO 0Z	30	105005	1.1
0Z	1 BC	(ageinsoned at thusen)	(ANIA)	b@x ∙ D+894(c)	Amil belamated make beriosoff toth educal is amated to against and	soneneinsk	20 00 01	02	105005	13
199	34.4	(result is percentage)	Aved	Certriex - Depalch	Percentage of Customer Trouble Mot Resolved within Estimated Time	\$20\$refruit	10 10 02	Q2	500501	13
0	90	(result is percentage)	(Anarl	ISDN BIR - No Depelch	Percentage of Customer Trouble Not Resolved within Estimated Time	SOURCE PARTY OF	50 63 05	OZ	102002	73
001	0¢	(reault is percentage)	(Anara	IZDM BM - Debescu	Percentage of Customer Trouble Not Resorted warm Esternated Time	SOURCESTORY	20 03 04	OZ.	105005	7.9
9	Z 01	(nesult is percentage)	- Aprild	falequid oil - 8109 esemblid	Percentage of Customer Trouble Not Resolved within Estimated Time	92VB/B/LIPA	Z0 Z0 OZ	OZ.	105005	13
15	6 01	(ceany to beaceupage)	Qued	foleged - \$T09 seemed8	Percentage of Customer Trouble Not Resolved within Estimated Time	Panenetti sk	10 20 02	OZ.	102002	73
2	E 9	(egaine to percentage)	Aprile	Remoterial POTS - No Departh	Percénisse of Customer Trouble Not Resolved within Estemated Time			oz	500,501	7.9
CI	6 EZ	(ceanit as percentage)	Apued	Residential POTS - Dispatch	Percentage of Customer Trouble Not Resolved water Estimated Time			SO	500501	13
	0	(cean) a becomede)	ANURA	an an	Cuelomer Trouble Report Rate			61		7.7
Σ	E 201>	(searche to succession)	Awad	GOOJ - \$183	Customer Trouble Report Rele			51	200201	1
	10	(uesn.t m bercentage)	ANRd	UNE Loops - Non-despond	Colomer Trouble Report Rafe		1161	51	200201	
0	1 5	(result is percentage)	Asue	UNE Loops - ADSL Cepable	Customer Troubs Report Reta		101 61	61	102002	7.4
-	20	(abejusomed to unesu)	Ayued	VGPL/DS0	Customer Trouble Report Reta		6061	61	200301	- 34
	S L	(usery a baccayade)	Appre	RH NOSVL-SO	Coclomer Trouble Report Rate		4061	61	200201	13
-	^	(ageinoomy ta fuean)	Awa	002	Customer Trouble Report Rafe		90 61			- 13
0	10	(userij is beaceurses)	444	XQd	Customer Trouble Report Rate			61	500501	13
		(escrit in percentage)	ANR C	Consex			5061	61		
	10	(usery is becompale)	Apusa	ISB NOSI	Customer Trouble Report Rate		10 61	51	500581	ᅼ
	£ 1	(userus a benceurate)	April 4	STO9 agentald	Customer Trauble Report Rate		1803	51	200201	14
0		(Leany to benceuteds)	444	ETO9 tachnet between	Customer Trouble Report Rela		2081	18	200201	1
	-			M Electrical BOTS	Castomer Travols Augor Rate		10.61	61	200501	73
221		(zajumm ra fiuteri)			Average Completion Notice Interval	granasnari	1081	91	200501	- 14
	1.0	(spaintoring at liveon)	Assed	ntb	srabic) well to syab & notion selected to apparentment	princiaword	81 eV!	671	500501	J.4
<u> </u>	£ 8	(agelineoneq es flusen)	Appro	MAE Sub-Loops - Yours	Percentage of Troubles Awither & days for New Nethern Present		CC1 #21	*21	500501	ᇻ
	8 E	(epidneomy ar Fiveen)	Vane q	UNE Famour	Percentage of Troubles within 5 days for New Diders		151 471	926	200201	7.1
	C B	(epainmoneq to husen)	Vina9	bergesb-noil - eqod J 3MU	enablic wall for eyab & nettine salduors to egamened		11 651	821	500501	13
7	1 1	(epitrones et fuezn)	Aues	UNE Loops - xDSL Capebie	Example of Troubles within 5 days for him Orders		IDI OTI	#Z1	200201	73
	DF	(result is percentage)		WRE Loop e observed - edocal BNU	exebi O with toll ayeb & retire selduon! To ageingment!		OF att	■ Z1	IOZOUZ	14
)	0	(sparcenage)	Ausd	XBd	Pretion with the day of return telebrat to again or the	pranazword	50 -41	971	300301	1,5
	*D	(149-W (2) Decision(1969)	- Shift	Chapte	Percentage of Thoubter within & days for New Orders	EUIDHKOF	10 1/1	421	102002	7.5
	or it was	HALL MATTER			Maria Cara Cara Cara Cara Cara Cara Cara	***	g transcrip	#9-7s	***	

	skela taa	-	Same Same K		- Commercial Commercia	Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sales Sa	-	Freet tree		
FL	200201	21	22 01	Memionance	POTS Out of Service Lass Than 24 Hours	Recidental POTS	Party	(hissuit is percentage)	98 1	946
FL	200201	22	22 02	Maintenance	POTS Out of Service Less Then 24 Hours	Business POTS	Panty	(result is percentage)	68 7	93 5
FL.	200201	22	22 11	Maintenance	POTS Out of Service Less Their 24 Hours	UNE Loops - Non-designed	Panty	(result is percentage)	92.5	89 1
FL	200201	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Panty	(result is percentage)	16 6	
FL	200201	23	23 02	Maintenance	Frequency of Repeat Trouble Reports at 30 Days	Business POTS	Panty	(result is percentage)	19.5	
FL	200201	23	23 03	Maintanance	Frequency of Repeat Trouble Reports in 30 Days	ISON BRI	Panty	(reduit is percentage)	18 9	
FL		23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Panty	(result is percentage)	127	
FL	200201	23	23 05	Mamianence	Frequency of Repost Trouble Reports in 30 Days.	PBX	Panty	(result is percentage)	17 4	
FL	200201	23	23 05	Manlenance	Frequency of Repeat Trouble Reports in 30 Days	PRIX	Panty	(result is percentage)	17 4	60
FL	200201	23	23 07	Maintenance	Frequency of Repest Trouble Reports in 30 Days	DS-1/ISDN PRI	Panty	(result is percentage)	32	
FL	200201	23	23 09	Mantenence	Frequency of Report Trouble Reports in 30 Days	VGPL/DS0	Panty	(result is percentage)	29	0
FL	200201	23	23 101	Maintenance	Frequency of Repest Trouble Reports in 30 Days	UNE Loops - xD\$L Capable	Parity	(result is percentage)	20 7	0
FL	200201	23	23 11	Manienance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Panty	(result is percentage)	15 2	16 4
FL	200201	23	23.147	Meintenance	Frequency of Repost Trouble Reports in 30 Days.	EELS - Loop	Pasty	(result is percentage)	31 5	100
FL	200201	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Biockage	Benchmark	(result is percentage)	0	0
FL	200201	25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Panty	(result is percentage)		0
FL	200201	2.5	28 01	Bilang	Usage Teneimess	Resale	Panty	(result in days)	1 5	_17
FL	200201	28	28 02	Billing	Usage Timeliness	UNE	Pénty	(result in days)	15	
ī.	200201	28	28 03	ВАпр	Usege Timelmess	Switched Access	Benchmark	(mauli in days)	0	94 5
FL	200201	30	30 01	Being	Wholesale Bill Timeliness	Resole	Benchmark	(result a percentage)	0	100
FL		30	30 02	Baking	Wholesale Bill Timeliness	UNE	Benchmark	(result a percentage)	0	100
FL	200201	30	30 04	Billing	Wholesale Bill Timelinass	Facilities/interconnection	Benchmurk	(result a percentage)		100
FL	200201	31	31 01	Billing	Usage Completeness	Resale	Panty	(result a percentage)	99 9	99.9
FL.	200201	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	99
FL.	200201	37	37 01	Billing	Recurring Charge Completeriess	Resale	Parity	(result is percentage)	97	99 6
FL	200201	32	32.02	Biling	Recurring Charge Completeness	UNE	Benchmark	(result a percentage)	0	36 7
FL	200201	33	33 01	Baling	Non-Recurring Charge Complateness	Resale	Panty	(result is percentage)	99 5	92 6
FL	200201	33	33.02	Baking	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	- 0	40.7
FL	200201	34	34.01.01	Biling	Billing Accuracy	Resule - Usage	Panty	(result is percentage)	18.4	916
FL	200201	34	34 01 02	Báing	Bring Accuracy		Panty	(result & percentage)	99.3	99.0
ą.	200201	34	34.01.03	Báling	Billing Accuracy	Resule - Non-recurring Charge	Panty	(result is percentage)	96 6	93 7
1.		34					Senct want	(result is percentage)	0	90 3
FL		34			Biling Accuracy		Benchmark	(result is percentage)	0	87 3
7	200201	34			Briting Accuracy		Senchmark	(result is percentage)	0	85 7
7	200201	37					Panty	(result is percentage)	97 3	963
ī		39	39 01				Panty	(result is percentage)	100	
7	200201	39	39 Q2	Dalabase	E911/911 MS Datebasa Updata Interval	Ovect Gateway Incut	Benchmark	(result is percentage)	0	100
1	200201						Benchmark	(result is percentage)		
ī	200201						Senchmark	(result is percentage)		100
_ _				Collocation			Benchmark	(result a percentage)	<u>-</u>	100
.				Interfeces			Panty	(result as parcertage)	99 3	100
2						Ordening Center	Benchmark	(reput) in seconds)	****	┷
i				Interfaces			Benchmark	(panty by design)		
ī								(result in seconds)	Ö	-

| Stee | Depose | Make | First | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make | Make Auforgas Verfilasilan/Verpalch Returner - All Electronic
Request For Telephone Number - All Electronic A E Companyor Posture result in seconds 003 Average Reponse Time to Pre-Order Queries Average Reponse Time to Pre-Order Queries 0 62 4 37 Request For Customer Service Record Simple - All Electronic result in seconds Average Reponse Time to Pre-Order Queries Pre-Order Pre-Order Pre-Order 8 54 5 59 Request For Customer Service Record Complex - All Electronic result in seconds FL 200209 FL 200209 FL 200209 Average Reponse Time to Pre-Order Quenes Service Availability - All Electronic result in seconds 1 01 04 01 Average Reponse Time to Pre-Order Quenes 0.71 Service Appointment Scheduling - All Electronic result in seconds FL 200209 FL 200209 FL 200209 Pre-Order Average Reponse Time to Pre-Order Queries 0.43 result in seconds Average Reponse Time to Pre-Order Queries Average Reponse Time to Pre-Order Queries Average Reponse Time to Pre-Order Queries Rejected/Failed Quenes - All Electronic 1 01 06 01 Pre-Order 1 61 97.5 result in hours Facility Availability - All Manual (FAX) Loop Pre-Qualification - All Manual All Electronic - Residential POTS result is percentage FL 200209 FL 200209 FL 200209 FL 200209 Pre-Order 101.08 02 0 14 result in hours 2 02 01 02 2 02 01 101 Order Average FOC/LSC Notice Interval 0 35 All Electronic - Business POTS All Electronic - UNE Loops xDSL Provisioned result in hours Average FOC/LSC Notice Interval Average FOC/LSC Notice Interval result in hours Order result in hours All Electronic - UNE Loops Non-designed Order Order Order Order Average FOC/LSC Notice Interval 0 34 200209 2 02 01 11 result in hours III Flectronic - UNF Platform 2 02.01 131 Average FOC/LSC Notice Interval 20020 31 34 All Electronic - Interconnection Trunks result in days 200209 2 02.01 15 Average FOC/LSC Notice Interval result in hours All Electronic - LNP 200209 200209 2 02 01 16 Average FOC/LSC Notice Interval 6.89 9.4 Electronic/Manual Mix - Residential POTS result in hours 2 02 03 01 2 02 03 02 2 02 03 03 2 02 03 07 Average FOC/LSC Notice Interval Order result in hours Average FOC/LSC Notice Interva Electronic/Manual Mix - Business POTS 200209 Order 18 2 72 46 Electronic/Manual Mix - ISDN BRI result in hours Average FOC/LSC Notice Interval Average FOC/LSC Notice Interval Order Electronic Manual Min - SSTAS DN PRI
Electronic Manual Min - VGPUDS0
Electronic Manual Min - UNE Logis 10St. Provisioned result in hours Order 28 23 6 49 result in hours 2 02 03 09 Order 2 02 03 101 Order 2 02 03 11 Order 2 02 03 131 Order Average FOC/LSC Notice Interval 200209 result in hours Average FOC/LSC Notice intervel 200209 200209 4.7 8.51 result in hours Order Order Order lectronic/Manual No: - UNE Loops Non-designed Average FOC/LSC Notice Interval result in hours Electronic/Menual Mix - UNE Platform
Electronic/Menual Mix - UNE Dedicated Transport
Electronic/Manual Mix - FELS 200209 200209 200209 Average FOCILSC Notice Interval 20 77 result in hours 2 02 03 14 2 02 03 147 Average FOC/LSC Notice Interval 7 99 9 00 4 24 result in hours Average FOG/LSC Notice Interval Order lectronic/Manual Mix - Interconnection Trunks result in days 200209 200209 Average FOC/LSC Notice Interval Average FOC/LSC Notice Interval 2 02 03 13 Order result in hours 2 02 03 18 Order 2 02 03 17 Order 3 03 01 02 01 Order 3 03 03 02 01 Order 3 03 03 02 02 Order 5 5 01 Provisioning lectronic/Manual Mix - LNP 8 86 1 88 7.87 Electrosic/Manual Mix - Projects result in hours Average FOG/LSC Notice Interval 200209 Will Electronic - Content Errors (other ecits) - Resale Orders
Electronic/Namual Mitr - Content Errors (other edits) - Resale Orders
Electronic/Namual Mitr - Content Errors (other edits) - UNE Loops and Ports result in hours Average Reject Notice Interval Average Reject Notice Interval 200209 reault in hours 200209 200209 8.46 result in hours Average Reject Notice Interval Percentage of Orders Jeopardized result is percentage Residential POTS 200209 5 82 result is percentage Business POTS 5 02 Provisioning Percentage of Orders Jeopardized 200209 esuit is percentage ISON BRU 200239 5 03 Provisioning Percentage of Orders Jeopardized 2 22 result is percentage Centrex 200209 200209 5.04 Provisioning 6.05 Provisioning Percentage of Orders Jeopardized result is percentage Percentage of Orders Jeopardized 24 69 result is percentage UNE Loops xOSL Provisioned 5 101 Provisioning Percentage of Orders Jeopardized 12 21 200209 result is percentage INE Loops Non-designed 5 11 Provisioning Percentage of Orders Jeopardized 3.19 12.21 FL. 200209 200209 result is percentage Percentage of Orders Jeopardized 5 131 Provisioning result is percentage UNE Sub Loops - Voice Grade Residential POTS - Assignment 0 92 Percentage of Orders Jeopardized 200209 200209 5 133 Provisioning result in days 4 45 6 06 01 01 Average Jeopardy Notice Interval 0.45 0 26 PULLORSIAGL eault in days Residential POTS - Installation Residential POTS - Notification Messed Commitment Average Jeopardy Notice Interval 6 06 01.02 Provisioning 200209 result in days Average Jeopardy Notice Interval 0.37 0.09 Provisioning result in days Business POTS - Installation UNE Loops Designed - Installation 6106 02 02 Average Jeopardy Notice Interval 200209 Provisioning esull in days 200209 Provisioning Average Jeopardy Notice Interval 1 22 6 05 10 02 6 05 101 01 result in days JNE Loops xDSL Provisioned - Assignment JNE Loops xDSL Provisioned - Installation Average Jeopardy Notice Interval Provisioning 200209 result in days 6 05 101 02 Provisioning Average Jeopardy Notice Interval

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rL	AUUZUS	1	06 11 0f	Provisioning	Average Jeopardy Notice Interval	UNE Loaps Non-designed - Installation		result in days		1 44
E_	200209		06.147.02	Provisioning	Average Jeonardy Notice Interest	EELS · Installation		result in days	3 09	2 56
E.	200209		07.01 01	Provisioning	Augrana Completed Interval	Residential POTS - Field Work		result in days	1.06	1.63
FL	200209		07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work		result in days	3 31	2.94
FL	200209		07 02.01	Provisioning	Aurena Convieted Internal	Business POTS - Field Work		result in days	1 16	2 11
FL.	200209		07 02 02	Provisioning	Average Completed Interval	Businesa POTS - No Field Work	0	result to days	15.67	4
FL	200209		07 03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Worli		result in days	4 36	5
	200209		07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work		result in days	2 26	1 5
FL			07 04 02	Provisioning	Average Completed Interval	Centrex - No Field Work		result in days	1 56	- 2
FL	200209		07 05 02	Provisioning	Average Completed Interval	PBX - No Field Work		result in days	10 08	9.25
FL	200209		07 07 01	Provisioning	Average Completed Interval	DS1/ISDN PRI - Fleid Work	<u></u>	result in days	6 24	8 71
計	200209		07 09 01	Provisioning	Average Completed Interval	VGPL/DS0 - Field Work	0	result in days	6 17	6.5
FL	200209		07 10.01	Provisioning	A Completed Internal	UNE Loops Designed - Field Work	6	result in days	4 97	7 17
吊	200209		07 101 01	Provisioning	Auriana Completed Internal	UNE Loops xDSL Provisioned - Field Work		result in days	33	3 25
院一	200209		07 11 01	Provisioning	Average Completed Interval	UNE Loops Non-designed - Field Work	<u> </u>	result in days	- 6	5.5
壯一	200209	<u> </u>	07 11 02	Provisioning	Average Completed Interval	UNE Loops Non-designed - No Field Work	-	result in days	3 14	2 53
壯	200209		07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work		result in days	1 06	1 51
뚭	200205		07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	<u> </u>	result in days	33	0.
忙十	200209		07.133.01	Provisioning	Average Completed Interval	UNE Sub Loops - Vaice Grade - Field Work		result in days	10 24	9 23
肚	200209	<u> </u>	07 14 01	Provisioning		UNE Dedicated Transport - Field Work	6	result in days	11 76	11 54
Fit I	200209		07 147 01	Provisioning	Average Completed indiver	EELS - Field Work Projects - Field Work	-	result in days	11	2
FL	200209		07.17 01	Provisioning	Average Completed Interval	Projects - Field Work	P	result in days	1 44	3
Fi 1	200209		07 17 02	Provisioning	Average Completed Interval	Residential POTS	P	result is percentage	98 22	95.6
FL	200209	8		Provisioning	Percent Orders Completed within Standard Interval	Business POTS	P	result is percentage	93 69	91 53
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	P	result is percentage	95 37	0
FL I	200209			Provisioning	Percent Orders Completed within Standard Interval	Gentrex	P	result is percentage	96 17	
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	PBX	P	result is percentage	96	100
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	DS1/ISDN PRI	P	result is percentage	100	100
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	VGPUDSO	P	result is percentage	100	100
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Designed	P	result is percentage	100	100
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	UNE Loops xDSL Provisioned	P	result is percentage	96 64	83 33
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Non-designed	P	result is percentage	86 75	90
FL	200208			Previsioning	Percent Orders Completed within Standard Interval	UNE Platform	Р	result is percentage	97 76	88.24
FL [200209			Provisioning	Percent Orders Completed within Standard Interval	UNE Sub Loops - Voice Grade	P	result is percentage	86 75	0
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	UNE Dedicated Transport	P	result is percentage	100	100
FL .	200209			Provisioning	Percent Orders Completed within Standard Interval	EELS EELS	P	result is percentage	100	100
FL	200209			Provisioning	Percent Orders Completed within Standard Interval	Projects	P	result is percentage	92 31	100
FL	200209	8		Provisioning	Percent Orders Completed within Standard Interval	P70Jeus	P	result is percentage	0	0
FL	200209			Provisioning	LNP Network Provisioning	Residential POTS - Field Work	P	result is percentage	9 57	
FL.	200209		11.01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	P	result is percentage	0.21	1 42
FL	200209		11.01 02	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	P	result is percentage	12 69	20 14
FL.	200205		11 02.01	Provisioning	Percent of Due Dales Missed	Business POTS - No Raid Work	P	result is percentage	1 12	3 25
FL	200209		11 02 02	Provisioning	Percent of Due Dates Missed	ISON BRI - Field Work	P	result is percentage	7 73	100
FL	200209		11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - No Field Work	P	result is percentage	1 75	0
FL	200209		11 03 02	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	P	result is percentage	4 08	100
FL	20020		11.04 01	Provisioning	Percent of Due Dates Missed Percent of Due Dates Missed	Centrex - No Field Work	Р	result is percentage	1 06	0
FL	20020	9] 11	11.04 02	Provisioning	Letceut of three hales within	Journal Transfer of the Parket				

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12001						Dec. Printer		110	35156 8
						S Parks		Company	CONTRACT
(A)	Marian Maria	A SUPPLEMENT		Legacine Controls	Compression Compre	bullcular	Feed Treat	S PERMITS	Reference
Cols				THE RESIDENCE OF THE PARTY OF T	PAY . SIMM WAS	β	result is percentage	13 79	0
FL		111110501	Provisioning	Percent of Due Dates Missed	PBX - No Field Work	P		0	0
FL		11 11 05 02	Provisioning	Percent of Doe Dates Misses	DS (/ISDN PRI - Field Work	P	result is percentage	5 56	0
FL.		11 11 07 01	Provisioning		VGPL/DSD - Field Work	Ρ	result is percentage	6 88	14 29
FL	200209	11 11 09.01	Provisioning	Percent of Due Dates Missed	UNE Loops Designed - Field Work	P	result is percentage	5 56	2 88
FL		11 11.10.01	Provisioning		UNE Loops xDSL Provisioned - Field Work	P	result is percentage	7 59	23 38
FL		11 11.101.01	Provisioning		UNE Loops xDSL Provisioned - No Field Work	P	result is percentage	0 41	100
FL		11 11,101 02	Provisioning		UNE Logos Non-designed - Field Work	P	result is percentage	12 76	16 67
FL_	200209	11 11.11.01	Provisioning	Percent of Due Dates Missed	UNE Loggs Non-designed - No Field Work	P	result is percentage	0	
FL.	200209	11 11 11.02	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	P	result is percentage	10 22	20
FL	200209	11 11 131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	P	result is percentage	0 28	8 52
FL	200209	11 11 131 02	Provisioning	Percent of Due Dates Missed	UNE Sub Loops - Voice Grade - Field Work	P	result is percentage	12 76	0
FL.	200209	11 11 133 01		Percent of Due Dates Wassed	UNE Dedicated Transport - Field Work	P	result is percentage	5 41	4 84
FL	200209	11 11 14 01	Provisioning	Percent of Duc Dates Missed	EELS - Gald Work	P	result is percentage	13 04	16.18
FL	200209	15 11 147.01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	P	result is percentage	0 49	0.2
FL	200209			Percent of Due Dates Messed Due to Lack of Facilities	BUSINESS POTS	P	result is percentage	1.13	0
FL	200209		Provisioning Provisioning	Remont of Due Dates Missed Due to Lack of Facilities	ISDN BRI	P	result is percentage	1.58	
E-	200209		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	P	result is percentage	0.9	
FC	200209 200209		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	P	result is percentage	1.67	
Ę.	200209		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	DS1/ISDN PRI	P	result is percentage	0	
FL.	200209		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	VGPL/D\$0	P	result is percentage		- 100
뜵	200209		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	P	result is percentage	- 0	1 35
타	200209		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL Provisioned	P	resul) is percentage	041	5 08
FL	200209		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	LINE LOOPS - NON-DESIGNED	P	resuti is percentage	2 18	2 08
壯一	200209		Provisioning	Percent of Due Dates Mesed Due to Lack of Facilities	LINE PLATFORM	P	result is percentage	0.56	
FL	200209		Provisioning	Bernard of Due Dates Mused Due to Lack of Facilities	UNE SUB-LOOPS - YOKE	P	result is percentage	2 18	
市	200209		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE DEDICATED TRANSPORT	P	result is percentage		
E -	200208		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	EELS	P	result is percentage		
FL	200209	13 13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	P	result in days	8 83	9 6
記	200209	13 13 10 02	Provisioning	Delay order interval to completion date	UNE Loops Designed - 31 - 90 days held	<u> </u>	result in days	8 53	39
100	200209	13 13 101.01	Provisioning	Delay order interval to completion date	UNE Loops xDSL Provisioned - 1 - 30 days held	P	result in days		
പ	200209	13 13 11 01	Provisioning	Delay order interval to completion date	UNE Loops Non-designed - t - 30 days held	Р	result in days	874	
吊	200209	13 13 147 01	Provisioning	Delay order interval to completion date	EELS - 1 - 30 days held	P	result in days	0.00	6
FL	200209		Provisioning	Held Order Interval	Residential POTS	P	result in days	24 85	38
Ft.	200209		Provisioning	Held Order Interval	Business POTS	P	result in days	29.35	4 5 61 53
븕	200209		Provisioning	Held Order Interval	DS MISDN PRI	P	result in days	13 4	
Ft-	200209		Provisioning	Held Order Interval	VGPL/DS0	P	result in days	19 26	6 67
計	200209		Provisioning	Held Order Interval	UNE Dedicated Transport	IP.	result in days	13.26	15 25
FL	200209	15 15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resele Res POTS and Bus POTS - Out of service	IP.	result is percentage	141	0 69
R I	200209	15 15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	P	result is percentage	0.15	0.05
FL-	200209	15 15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	IP.	result is percentage	1 27	
FL	200209	15 15 03 02	Provisioning	Percent Provisioning Trouble Reports	LINE Loops Non-Designed and Subloops - Not out of service	P	result is percentage	0 27	0
FL	200209	15 15.05.01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of service	P	result is percentage	0	9
FL.	200209	15 15 05 02	Provisioning	Perceni Provisioning Trouble Reports	LNP - Not out of service	P	result is percentage	<u>0</u>	<u> </u>
1	200209 17a	172.01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	P	result is percentage	3 43	6 23
壯一	200209 17a	17a.02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	P	result is percentage	3.37	2.5
FL	200209 17a	17a.03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	P	result is percentage	0.46	0
临	200209 17a	17a.04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	IP.	result is percentage	0 37	. 0
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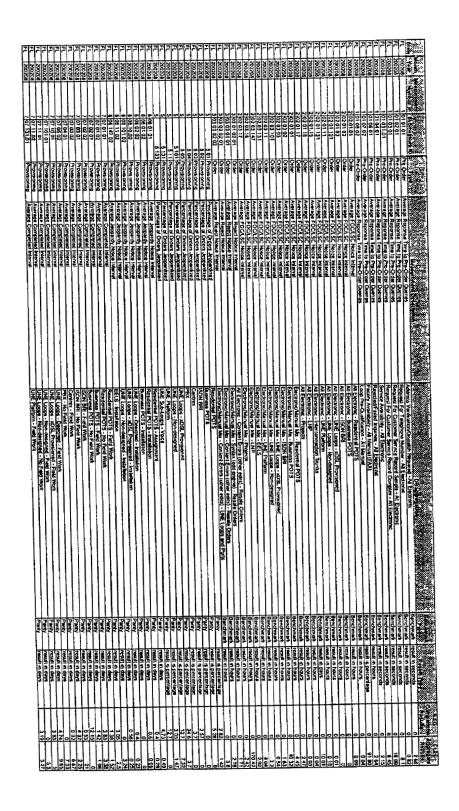
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FL 20		17x:05			UNE Loops Designed	P	result is percentage	10	0
FL 20		17a 10 17a 101			UNE Loops xDSL Provisioned		result is percentage	3 18	5 26
		17a.101			UNE Loops Non-designed		result is percentage	57	11 54
FL 20		17a 131	Provisioning		UNE Platform		result is percentage	3 42	37
		17a 133		Parcentage of Troubles within 5 days for New Orders	UNE Sub Loops - Voice Grade		result is percentage	5 7	
		17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	EELS		result is percentage	23 08	
		17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP		result is percentage	0	
	00209 18		Provisioning	Average Completion Notice Interval	All Electronic		result in minutes	0	814
	00209 18		Provisioning	Average Completion Notice Interval	Electronic/Manual Mix		result is percentage	0	53 38
	00209 19		Maintenance	Customer Trouble Report Rate	Residential POTS		result is percentage	2	2 67
	00209 19		Mainlenance	Customer Trouble Report Rate	Business POTS		result is percentage	1 15	0 58
	00209 19		Maintenance		ISON BRI		result is percentage	0 16	0 14
	00209 19		Maintenance		Centrex		result is percentage	0.1	0.43
	00209 19		Maintenance		PBX		result is percentage	0.04	0 22
	00209 19		Maintenance		VGPL/DS0		result is percentage	0.4	0
	00209 19		Mainlenance		UNE Loops Designed	P	result is percentage	04	0
	00209 19		Maintenance		UNE Loops xDSL Provisioned	9	result is percentage	3 28	3 09
	00209 19		Maintenance		UNE Loops Non-designed	P	result is percentage	0.74	0.72
	00209 19		Maintenance		UNE Platform	d	result is percentage	84 29	1 29
	00209 19		Maintenance		EELS	ð	result is percentage	0	6.84
	00209 19		Maintenance		Interconnection Trunks	P	result is percentage	. 0	- 0
	00209 19		Маинелапсе	Customer Trouble Report Rate	UNP		result is percentage	0	0
		20 01.01	Maynlenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch		result is percentage	24 57	16 67
		20.01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch		result is percentage	6.95	9 62
		20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch		result is percentage	20 66	17 36
	00209 20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch		result is percentage	17 92	0
	00209 20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispaich		result is parcentage	51.9	0
FL 20	00209 20	20.04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch		result is percentage	19 44	40
FL 20	00209 20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispelch		result is percentage	22 22	0
FL 20	00209 20	20 101.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops xDSL Provisioned - Dispatch		result is percentage	41 01	50
FL 20	00209 20	20.11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops Non-designed - Dispatch		result is percentage	23 61	28 89
				Percentage of Customer Trouble Not Resolved within Estimated Time			result is percentage	24	34 48
			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Disperch		result is percentage	6 87	0
				Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Onpolch		result is percentage	54 8	75
		21.01 01	Maintenance		Residential POTS - Dispatch		result in hours	21 77	14 77
		21.01.02			Residential POTS - No Dispatch		result in hours	8 47	7 76
		21 02 01	Maintenance		Business POTS - Dispatch		result in hours	25 91	19.85
		21.02.02	Maintenance		Business POTS - No Dispetch		result in hours	25 44	1 98
		21.03 01	Maintenance		ISDN BRI - Dispatch		result in hours	20 63	15.7
		21.04 01	Maintenance		Centrex - Dispatch		result in hours	25 19	35.96
FL 20	00209 21	21 05 01	Maintenance		PBX - Dispatch		result in hours	117	8.5
FL 20	00209 21	21 101 01	Maintenance		UNE Loops xDSI, Provisioned - Dispatch		result in hours	29 58	31 06
		21 11.01			UNE Loops Non-designed - Dispatch		result in hours	16 96	19 32
		21 131 01			UNE Platform - Dispatch	Р	result in hours	22 85	59 54
FL 20	00209 21	21 131.02	Maintenance		UNE Platform - No Dispatch	Р	result in hours	8 32	11 99
		21 147 01			EELS - Dispelch		result in hours	4 99	4 25
FL 20	00209 22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Р	result is percentage	85 62	93 95

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C002	- Monda		23 P			Buciness PO1S	p	resulf is percentage	62.71	91 87
FL.	200209	22]			POTS Out of Service Less Than 24 Flours	UNE Logos Non-designed	P	result is percentage	89.34	76 83
FL.	200209	22		Maintenance	POTS Out of Service Less Than 24 Hours Frequency of Repeat Trouble Reports in 30 Days	Residental POTS	P	result is percentage	18 47	16 86
FL	200209	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Ρ	result is percentage	21 93	20.71
FL	200209	23		Maintenance Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISON BRI	P	result is percentage	19 75	
	200209	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	P	result is percentage	14 84	. 0
FL	200209	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	P	result is percentage	10	40 91
FL	200209	- 23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops xDSL Provisioned	P	result is percentage	22 52	14 44
FL	200209	23 23		Maintenance	Frequency of Repeal Trouble Reports in 30 Days	UNE Loops Non-designed	P	result is percentage	17 72	37.14
能	200209	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Р	result is percentage	19.09 26.84	75
FL	200209	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS	P	result is percentage	26.84	/3
FL	200209	24		Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	B	result is percentage	 	<u> </u>
FL	200209	25		Network	Percent Blocking on Interconnection Trunks		Р	result is percentage	 	0,12
1	200209	27		Network	Network Outage Notification	Switching	P	esult in Hour	153	15
FL.	200209			Billing	Usage Timeliness	Resale	P	result in days	1 53	151
FL I	2002091	28		Billing	Usage Timeliness	ÜNE	P	result in days	1 23	99 99
FL	200209	28		Billing	Usage Timeliness	Switched Access	<u> B</u>	result is percentage	1	100
FL	200209	30		Brilling	Wholesale Bill Timeliness	Resale	B	result is percentage	 	100
Ft.	200209	30		Billing	Wholesale Bill Timeliness	UNE	B	result is percentage	t šì	100
ři.	200209	30		Bilkng	Wholesale Bill Timeliness	Facilities/Interconnection	B	result is percentage	98 49	98 78
ñ.	200209	31		Billing	Usage Completeness	Resale	P	result is percentage	1-30 73	97 36
FL	200209	31		Billing	Usage Completeness	Facilities/Interconnection	B	result is percentage	97,12	
<u> </u>	200209	32		Biling	Recurring Charge Completeness	Resale	<u> </u>	result is percentage	 • • • • • • • • • • • • • • • • • • •	76 98
壯一	200209	32			Recurring Charge Completeness	UNE	B	result is percentage	99.57	99.39
뜌	200209	33		Billing	Non-Recurring Charge Completeness	Resale	P		99.01	79 12
듄	200209	33		Billing	Non-Recurring Charge Completeness	UNE	8	result is percentage	 	97 77
FL	200209		34 01 01	Billing	Billing Accuracy	Resale - Usage	B	result is percentage	 	99 96
FL	200209		34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge		result is percentage	1 čl	95 96
FL.	200209		34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	B	result is percentage	1	
FL	200209		34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	В	result is percentage	 	93 81
FL	200209		34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	B B	result is percentage	- č	95 03
FL	200209		34 04 01	Billing	Briling Accuracy	Facilities/Interconnection - Usage	P	result is percentage	98 88	97 01
FL	200209	37		Database	Database Update Timeliness	Service Order updates	<u> </u>	result is percentage	100	
FL	200209		38 01 01	Database	Percent Database Accuracy	911 Delabase - Service Order updates	<u> </u>	result is percentage	6	100
FL	200209		38 01 02	Database	Percent Dalabase Accuracy	911 Database - Direct Galeway Input	i i	result is percentage	99 89	99 94
FL	200209		38 02 01	Database	Percent Dalabase Accuracy	DA/Listing Database - Service Order updates	P	result is percentage	100	100
FL	200209	39		Database	E911/911 MS Database Update Interval	Service Order updates	B	resuit is percentage	0	
FL	200209	39		Database	E911/911 MS Database Update Interval	Direct Gateway Input Space availability request - Physical Caged	18	result is percentage	0	
FL	200209		40 01 D1	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	B	result is percentage	0	100
FL	200209	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cagainss Price and Schedule quote - Physical Cagain	B	result is percentage	0	
FL	200209		40 02 01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	В	result is percentage	0	
FL	200209		40 02 02	Collocation	Time to Respond to a Collocation Request	New service request - Physical Cageless	В	result is percentage	1	100
FL	200209		41 03 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cagaless	В	result is percentage	 	100
FL	200209		41.04 02	Collocation	Time to Provide a Collocation Arrangement	Ordering	16	result is percentage	+ 뭐	9
FL	200209	42			Percent of Time Interface is Available	Ordering Center	В	result in seconds	 	
Fi.	200209	44		Interlaces	Center Responsiveness	Repair Center Designed	В	parity by design	 	
FL	200209	44		Interfaces	Center Responsiveness	Repair Center Non-Designed	В	result in seconds	<u>0</u>	
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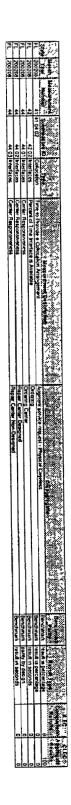
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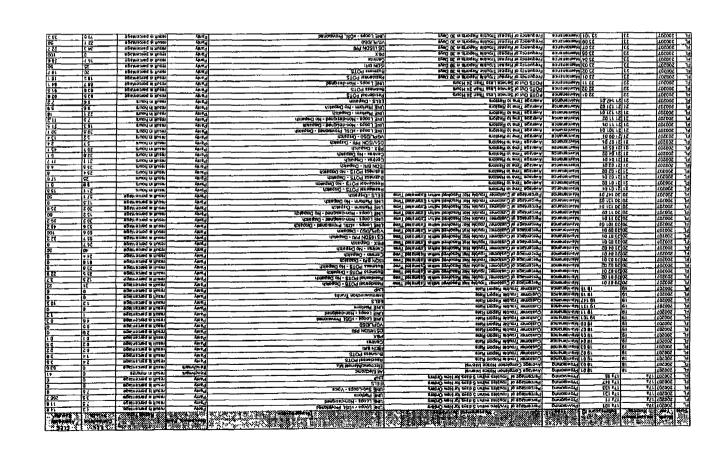


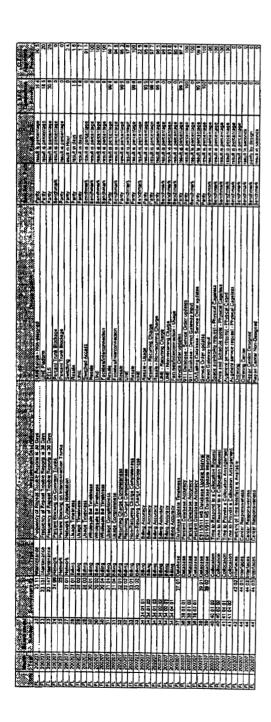
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	200207 2	02 01 01	Order	Average FOCA SC Notice Interval Average FOCA SC Notice Interval	All Electronic - Bursiness POTS	Banchmark	result in hours		0.5
		02 01 02	Order	Average FOCA SC Notice Interval	All Electronic - VINE Loops - ADSL Provinced	Benchment	result in hours	. 0	0 9
			Order	Average FOCA SC Notice Interval	All Flectronic - UNE Loges - Non-designed	@enchmark	result in hours	9	0 1
		02 01 11	Order	Attended FOCA SC Notice Interval	All Electronic - UNE Platform	Benchmark.	result in hours		
		02 01.15	Over	Average FOCA SC Nates Interval	All Electronic - Interconnection Trunius	Benchman	requit in days	0	10 2
		02 01 18	Order	Average FOCA SC Notice Inforcial Average FOCA SC Notice Inforcial		Banchmark	regut in hours	<u> </u>	0.2
	200207 2	02 03 01	Order	JAVARBOA FOCALSC NOTCE Interval	Electronic/Manual Nrc - Residentel POTS	Benchmark	result in hours	0	- 5
B		02 03.02	Order	Average FOCA SC Nonce Interval	Electronic/Manual Mic - Business POTS	Benchmark	moult in hours	0	
FR 1	200207 2	02 03 03	Order	Average FOCA SC Not sa Interval	Einstrons/Manual Mrs - ISDN BRI	Benchmark	meuil in hours	0	
R.	200207 2	02 03 05	Order	Average FOCA SC Notes Interval Average FOCA SC Notes Interval	Electronic/Manual Mic - PBX	Benchmark	result in hours	%	
FL	200201 2	02 03 101	Order	Average FOCA.SC Notice Interval	Electronic/Manual Mai LME Loops - xOSL Provisioned	Benchmark	result in hours		
FL.	200207 2	02 03 11	Order	Average FOCA SC Notice Interval		Benchmark Benchmark	result in hours	- 8	
		02 03 131	Order	Average POC/LSC Notice Interval		Benchmark	regult at hours	- 0	
		02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS Electronic/Manual Mix - LNP	Benchmark	result in hours		2
		02 03 16	Order	Average FOC/LSC Nonce Interval	Electronic/Manual Mix - Dropotts	Benchmark	result in hours	0	
		02 03 17	Owter	Average FOCA SC Notice Interval		Bengramerk	result in hours		1
		03 03 01 01	Order	Average Reject Notice Interval Average Reject Notice Interval	Electronic/Manual Nur - Content Errors (ether edits) - Russia Orders	Benchmark	result in hours		
		03 03 62 01	Order	Average Re ect Notice Interval	Electronic/Menuel Mix - Content Errors (other poles) - UNE Loops and Pole	Benchmark	result in hours		6.6
		03 03 02 02	Provisioning	Percentage of Orders Jeopardized	Residental POTS	Panty	result is percentage	29	0.5
A I	200207 5		Provisioning	Percentage of Orders Jeopardized		Panty	result is percentage	53	0.3
	200207 5		Provisioning	Percentage of Orders Jeopardized	ISON BRI	Panty	result is partientage	29	
	200207 5		Provisioning		Centrex	Panty	result is parcanlage	21	
	200207 5		Provisioning	Percentage of Orders Jecoproged		Plinty	result is percentage		
	200207 5		Provisioning	Percentage of Orders Jeopardured		Panty	result is percentage	22 5	
	200207 5		Provisioning	Percentage of Orders Jeopardized		Planky	result is percentage	12 3	
	200207 5		Provisioning	Percentage of Orders Jeopardized	UHÉ Plations	Panty	result is percentage	32	<u> </u>
	200207 5	6 133	Provisioning	Percentage of Orders Jeopardized		Perty	result is percentage	123	
		D6 B1 D1	Provisioning	Average Jeopardy Notice Interval			result in days	51	- 03
凡二	200207 6	06 01,02	Provisioning	Average Jeopardy Notice Interval			result in days	- 64	
P		06 02.02		Average Jeopardy Nobce Interval		Panty Panty	result in days		
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		06 101 D1		Average Jeopardy Nobce Interval	UhE Loops - xDSL Provisioned - Assignment UhE Loops - xDSL Provisioned - installation	Panty	result in days	- 04	
	200207 6	06 101 02		Average Jacpardy Notice Interval	UNE Coggs - SUSE Provisioned - Installation	Panty	republic notare	94	
	200207 6	06 131 02 06 147 D2	Prove-pring Prove-pring	Average Jeopardy Notice Interval Average Jeopardy Notice Interval	EBLS - Installation	Penty	regult in days		
	200207 6 200207 7	OF 147 DZ		Average Completed Interval	Residential PO75 - Field Work	Patro	NEW DAYS	28	31
		07 01 02		Average Completed Interval		Ponty	result in days	13	
		07 02 01		Average Completed Interval	Business POTS - Field Work	Panty	result in days	35	2.5
		07 02 02		Average Completed Interval		Parity	result in days	19	26
		07 03 01	Provisioning	Average Completed Interval		Panty	regulit en days	14.2	
		07 04 01		Average Completed Interval	Centres - Freid Work	Panty	result in days	47	
		07 10 01	Provinces	Average Completed Interval	UNE Loops - Designed - Fleid Work		tych ril luggr	0	
			Provisiones	Average Completed Interval	UNE Loces - xDSL Provisioned - Field Work	Panty	remit in days	56	
	200207 7	97 101 D2	Promisoning	Average Completed Interval	UNE Loops - a DSL Provisioned - No Field Work	Panty	result in days	44	
		07 11 01		Average Completed Interval	UNE Loops - Non-designed - Field Work	Panty	result in days	36	
		07 11 02		Average Completed Interval		Penty	regult in days	D	4.5
		07 131 01	Promposing	Average Completed Interval	UNE Platform - Field Work		result in days	3	
		07 131 02	Provisioning	Average Completes Interval			result in days	13	
		07 133 Cf	Provisioning	Average Completed Interval			result in days	36	
		07 17 01		Average Completed Interval			metalt in days		2 4
		07 17 02		Average Completed Interval			result in days	7.5	
A. I									
FL	200207 B	8 01		Percent Orders Completed within Standard Interval Percent Orders Completed within Standard Interval			result is percentage	974	

ORDER NO. PSC-03-0067-PAA-TP DOCKET NO. 000121B-TP PAGE 150

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	200207	- 8			Percent Orders Completed within Standard Interval		Parry	result is percentige	85 B	
計一	200207				Percent Orders Completed within Standard Interval	UNF Logos - Non-designed	Panty	result is gerconings	97	
-	200207 200207				Percent Orders Completed within Standard Interval	LINE Platform	Panty	result is percentage		
	200207				Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Panty	reşult is percentege	66	
		 -		Provisioning	Percent Orders Completed within Standard Improve	Proects	Penty	result is percentage	963	
FL.	200207			Provisioning Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Buspess	Benchmark	result is percentage	Q	100
FL	200207				Coordinated Customer Conversion as a Parcentage On-Time	LNP	Benchmark	result is percentage	. 0	100
FL	200207	9			LNP Network Provisioning	CAP	Panty	result is percentage	0	
	200207	10				Residented POTS - Field Work	Parity	result is percentage	13.5	
fL.	700207	11 11		Provisioning	Percent of Due Dates Massed	Residental POTS - No Field Work	Panty	result is percentage	03	11
FL	200207	11 11			Percent of Due Dates Missed	Business POTS - Field Work	Party	iresuit is percentage	119	
ltr-	200207	11 11			Percent of Due Dates Missed	Business POTS - No Flidd Work	Panty	result is percentage	12	
FL	200207	13 11			Percent of Due Dales Missed	ISON BRI - Field Work	Panty	fesult is percentage	212	
FL]	200207				Parcent of Due Cales Missed	Centres - Field Work	Parry	result is percentage	61	
FL.	200207		(04.01	Provisioning	Percent of Due Dates Missed		Panty	result a percentage	6.7	1
FL	200207				Percent of Due Dates Missed	PBX - No Field Work	Penty	result is percentage	414	
	200207	. 11 11		Provisioning	Percent of Due Dates Mosed	DS1/ISDN PRI - Field Work	Panty	result is percentage	125	
FL	200207	11 11			Percent of Due Dates Missed	VGPU050 - Field Work	Panty	result is percentage	91	9.7
FL	200207	11 11	11001	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed - Field Work	Panty	result is percentage	7.1	
FL.	200207	11 11	1 [0] 01	Provisione	Percent of Due Dates Missed	LINE Loops - xDSL Provisioned - Freid Work	Panty	result is percentage	1 66	
	200207			Provisioning	Percent of Due Dales Missed	UNE Loops - xOSL Provisioned - No Field Work		result is percentage	119	
	200267				Percent of Due Dates Missed	UNE Loops - Non-designed - Freid Work	Penty	result is percentage	1	il '' i
Fi	200707			Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Panty	result is percentage	152	/ ·
F)	200207			Provenene	Percent of Due Dates Missed	UNE Platform - Fleid Work	Panty	LEAVE R DELCEUPED		
ñ.	200207			Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Panty		119	·
	200207			Provisioning	Percent of Dug Dates Mased	UNE Bub-Loops - Voice - Field Work	Panty	result is percented	45	
6	200207	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Painty	result is percentage	1 38	
FL	200207	12		Provisioning	Percent of Due Dales Missed Due to Lack of Facilities	BUSINESS POTS	Panty	result is percentage	- <u>38</u>	
1	200207	12		Fromsoning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Panty	result is percentage	VS	
	200207	- 12		Provisioning	Percent of Due Dates Massed Due to Lack of Facilities	CENTREX	Panty	result is percentage	 	;
-	200207			Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Panty	result is percentage		4
		12		Provenones	Percent of Due Dates Massed Due to Lack of Facilities	DB1/ISON PRI	Patity	result is percentage	Ļº	3
-	200207	12		Provisioning	Percent of Due Dates Missed Que to Lack of Facilities	WORK (DSD	Panty	reput is percentage	 º	4
FL .	200207	12		Provisioning	Percent of Due Oates Massed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Panty	result is percentige	ļ <u>0</u>	4
FL.	200207			Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL Provisioned	Panty	result is percentage	0.5	
FL_	200207	12			Percent of Due Cases Messed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Panty	regult is percentage	. 17	
FL.	200207	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE FLATFORM	Penty	result is percentage	0.5	
FL_	200207	12		Provisioning	Percent of Due Dates Missed Due to Lack of Particles	UNE SUB-LOOPS - VOICE	Panty	result is percentage	17	
FL	200207				Delay order misural to complet on date	Residential POTS - 1 - 30 days held	Panty	result in days	- !!	
E	200207			Provesioning	Delay order interval to completion date	UNE Loops - xOSL Provisioned - 1 - 30 days held	Panty	result in days	53	
FL.	200207	13[13		Provisioning		UNE Loops - Non-designed - 1 - 30 days held	Panty	result in days		
r.	200207			Provisioning	Delay order interval to completion date [Held Order Interval	Residental POTS	Panty	regult in days	16 3	3
D	200207	54		Provisioning	Meki Order Interval	Business POTS	Party	result m days	18 7	
FL	200207	14		Provisioning		DISVASON PRO	Panty	result in days	112	
FL.	200207	14		Proveloning	Held Order Interval	VGPL/DS0	Panty	result to days	13	11.
FL	200207	14		Provisioning	Held Order Interval	UNE Loops - Designed	Panty	result in days	10.5	
FL	200207	14		Provesioning	Heid Order Interval	UNE Loops - Non-designed	Panty	result in days	17.2	
FL.	200207	14		Provesioning	Held Order Interral	Interconnection Trunks	Panty	result in days	12 2	
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FL	200207			Provisioning	Percent Provisioning Trouble Reports		Panty	result is percentage	01	
FL	200207			Previsioning	Percent Provisioning Trouble Reports	Resals Res POTS and Bus POTS - Not out of service	Panty	result is parcentage	7	2
FL	200207			Frenesioning	Percent Provisioning Troub a Reports	UNE Loops Non-Designed and Subinops - Out of sarvice	Panty	result is percentage	.02	4
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FL	200207	15 11	50501	Provisioning	Percent Provisioning Trouble Reports	ILINP - Qui of service	Panty	result is percentage	. 9	
FL T	200207		5 05 02	Promisioning	Percent Provisioning Trouble Reports	ILNP - Not put of service	Penty	result is percentage	54	
FL	200207 174		7a 01	Provisioning	Percentage of Troubles within 6 days for New Orders	Residental POTS	Pante	rasult is parcentage	37	
FL	200207 173		7a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Penty	result is percentage	0.6	
FL	200207 17a		7003	Provisioning	Percentage of Yroubles within 5 days for New Orders	ISON BRI	Panre	result is percentage	0.8	5
E.	200207 17a		7e 04	Provisioning	Percentage of Troubles within 6 days for New Orders	Centrux	Panty	result is percentage	1 0	il
FI	200207 176		78 05	Provisioning	Percentage of Troubles within 5 days for New Orders	(PBX	Panty	result is percentage		Ó.
100	200207 174		78 97	Provisioning	Percentage of Troubles within 5 days for New Orders	DS1//SDN PRI	Panty	result is percentage	1	0
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i f	0	abequecued to units	April 2		Percent of Due Dates Massed	PONSION	10 01 1	111	902002	7:
	E B	Application of the contracts	Asses	AND BIRLI- HE NOSVISO	Percent of Due Dates Missed		10 (0 1		902002	7
	28 7	eperment is percentage	Ausa		Percent of Due Deline Mesed		60 90 10		5002002	1
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	23	spoinsone a livery	Huse	STOW BIRL - NO FINIT WORK	Percent of Due Defet Mesed		11 03 02		302002	1
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	91	result is percentage	Parity	Anoth blank POLS - Mo Fail Work	Percent of Due Dates Mesed		11 02 02		902002	J:
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	6.0	esnit re becceirede	Aluga		Percent of Due Danes Missed		201011		500206	13
	1.6	inpedracing as fluee:	Pauly		Percent of Due Dates Missed				200200	13
6 1	0	result is percentage	anametened		Coordinated Customer Conversion as a Percentage On-Time	TINGIENOF	20 6	6	5005002	7.5
	06	result is percentage	Aura		Percent Orders Completed within Standard Interval	Provisioni	26 B	8	300306	1:
	100	result is percentage	Auto	Triesconnection Tryrite	Percent Orders Completed within Standard Interval	Provision	G1 8	8	300002	7:
	85 (etienua zuad si Įmetu	Ajued	UNE Sub-Loops - Voice	Percent Orders Completed within Standard Interes				90Z00Z	1
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	5 90		Aned	UNE Loops - Designed	Percent Orders Completed within Standard Interval					
4	<u> </u>	result is percentage	Alued		Percent Orders Completed within Standard Interval				500200	1
	C 26	egatres percentage							500206	1.
	9 96	society as huge.	Auto		Percent Orders Completed within Standard Interval				300306	13
	T EB	result is percentage:	Alue		Petcani Ordera Completed within Standard Interval				200200	13
	Ç 58	result ra percentage	Muse	\$1Q4 asemen6	Percent Orders Completed within Standard Interval				200200	1:
	9 96	result at percentage	Ausa		Percent Orders Completed within Standard Interval				902002	1.1:
- 1	9 2	skip in lines:	Ali/ed		Average Completed Interval		20 /1 /0		500200	13
	9 9	akep ui prisa.	Muse	Projects - Field Work	Average Completed Interval		10 11 10		902002	1.
	g ž	elep in bosa	ALUE	LIME Sub-Loops - Vaice - Field Work	Average Completed Interval	PIONISION	10 CET TO		500508	1
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	, ç	result in days		And head - benchment (2014 - second Billia)	Average Completed Interval					+-!
	0	ayeb in fueen	Miles				10 01 40		300306	
	4 5	eysol in days	Yme		Average Completed brisinal		10 50 20		300000	
	8 €	result in days	Vine	Centres - Field Work	Average Completed Interval		10 90 20		3002005	\Box
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15,000	The second secon	13 18 03	1200 NOON	Delay order element is completion date	UNAL CONCLOSED Transport - 1 - 30 Goys held	PHO	input to days	F	
FL	200206 14	14.01	Provisionin	Held Order Interval	Residential POTS	Panty	result in days	93	75
FL	200206 14	14 02	Provisionir	Held Order Interval	IDUSANTE POTS	Panty	result in days	51 2	113
FL	200206 14	84 07	Provisionin	Held Order Injerval	DS1/ISDN PRI	Penty	reput in days		- ";
FL	200206 14	14.1	Provisioni	Held Order Interval	UNE Loops - Designed	Panty	result in days	89	12 5
FL	200206 14	14 101	Provisionin	Held Order Interval	UNE Loops - xOSI. Provisioned	Panky	result in days	1	12 2
FL	200206 14	14 14	Provision	Held Order Interval	UNE Dedicated Transport	Panty	result or days	<u>5</u>	1
FL	200206 14		Provincia	Held Order Interval	Interconnection Trunks	Panty	result is percentage	14	0.7
FL	200206 15	15 01 01	Provisional	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service		result is percentage	0.2	
FL	200206 15	15 01 02	Provision	Perceni Provisioning Trouble Reports	Resals Res POTS and Bus POTS - Not out of service	Parity	result is percentage	34	
FL	200206 15	15 03 01	Provisionin	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Dut of service	Parity Parity	result is percentage	7 66	
FL	200206 15	15 63 02	Provisionin	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	Parity	result is percentage	1	
FL	200206 15	15 05 01	Provisionin	Percent Provisioning Trouble Reports	LNP - Out of service	Parity	result is percentage		<u>*</u>
FL	200206 15	15 05 02	Provisione	Percent Provisioning Trouble Reports	LNP - Not out of service		result a perceniage	35	6 1
FL	200208 17a	17a Q1	Provisions	Percentage of Troubles within 5 days for New Orders	Residential POTS	Panty		38	
FĹ	200206 17a	17a Q2	Provisionin	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	result & perceniage	26	
FL	200206 17a	172 03	Provision	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Pardy	result & percentage		
FL.	200206 17a	17= 04	Provision	Percentage of Troubles within 5 days for New Orders	Centrex	Party	result is percentage		
FL	200206 17a	174 05	Provisione	Percentage of Troubles within 5 days for New Orders	PBX	Panty	result a percentage	26	
Fi.	200208 178	179 07	Provisioner	Percentage of Troubles within 5 days for New Orders	OS1/ISON PRI	Panty	result is parcenlage	25	
FI	200206 179	17± 09	Provisions	Percentage of Troubles within 5 days for New Orders	VGPL/DSO	Panty	result 4 percentage	 	ļ
FL	200206 57a	17a 10	Provener	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed	Panty	result is percentage	38	61
FI	200206 17a	17a 101	Provisions	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Provisioned	Pardy	result is percentage		
FI	200206 (7a	17a 11	Provident	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	result is percentage	36	
in .	200206 17a	17a.131	Frovisions	Parcentege of Troubles within 5 days for New Orders	UNE Platform	Parity	result is percentage	3 5	
FL	200206 17a	17a 133	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Panty	result is percentage		L
FI	200206 17a	17a 16	Provisioni	Percentage of Troubles within 5 days for New Orders	LNP	Parity	result is percentage	1	- 0
FL	200 206 18	16 01	Provisionin	Average Completion Notice Interval	All Electronic	Benchmark	result on mondes	 	16 1
FL	200206 16	18 03	Provisioni	Average Completion Natice Interval	Electronic/Manual Mis	Benchmark	result et percentaga	ļ <u>9</u>	34
FL	200206 19	19.01	Maintenen	Customer Trouble Report Rate	Residental POTS	Parety	result is perconlage	I	53 2.5 0.7
FL	200206 19	19 02	Maintenan	Customer Trouble Report Rate	Businesa POTS	Party	result a percentage	12	0/
FL	200206 19	19 03	Mentenen	Customer Trouble Report Rate	ISON BRI	Panty	result a percentage	01	01
FL	200205 19	19 04	Maintenan	Customer Trouble Report Rate	Centrex	Parely	result is percentage		
FL	200206 19	19 05	Maintenan	Customer Trouble Report Rate	PBX	Panty	result a percentage	01	
FL	200206 19	19 06	Mainlenan	Customer Trouble Report Flate	DOS	Panty	result is percentage		
FL	200206 19	19 07	Maintenan	Customer Trouble Report Rale	DS 1/ISDN PRI	Panty	result is percentage	03	
FL	200206 19	19 09	Maintenan	Customer Trouble Report Rate	VGPL/DS0	Panty	result is percentage		
FL.	200206 19			Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Panty	result is percentage	- 08	02
FL	200206 19			Customer Trouble Report Rate	UNE Logos - Non-designed	Panty	result is percentage	0.6	0.9
FL	200206 19	19 12	Maintenan	Customer Trouble Report Rate	UNE Part - Designed	Panty	result is percentage		
FL	200206 19			Customer Trouble Report Rate	UNE Perform	Panty	result is percentage	0	<u>-</u>
FL	200208 19			Customer Trouble Report Rate	EELS	Parity	result is percentage	1352 2	07
FL.	200208 19		Maintenan	Customer Trouble Report Raje	LNP	Panty	result is percentage	0	0I
FL		20 01 D1	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispelch	Panty	result is parcentage	25	17 1
FL	200206 20	20 01 02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispetch	Pasty	result is percentage	109	6.6
FL	200206 20	20 02 01	Maintenan	Percentage of Customer Trouble No: Resolved within Estimated Time	Business POTS - Dispatch	Parity	result is percentage	19.2	25 5
FL	200206 20	20 02 03	Maintenen	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Panty	result is percentage	21 \$	21 2
FL	200208 20	20 03 01	Maintenen	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Panty	result is percentage	55	100
FL		20 04 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispetch	Parity	result is percentage	17.7	0
FL	200206 20	20.07 D1	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	OS1/ISON PRI - Dispetch	Penty	regull is percentage	57 7	50 50
FL		20 101 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Panty	result is percentage	41 7	50
FL.		20 101 02		Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - No Dispench	Panty	result is percentage	8.4	
FL		20 11 01		Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Panty	result is percentage	23 2	37 3
FL		20 11 02		Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-sengred - No Dispatch	Panty	result is percentage	13	Ē
Fi		20 131 01		Percentage of Customer Trouble Not Reselved within Estimated Time	UNE Platform - Dispatch	Panty	result is percentage	24 1	25
抗一		20 131 02	Mantenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dupatch	Panty	result is parcentage	11 2	0
FL		20 147 01	Montenan	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Disperich	Panty	result & percentage	55 B	C
100		21 01 01	Martenan	Average Time to Restore	Residential POTS - Dispatch	Panty	result in hours	19 1	14
10		21 01.02	Maintenan	Average Time to Restore	Residential POTS - No Dispatch	Panty	result in hours	8.5	7.1
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State of	1603(B) X 501	3 MANAGE (\$1556)	Han	3.12PK	26282	Completed Interval	Prosidential P() (8 - No Fiet) Work	Party	(result in days)	1 53	J 23
FL	200205	7 97 01				Completed Interval	Business POTS - Field Work	Panty	(result in days)	2 96	94
FL	200205	7 07 02					Business POTS - No Field Work	Panty	(result in days)	2 02	38
1	200205	7 07 02				Completed Interval	IISDN BRI - Faid Work	Panty	(result in days)	10 62	
FL		7 07 01				Completed Interval	ISON BRI - No Feld Work	Porty	(result in days)	6 72	2 0
FL	200205	7 07 0				Completed Interval	Centrex - Field Work	Panty	result in days)	4 09	9 45
FL	200205	7 07 04				Completed interval	Centrex - No Field Work	Panty	(moult in days)	3 33	
FL	200205	7 07 05				Completed Interval	IPBX - Field Work	Panty	(result in days)	2 38	
FL	200205	7 07 10				Completed Interval	UNE Loops - Designed - Field Work	Panty	(result in days)	0	
1	200205	7 07 10				Completed Interval	UNE LOOP - xDSL Provisioned - Field Work	Panty	(result in days)	4 96	9
FL	200205	7 07 10				Completed Interval	UNE Loops - xDSL Provisioned - No Field Work	Party	(result in days)	4 83	
FL	200205	7 07 1				Completed Interval	UNE Loops - Non-designed - Field Work	Parity	(result in days)	2 96	
FL	200205	7 07 1				Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)		3 6
FL	200205	7 07 13				Completed interval	UNE Platform - Field Work	Party	(result in days)	2 55	5 0
FL	200205	7 07 1				Completed Interval	UNE Platform - No Field Work	Parity	(result in days)	1 56	
FL	200205	7 07 13				Completed Interval	UNE Sub-Loops - Voice - Field Work	Panty	(result in days)	2 96	3 0
FL	200205	7 07 17				Completed Interval	Projects - Field Work	Parity	(result in days)	4 29	
FL	200205	7 07 17				Completed Interval	Projects - No Field Work	Party	(result in days)	3 65	5 44
FL	200205	8				Orders Completed water Standard Interval	Residential POTS	Panty	(result is percentage)	99 1	1 99 1
FL	200205	8				Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	96 14	
FL	200205	8				Orders Completed within Standard Interval	ISON BRI	Parity	(result & percentage)	95 97	/ 100
FL	200205	В				Orders Completed within Standard Interval	Centrex	Panty	(result is percentage)	96 77	100
FL	200205	В	8 05	Provisionin	Percent (Orders Completed within Standard Interval	PBX	Panty	(result is percentage)	92	
FL	200205	B	81	Provisionin	Percent (Orders Completed within Standard Interval	UNE Loops - Designed	Panty	(result is percentage)	ļ ⁹	0 100 8 791
FL	200205	8	8 101	Provisionin	Percent 6	Orders Completed within Standard Interval	UNE Loops - xDSL Provisioned	Panty	(result is percentage)	97 18	
FL	200205		8 11	Provisionin	Percent (Orders Completed within Standard Interval	UNE Loops - Non-designed	Panty	(result is percentage)	93 11 98 8	
FL	200205	В				Orders Completed within Standard Interval	UNE Platform	Panty	(result is percentage)	93 11	
FL	200205	8				Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Panty	(result is percentage)	100	
FL	200205	8				Orders Completed within Standard Interval	Interconnection Trunks	Panty	(result is percentage)	95 12	
FL	200205	5				Orders Completed within Standard Interval	Projects	Panty Benchmark	(result is percentage) (result is percentage)	93 12	0 914
FL	200205	. 9				ted Customer Conversion as a Percentage On-Time	Business	Benchmark	(result is percentage)	 	100
FL	200205	9				ted Customer Conversion as a Percentage On-Time	UNP	Panty	(result is percentage)		0 100 0 15 3
FL	200205	10				work Provisioning	NA	Panty	(result is percentage)	4 15	
FL	200205	11 110				of Due Dates Mased	Residential POTS - Field Work Residential POTS - No Field Work	Parky	(result is percentage)	0 19	
FL	200203	11 17 01				of Due Dates Missed	Business POTS - Field Work	Panty	(result is percentage)	6 83	
FL	200205	11 11 02				of Due Dales Missed	Business POTS - No Field Work	Parity	(result is percentage)	1 09	
FL	200205	11 11 02				Due Dates Missed	IISON BRI - Field Work	Panty	(result is percentage)	15 82	2
FL_	200205	11 11 03				f Due Dates Missed	ISON BRI - No Field Work	Panty	(result is percentage)	1 48	
FL	200205	11 11 03				f Due Dates Mused	Centrex - Field Work	Party	(result is percentage)	41	1 0
FL	200205	11 11 04				/ Due Dates Mused	Centrex - No Field Work	Panty	(result is percentage)	2 26	
FL	200205	11 11 04				I Due Dates Missed	PBX - Field Work	Party	(result is percentage)	6 4 5	5 0
FL	200205	11 11 05				of Due Dates Missed	IDS1/ISDN PRI - Field Work	Parity	(result is percentage)		0
FL	200205	11 11 07				of Due Dates Missed	JUNE Loops - Designed - Field Work	Parity	(result is percentage)	,	5 4
FL	200205	11 11 10				of Due Dates Missed	UNE Loops - xDSL Provisionad - Field Work	Party	(result is percentage)	6 06	
FL	200205	11 11 10				of Due Dales Missed	UNE Loops - xDSL Provisioned - No Field Work	(Panty	(result is percentage)	0 43	3 133
FL	200205					of Due Dates Mused	UNE Loops - Non-designed - Field Work	Panty	(result is percentage)	6 85	
FL	200206	11 11 1		- AUNTERIORIE	Percent o	of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)		
FL.	200205	11 11 15				of Due Dates Missed	UNE Platform - Field Work	Panty	(neguit is percentage)	4 67	
FL -	200205	11 11 13				of Due Dates Missed	UNE Platform - No Field Work	Panty	(result is percentage)	0.26	
FL	200205	111111	13.01	Provision	Percent	f Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Panty	(result is percentage)	8 85	
FL	200205	111111				of Due Dates Mused	UNE Dedicated Transport - Field Work	Panty	(result is percentage)	10 13	
12:	200205	12				f Due Dates Massed Due to Lack of Facilities	RESIDENTIAL POTS	Panty	(result is percentage)	10 13	
Fi	200205	12	12 02	Provisionar	Percent o	of Due Dates Missed Due to Lack of Fecilies	BUSINESS POTS	Panty	(result is percentage)	10 12	-1 33
F											

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10.0	ALAN YAL HUNDA		Market Market Controller	SOMERI BANGGARDING S. S. S. S. S. S. S. S. S. S. S. S. S.	Patr	(a) (4 is percental)	8	3
FL	200205			IUNE LOOPS - DESIGNED OTHER	Parity	(result is percentage)	0	
FL	200205	2 12 1 P	rovisionin Percent of Due Dates Missed Due to Lack of Fectifies	LINE LOOPS - DESIGNED OTHER	Parity	(result a percentage)	6 52	
FL			rowsonic Percent of Due Dales Missed Due to Lack of Facilities	UNE LOOPS - XUSI PROMINED	Panty	(result is percentage)	13 9	26
FL		2 12 11 P	tonsonic Percent of Dire Dates Missed Due to Lack of Facilities	UNE PLATFORM	Panty	(result is parcentage)	10 12	0
FL		2 12 131 P	rowsionin Percent of Due Dales Missed Que to Lack of Facilities	LINE SUB-LOOPS - VOICE	Panty	(result a percentage)	13 9	0
FL			rowspanie Percent of Due Cales Massed Due to Lack of Facilities rowspanie Percent of Due Dates Missed Due to Lack of Facilities	TINE DEDICATED TRANSPORT	Panty	(result is percentage)	0	100
FL			rowstorus Percent of Due Dates Missed Due to Lack of Pacinities	Residential POTS - 1 - 30 days held	Panty	(result in days)	8 75	15
FL		3 13 01 01 P	rowsionar Delay order interval to completion date rowsionar Delay order interval to completion date	Business POTS - 1 - 30 days held	Panty	(result in days)	10 56	1
FL		3 13 02 01 P	rovisioniri Delay order interval to completion date rovisioniri Delay order interval to completion date	UNE Loops - xDSL Provisioned - 1 - 30 days held	Panty	(result in days)	6 27	73
FL			rovisional Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Panty	(result in days)	10 9	27
FL			rovisional Delay order interval to completion date	UNE Dedicated Transport - 1 - 30 days held	Panty	(result in days)	0	
FL.			rovisionir(Delay order Interval to completion date	Residental POTS	Panty	(result in days)	9 35	67
FL			rovisionir Held Order Interval	Businesa POTS	Panty	(result in days)	18.8	4 1
<u> </u>			rovisioniri Heid Order Intervali	ISDN BAU	Panty	(result in days)	30 78	3
III-		4) 14 07 P	rovisionin Held Order Interval	DS1/ISON PRI	Panty	(result in days)	57 91	
FL			tovstorm Hald Order Interval	UNE Loops - Designed	Panty	(result in days)	0	9 3
FL			rovsjonir Hald Örder Interval	UNE Loops - xDSL Provisioned	Panty	(result in days)	13 13	63
FL			rovational Held Order Interval	UNE Loops - Non-designed	Panty	(result in days)	12 78	5
<u></u>			rovatorari Held Order Interval	INE Dedicated Transport	Panty	(result in days)	0	207
FL.			rovasorar Percent Provisionang Trouble Reports	Resale Res POTS and Bus POTS - Out of service	Panty	(result is percentage)	2 05	0.7
FL		5 15 01.02 P	roveloral Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	Panty	(result is percentage)	0 25	- 0
E-		5 15 03 01 P	rove on the Provision of Trouble Reports	If INF Loans Non-Designed and Subloces - Out of service	Parity	(result is percentage)	2 54	C 9
FL.		5 15 03 02 P	rovisionar Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	Parity	(result is percentage)	0.34	<u>D</u>]
FL		5 15 05 01 P	rovisionir Percent Provisioning Trouble Reports	INP - Out of service	Panty	(result is percentage)	0	0
타			rovisionari Percent Provisioning Trouble Reports	LNP - Not out of service	Party	(result is percentage)	0	0
FL -	200205 174	17a 01 P	rowspore/Percentage of Troubles within 5 days for New Orders	Residential POTS	Panty	(result is percentage)	2 84	
F- 1	200205 174		rowsport Percentage of Troubles within 5 days for New Orders	Business POTS	Panty	(result is percentage)	3 81	5.7
Fi	200205 178	17a 03 P	rovisional Percentage of Troubles within 5 days for New Orders	ISON BRI	Panty	(result is percentage)	11	0
100	200205 173	17a 04	rovisional Percentage of Troubles within 5 days for New Orders	Centrex	Panty	(result is percentage)	0.19	
FL	200205 17a		rowspouri Percentage of Troubles within 5 days for New Orders	PBX	Panty	(result a percentage)	9	
Fi 1	200205 17a		rowsprunPercentage of Troubles within 5 days for New Orders	DS1/ISDN PRI	Party	(result is percentage)	1 68	0
FL T	200205 17a		rowsionin/Percentage of Troubles within 5 days for New Orders	VGPUDS0	Panty	(result is percentage)	0 36	
FL	200205 17e	17a 10	rowsporm Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed	Panty	(result is percentage)	14 29	0
FL	200205 17a	17a 101 P	rowsprunPercentage of Troubles within 5 days for New Orders	UNE Loope - xOSL Provisioned	Panty	(result is percentage)	4 43	86
F: 1	200205 17a		rowsonin Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	8 47	15.6
i ri I	200205117a	17a 131 P	rovesional Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	294	- 0
Ft +	200205 17a	17a 133 P	rovesom Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Panty	(result is percentage)	6 47	
Fi +	200205 17a	17a 16 P	rovisionin Percentage of Troubles within 5 days for New Orders	LNP	Panty	(result is percentage)	- 01	
Ft -	200205	8 18 01 P	rovisionin Average Completion Nopce Interval	All Electronic	Benchmark	(result in minutes)	- 01	403 5
FL		9 19 01 M	antenani Customer Trouble Report Rate	Residential POTS	Panty	(result is percentage)	1 52	2 2
FL.		9 19 02 M	aintenani Customer Trouble Report Rate	Business POTS	Panty	(result is percentage)	1 08	06
FL		9 19 03 M	aintenan Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 16	01
Fi	200205 1	9 19 04 M	amtenan/Customer Trouble Report Rate	Centrax	Parity	(result is percentage)	0 11	04
Fi.	200205 1	9 19 05 M	aintenary Customer Trouble Report Rate	PBX	Panty	(result is percentage)	0 07	<u>G</u>]
FL		9 19 06 M	aunterent Customer Trouble Report Rate	00\$	Parity	(result a percentage)	- 01	0
FL	200205	9 19 07 M	aintenan Customer Trouble Report Rate	DS1//SDN PRI	Parrity	(result is percentage)	0.6	06
FL		9 19 09 M	aintenan Customer Trouble Report Rate	VGPL/DS0	Penty	(result is percentage)	0.08	- 0
FE 1		9 19 101 M	aintenan Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Panty	(result is percentage)	3 89	0.4
Fi -		9 19 11 M	aintenan Customer Vrouble Report Rate	UNE Loops - Non-designed	Panty	(result is percentage)	0.69	16
FL	200205 1	9 19 12 M	aintenan Customer Frouble Report Rate	UNE Port - Designed	Parity	(result is percentage)	- 0	0
FL	200205 11	9 19 131 M	amtenan Customer Frouble Report Rate	UNE Platform	Panty	(result is percentage)	0	
FL	200205 11	9 19 133 M	amtenan Customer I rouble Report Rate	UNE Sub-Loops - Voice	Panty	(result is percentage) (result is percentage)	1317 39	
	200205	9 19 147 M	aintenani Customer Trouble Report Rate	EELS	Panty			

	WORLZ	19 19 16 Manle 20 20 01 01 Manle				Result (per (result is percentage) (result is percentage)	Ebmokition	A SECTION ASSESSMENT
182.00	Manager Visit (1971)	Application of the Control	Description Description	Character Control of the Control of		200 H44 PO 184 8 70	SX New George	E SERVINE
FL	200205	19 19 16 Mainle	nari-Customer Tribulik Reyort Rate		Party	(result is percentage)	15.91	8 4
FL		20 20 01 01 Mainle	nan Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispetch	Panty	(result is percentage)	10 56	13
FL	200205		nan Percentage of Customer Trouble Not Recoived within Estimated Time	Residential POTS - No Dispatch	Panty	(result is percentage)	12 78	10 1
FL	200205		nan Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispetch	Panty	(result is percentage)	14 14	4 2
FL	200205		nan Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Panty	(result is percentage)	43 84	100
ft \Box	200205		nan Percentage of Customer Trouble Not Resolved within Estimated Time		Parity	(result as percentage)	21 21	66 7
FL	200205		nan Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Panty	(result is percentage)	39 48	60
FL	200205		nan Percentage of Customer Trouble Not Resolved within Estimated Time	D61/ISDN FRI - Depatch	Panty	(result is percentage)	39 49	48 4
FL	200205		nan Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch		(result is percentage)	15 68	211
FL	200205	20 20 11 01 Mainte	nam Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - DispelCh	Panty Panty	(result is percentage)	4 96	
FL	200205	20 20.11 02 Memis	nan Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch			15 45	
FL	200205	20 20 131 01 Mainte	nan Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Disparch	Panty	(result is percentage)		
FI	200205	20 20 133 01 Mainte	nan Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops - Voice - Dispatch	Panty	(result is parcantage)	15 68	
FL	200205	21 21 01 D1 Mainte	nan Average Time to Restore	Residential POTS - Dispatch	Panty	(result in hours)	15 96	12 2
FL	200205	21 21 01 02 Mante	nan Average Time to Restore	Residential POTS - No Dispatch	Parriy	(result in hours)	8 44	6 2
FL	200205	21 21 02 01 Mainter	nan Average Time to Restore	Business POTS - Dispeich	Parity	(result in hours)	20 84	16 3
Fi I	200205		nan Average Time to Restore	Business POTB - No Dispatch	Panty	(result in hours)	20 08	0.5
Fi-	200205		nan Average Time to Restore	ISON BRI - Dispatch	Penty	(result in hours)	26 83	23 1
1	200205		nan Average Time to Restore	Cantrex - Dispatch	Parity	(result in hours)	20 56	21 6
 	200205		nan Average Time to Restore	DS MSDN PRI - Despatch	Parity	(result in hours)	4 24	5.5
iei -	200205		nani Average Tene to Restore	(UNE Loops - xDSL Provisioned - Ostpatch	Parety	(result in hours)	25 57	22 6
F	200205		nan Average Time to Restore	UNE Loops - Non-designed - Dispetch	Panty	(result in hours)	12 63	15 6
let-	200205		nan Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Panty	(result in fluser)	7 86	7 2
l e l'	200205		nari Average Time to Restore	UNE Platform - Dispatch	Panty	(result in hours)	17 32	10 7
 	200205		naniAverage Time to Restore	UNE Sub-Loops - Voice - Dispatch	Panty	(result in hours)	12 63	17 6
Ft	200205	22 22 01 Mainter	nan/POTS Out of Service Less Than 24 Hours	Residential POTS	Panty	(result is percentage)	92 81	97 6
1	200205	22 22 02 Mainter	naniPOTS Out of Service Less Than 24 Hours	Business POTS	Paraty	(result is percentage)	69 55	92 4
F	200205		naniPOTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Panty	(result is percentage)	94 68	914
100	200205		nan/POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Parev	result is percentage)	94 68	100
P1	200205		nan Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result a percentage)	14 23	15 5
FL	200205		nan Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Panty	(result is percentage)	18 75	21 2
FL	200205		nan Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Panty	(result is percentage)	19 23	100
FL	200205	23 23 04 Mamber	nan Frequency of Repeat Trouble Reports in 30 Days	Centrax	Penty	(result is porcentage)	11 41	16 7
FL	200205		nan Frequency of Repeat Trouble Reports in 30 Days	DS1//SDN PRI	Panty	(result is percentage)	24 45	40
FL	200205	23 23 101 Mainter	nan Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	19 36	32 3
FL	200205	23 23 11 Maioter	nanifrequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Panty	(result is percentage)	13 09	26 1
FL	200205		nan/Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Panty	(result is parcentage)	15 17	25
FL	200205		nan Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Panty	(result a percentage)	13 09	100
FL	200205		Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is parcentage)	10	- 0
FL	200205	24 24 99 Network 25 25 Network		Percent Trunk Bioclage	Panty	(result & percentage)		- 0
FL	200205	27 27 01 Networt		6waching	Penty	Result in Hours	0	01
FL	200205	28 28 01 Billing	Usage Timelinesa	Resale	Panty	(result in days)	1 57	15
FL	200205	28 28 02 Billing	Usana Turrelmess	lune	Panty	(result in days)	1 57	14
100	200205	28 28 03 Billing	Usaga Timeliness Usaga Timeliness	Switched Access	Benchmark	(result is percentage)	1 37	99 3
FI	200205	30 30 01 Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)		
能一十	200205	30 30 01 Brilling	Wholesale 88 Timeliness	TUNE	Benchmark	(result is percentage)		100
뜮		30 30 04 Billing	Wholesale B# Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)		100
늗	200205	30 30 04 Billing	Usage Completeness	P acensarmerconnection Resale	Penty	(result is percentage)	99 94	99.9
드					Benchmark		27.37	98 3
	200205	31 31 04 Billing	Usage Completeness	Fac imes/interconnection		(result is percentage)	- 0	
FL.	200205	32 32 01 Siling	Recurring Charge Completeness	Resale	Panty	(result is percentage)	96 08	99 2
FL	200205	32 32 02 Billing	Recurring Charge Completeness	UNE		(result is percentage)		69 5
FL.	200205	33 33 01 Billing	Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 24	95 7
IFL	200205	33 33 02 Billing	Non-Recurring Charge Completeness Billing Accuracy	UNE Resale - Usage	Benchmark Panty	(result is percentage) (result is percentage)	91 08	65 9 91 2
		34 34 01 01 Billing						

	0	(useng tu secouds)	Denchmank	Places Center Non-Designed	Conlet Responserents			177	1500000	1
	0	(ubisap kg kjued)		Repair Center Designed	Center Responenteness			117	\$00002	134
	Č	(useng in elecouge)		Ordering Center	Conter Hesponervanes			17	500502	13
	0	(epeinement as invent)		2010-200	Percent of Time Interface & Available			77	200202	73
ji	0	(result to percentage)		Augment removes request - Virtual	Time to Provide a Colocation Arrangement				2002002	73
i	•	(aSerua suad er inneu)		Augment sance request - Physical Cageless					300302	14
<u> </u>	-	(egame med as Susan)		New service regines - Physical Cagaless					500206	1 73
01	<u>, </u>	(ecule to becomede)		Proce and Schedule guote - Physical Capeters	Time to Respond to a Collocation Request				200205	1
<u> </u>	0	(seens at beccereds)		Price and Schedule quote - Physical Caged	Time to Respond to a Colocation Request				200209	13
ii - 	<u> </u>	(अवस्था के कार्यका करेंग		Space availability request - Physical Cagaless	Time to Respond to a Collection Requirer				500506	بير
ůL -	ň	(क्ष्माक्रमध्य व विश्वमा)		Space availability request - Physical Caged	Time to Respond to a Collocation Request	nodezalo:	1010		300500E	1
Ot .	ň	(३०६माञ्चा मा मेपस्मा)	Benchmark	Direct Calquesy Input	kevnehri stabgü esadesa ZM FFG; FQ3	asadete(3600	38	300302	1-13
	00r	(ment a percentage)	Vine	Service Order updates	Parcent Detabase Accuracy For 16th 145 Detabase Update Interval	ased chr	1010		300300	4 43
DI-	D	(epstracting as Musen)	Yms9	911 Dalabas - Service Order updates	sandami alabqu asadalad				300300	1 42
	LI 66	(result is percentage)	Ythas	Service Order updates	Appears Indake Innelness			- LE PE	300302	1-3
16	0	(againg mad a Musan)	Benchnark	Factitues/misrcennection - Usage	Page Vicenter				200202	74
91	ò	(ega:nepieq ai flusar)		UME - Mon-recurring Charge	Semest Super				500302	13
26	ō	(result a percenage)		Spicot Charge					200202	13
46	£ 96	(Sectionist & Muser)	भूमाधन	Rassie - Non-recurring Charge	Company Many	Fille	7010	HC MC	COZDOZ	1
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Parties Type (result in seconds)	result in seconds)	(sesuit in seconds)	(using in seconds)	(uesult in seconds)	(result in seconds)	(restult in seconds)	(result on hours)	(result is percentage)	(result in frours)	(result in hours)	(result in hours)	(result in hours)	(result or hours)	(mank in hours)	(result st days)	(Discher discher)	The state of the s	THE LE IN TROUTS	(result in hours)	(Fruit in hours)	(ment in hours)	(result in hours)	(result in frount)	(metalt in hours)	(result in hours)	(result in hours)	(result in hours)	(result in hours)	(result in hours)	(nestal in hours)	(result in hours)	(result in hours)	(results percentage)	(esequence of years)	(Learner of the Company)	(result is percentage)	(result is percentage)	(using a beceripade)	(risult is percentage)	(usen) is becompate)	(retuil is percentage)	(result is percentage)	(result in days)	(result in days)	(result in days)	(result in days)	(Doep or grown)	fraction devel	(act to devel	(south in the section)	The state of the state of	The state of the s	and a second	Total In the last	(resert in cays)
	1	,	Denchmark (Benchmerk	Benchmark	Benchmark	Senchment	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmank	Benchmark	Benchmark	Descharad	DCT TOTAL	Deneman	Senchmark.	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Benchmark	Party	Party	Party	Panty	Рату	Рапку	Purthy	Parity	Party	Panty	Parity	Parky	Party	A S	Dome	1		1		Ton a	Post		Permy
Proposition of the Control of the Co		December 12 On the Age of Second Second All Florithms	Remark For Customer Service Record Complex - All Electronic	Secure & Contact All Federation	Savice Appointment Scheduling - Al Electronic	Reserved Faled Incurred. All Flattenio	Facility Availables - All Manual (FAX)	Con Pre Quartication - At Matural	An Flectones - Residental POTS	All Flactment - Brandes POTS	All Shedrens - ISON BBI	At Declare - JIMF core - DO Prisoned	AN ENGLISHMEN CONTRACTOR OF THE PROPERTY OF TH	ALL EMPLOYMENT CONTRACTOR OF THE CONTRACTOR OF T	All Exercises Control States	At Electronic - white control is to the	(A) Electronic - LNP	Electronc/Maryual Mxx - Residential POTS	Electronchiqual Mar - Busmoss POTS	Electrome/Manual Nax - 150N GRI	Electromic/Mampal Nan - UNE Loops - Designed	Escrope/Manual Nov - UNE Loops - xDSL Provisioned	Factoriae/Marsual Nav. UNE Looks - Non-desomed	Factories Man and Man . 1946 Professor	Electronic Manual data . FFI S.	Statement Manual Mer. LMP	Chattered Line of the a Personal	All Statement - Contain France (other adds) - UNF Loops and Ports	Factorical Mer - System (acts andre) - Resale Orden	Construct Above at Man . Surday (acts emerge) . Ref. Leans and Profit	Front John	Electron-Man at late . Content Errors (other edds) - INE Locus and Pods	Secularia POTS	Brances DITS	ISD ACT	Centres	XWd	UNE Loose - Designed	LINE Loos - xDSL Provisored	(INE Logos - Non-designed	UNE Platform	BAE Sub-Loors - Volce	Besidental POTS - Assument	Designated POT 9 - Install Jahry	American Color Assessment	OUNTERS TO LO TO A PROPERTY OF THE PROPERTY OF	Districts FOLS - Installation	UNE Loops, - Designed - Institution	UNE Loops - AUST. Providing - Addigment	UNE Loops - XUSL Proverces - materialion	UNE Loops - Non-designed - Assignment	LINE Loops - Non-designed - Installation	LINE Pattorn - Assgranert	EELS - Installation	Description POTS - Field Work
And the second of the last the second of the	₹.	Coder Average Reporte Line of the Coder Coders	į	di	i		Order Avenue Reports Ten to On-Order Disease	وا	6	Τ	Τ	Т	Average Control representative	T	ļ	٦			Γ	T	T	T	T	T	Ť	Ť	Ţ	Ť	T	T	Ť	T	Ţ		Version of Designation of Orders Improved and	П	Secretaria of Orient legalithms	П	Susame Percentage of Orders Jeonambach	3	Wasponi Parentage of Orders Jecondored	li	ď	Ē	힑	훏	킳	Š	Ĭ	Ē	systems Average Jacpardy Notice Interval	ovisional Average Jeopardy Notice Interval	overonin Average Jeopardy Notice Interval	ŝ	İ
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ORDER NO. PSC-03-0067-PAA-TP

ORDER NO. PSC-03-0067-PAA-TP DOCKET NO. 000121B-TP PAGE 163

		-	Submerfure			A COLOR OF THE SECOND	4	Record Types (resort in days)		e au reste
301	March (##	Z)	38 A 33	211983	Michigan Digition	Hart-Sevenal PCTS - Htt Ferst Work	Party	(result in days)	74	21
FL	200204	§	07 O1 U2	L. OARIOUAL	hydrade Combates interval	Business POTS - Field Work	Party	(result in days)	3 06	25
FL	200204		07 02 01			Business POTS - No Field Work	Panty	(result in days)	1.88	29
FL	200204		07 02 02			ISON BRI - Flett Work	Parity	(fesuit in days)	12 85	157
FL	200204		07 03 01			ISON BRI - No Freid Work	Panty	(result in days)	11 84	1
FL	200204		07 03 02			Centrex - Field Work	Panty	(result in days)	3 62	
FL	200204			Provisionin		Centrex - No Field Work	Parity	(result in days)	4 06	
FL	200204		07 04 02			UNE Loops - Designed - Field Work	Panty	(result in days)	ō	61
FL	200204		07 10 01			UNE Loops - Designed - No Field Work	Parity	(result in days)	0	
FL	200204		07 101 01			UNE Loops - xDSL Provisioned - Field Work	Parity	(report in days)	4 84	195
元	200204		07 101 02		rAverage Completed Interval	UNE Loops - xDSL Provisioned - No Field Work	Parity	(result in days)	4 61	
FL.	200204		07 11 Q1			UNE Loops - Non-designed - Field Work	Parity	(result in days)	3 06	3 3 2
FL	200204		07 11 02			UNE Loops - Non-designed - No Field Work	Parity	(result in days)		43
Fi	200204		07 131 01			UNE Platform - Field Work	Parity	(result in days)	2 63	
FL	200204		07 131 02			UNE Pierform - No Field Work	Parity	(result in days)	1.75	
FL	200204		07 133 01			UNE Sub-Loops - Voice - Fleld Work	Panty	(result in days)	3.06	
7	200204		07 17 01		Average Completed Interval	Projects - Field Work	Panty	(result in days)	11.5	
FL	200204		07 17 02		Average Completed Interval	Projects - Na Field Wark	Panty	(result in days)	19 13	
FL.	200204	i	801	Provisionic	Percent Orders Completed within Standard Interval	Residential POTS	Panty	(result is percentage)	95.89	987
FL	200204	A			Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	96.35	
1	200204				Percent Orders Completed within Standard Interval	ISDN BRI	Panty	(result is percentage)	94 87	687
) i	200204				Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	94.64	0 100
FL	200204				Percent Orders Completed within Standard Interval	UNE Loops - Designed	Parity	(result a percentage)		
FL	200204				Percent Orders Completed within Standard Interval	UNE Loops - xDSL Provisioned	Party	(result is percentage)	97 04	
FL	200204				Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	91 96	
21	200204				Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	98 55	
1	200204				Percent Orders Completed within Standard Interval	UNE Sub-Leaps - Vaice	Parity	(result is percentage)	91 96	
FL	200204				Percent Orders Completed within Standard Interval	Interconnection Trunks	Parity	(result is percentage)	100	
FL	200204		8 17	Decutore	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	89 74	100
EL.	200204		9.02	Provisiona	Coordinated Customer Conversion as a Percentage On-Time	Busines 6	Benchmerk	(result is percentage)	<u> </u>	95 6 12.1
61	200204		10	Provisionir	LNP Network Provisioning	INA	Parity	(result is percentage)	<u> </u>	12.1
FL	200204		110101	Provisionir	Percent of Due Dales Messed	Residential POTS - Field Work	Parity	(result is percentage)	4.5	6 6
F1	200204		11 01 02		Percent of Due Dates Missed	Residential POTS - No Field Work	Penty	(result is percentage)	0.2	
10	200204		11 02 01	Provesions	Percent of Due Dates Missed	Business POTS - Field Work	Panty	(result is percentage)	7.56	5/
1	200204		11.02 02		Percent of Due Dates Missed	Business POTS - No Field Work	Panty	(result is percentage)	1 46	5 23
FL	200204		11 03 01		Percent of Due Dates Mosed	ISON BRI - Fate Work	Panty	(result is percentage)	18 75	
FL	200204				Percent of Due Dates Missed	ISON BRI - No Field Work	Рапту	(result is percentage)	1 61	
FL	200204				Percent of Dun Dates Missed	Centrex - Field Work	Parriy	(mauli is percentage)	8 58	
FL	200204		11 04 02	Promuone	Percent of Due Dates Missed	Centrex - No Field Work	Pently	(result is percentage)	12.5	
FL	200204		11 05 01	Programme	Percent of Due Dates Massed	PBX - Field Work	Panty	(result is percentage)	125	
FL	200204		11 07 01	Provisione	Percent of Dise Dains Missed	DS1/ISDN PRI - Field Work	Parity	(result is percentage)	125	3 6
FL	200204		11 10 01	Province	Percent of Due Dates Missed	UNE Loops - Designed - Field Work	Panty	(result is percentage) (result is percentage)	 	(
FL	200204		11 10 02	Provisions	Percent of Due Dates Missed	UNE Loops - Designed - No Field Work	Panty Panty	(result is percentage)	633	1
Fi	200204		11 101 01	Provisione	Percent of Due Dates Missad	UNE Loops - xDSL Provisioned - Field Work	Parity	(result is percentage)	0 47	
FL	200204	11	11 101 02	Provisionin	Persent of Due Dates Missed	UNE Loops - xDSt. Provisioned - No Field Work	Parity	(leant a barcarrate)	7 58	88
FÜ	200204		11.11 01	Provisions	Percent of Due Dates Mussed	UNE Loops - Non-designed - Field Work	Parity	(result is percentage)	7.50	
FL	200204		11 11 02	Provisionin		UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	506	
F	209204		11 131 01	Provisions	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	03	
Fi	200204		11 131 02	Provisione	Percent of Due Dates Missed	UNE Pletrum - No Field Work	Parity	(result is percentage)	7 56	
<u> </u>	200204		11 133 01	Provisiona	Percent of Due Dates Missed	UNE Sub-Leaps - Vaice - Field Wark	Party	(result is percentage)		
			11 14 01	Provisionin	Percent of Due Dates Mosed	UNE Dedicated Ymraport - Field Work	Parity	(result is percentage)	11 16	80
F1	200204									
FL	200204		12.01	Provesionin	Percent of Due Dales Missed Out to Lack of Facilities	RESIDENTIAL POTS		(result a parcentage)	8 28	9 0
FL FL	200204	12	12 01	Provisionir	Percent of Due Quies Massed Que to Lack of Facilities Percent of Due Quies Messed Que to Lack of Facilities	BUSINESS POTS	Panty	(result is percentage)	8 28	
FL FL FL		12 12	12 01	Provisionir	Percent of Due Dates Mased Oue to Lack of Facilities Percent of Due Dates Mased Oue to Lack of Facilities	RESEISH M. POTS BUSINESS POTS ISON BRI		(result is percentage) (result is percentage)		

FAMES	10000 DOC 24 LOS AS SERVICES	. Eddings Source	Manage Take					2000	S2 3 3 3 1
1303				The state of the s	Edengarius III (All Dispersion	THE ROLE	Renul Con		(ASSESSME)
12:3	THE REPORT OF THE PARTY.	2 32 8 20 80	30 THE RES		Manager aller 1		CONTRACTOR OF THE SAME		《其株領集》
553	MDGSD: 18H 32 HAD DOC	2 X 45 PH 2003	SCATTER.	Percent of flue Dates Stidsed Due to Lack of Facilities	CLATREX	PARTY	result is percentage)	8 48	6)
FL		12 1264	LLONS IDEAL		UNE LOOPS - DESIGNED OTHER	Panty	(result is percentage)	0	0
FL			Provisionin		UNE LOOPS - XDSL CAPABLE	Parity	(rocult is percentage)	2 53	4
FL			Provisionin		UNE LOOPS - NON-DESIGNED	Penty	(result & percentage)	11 05	3.5
FL.			Provisioner			Penty	(result is bercentage)	10 25	0
FL		12 12 131	Provisionin		UNE PLATFORM	Panty	(result & percentage)	11 05	
FL	200204	12 12 133	Provisionin			Parety	(median days)	9 04	9 2
FL	200204					Party	(result in days)	9 07	
FIFE	200204	13 13 02 01	Provisionin					65	
F			Provisionin		UNE Loops - xDSL Provisioned - 1 - 30 days held	Panty	(result in days)	- 03	<u>.</u>
FL				Oelay order interval to completion date	UNE Loops - xDBL Provisioned - 31 - 90 days held	Panty	(result of days)		35
Ei -				Delay order (otenya) to completion date	UNE Locos - Non-designed - 1 - 30 days held	Panty	(result in days)	8 89	10
FL.		13 13 131 01	Des respir	Delay enter rotano to conscistos date	UNE Platform • 1 - 30 days hald	Panty	(result in days)	9 05	0
FL		13 13 133 01	December 1	Delay order interval to completion date	UNE Sub-Loops - Voice - 1 - 30 days held	Panty	(result in days)	89	. 0
		14 14 01	Provident I	Held Order interval	Residential POTS	Panty	(result in days)	7 17	61
FL.		14 14 02	Providence	Held Order Interval	Business POTS	Panty	(result in days)	18 36	4.4
FL.					ISON BRU	Parity	(result in days)	37 08	18
FL_					DS 1/1SON PRU	Parity	(result in days)	37 89	15.5
					UNÉ Logos - Designed	Panty	(result at days)	0	22 13 5
FL		14 14.1	Provision		UNE Loops - Designed UNE Loops - xDSL Provisioned	Panty	(result in days)	17.51	13.5
FL.			Provisionin	Heid Order Interval	UNE LOOKS - XLSL PROMERNIO	Parity	(result in days)	22 17	9 1
FL	200204	14 11	Provisions	Held Order Interval	UNE Loops - Non-designed		(result in days)	****	15
FL	200204	14 14 14	Provisionin		UNE Dedicated Transport	Panty			07
FL	200204	14 14 15	Provisional			Parity	(result in days)	2 29	03
FL	200204	15 15 01 01	Provisionin		Resale Orders - Out of service	Panty	(result is percentage)		
FL	200204	15 15 01 02	Provisiona		Resale Orders - Not out of service	Panty	(result is percentage)	0 29	0.1
FL				Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Penty	(result is percentage)	2 58	6 4
F1 -		15 15 03 02	Provisionin	Percent Provisioning Trouble Reports		Panty	(result is percentage)	0 72	0
F-	200204			Percent Provisioning Trouble Reports		Panty	(result is percentage)	. 0	0
-					LNP - Not Out of Service	Panty	(result is percentage)	0	- 0
-	200204 17a	17a 01	Day		Residential POTS	Panty	(result is percentage)	3 04	56
F-	200204 17a	170 02	- TOVERSON		Business POTS	Panty	(result is percentage)	4 06	4.8
<u></u>	200204 178	174 03	Piovalpini			Penty	(result is percentage)	0 47	9
<u> </u>	200204 17a					Panty	(result is percentage)	0 69	0
FL.						Panty	(result is percentage)		- 6
F1_	200204 17a					Panty	(result is percentage)	2 15	3.7
F1	200204 17a					Panty	(result is percentage)		
FL	200204 175		Provisionir			Panty	(result is percentage)		
FL	200204 176			Percentage of Troubles within 5 days for New Orders		Panty	(result is percentage)	4 75	18
FL	200204 178			Percentage of Troubles within 5 days for New Orders				6 68	15 5
FL	200204 17a		Provisionin	Percentage of Troubles within 5 days for New Orders		Panty	(result is percentage)	3 15	130
FL	200204 178	172 131	Provisionin	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parry	(result is percentage)	6 68	
F F F F F F	200204 179	17a 133	Provisionir			Panty	(result is percentage)	- 0 68	
FL.	200204 17a			Percentage of Troubles within 5 days for New Orders	NP	Panty	(result if percentage)	- 01	- 0
FL	200204					Benchmark	(result in ininules)	0	342 2 2 8 0 8
FL.	200204					Panty	(result is percentage)	1 58	28
F		19 02	Maintenan	Customer Frouble Report Rate		Parity	(result is percentage)	1 D8	0.8
F					SON BRI	Penty	(result is percentage)	0 17	0 1
						Pacity	(result is percentage)	01	0.2
FL		19 19 05	The stee			Panty	(result is percentage)	0.03	0
<u> </u>						Parev	(result is percentage)	<u>``</u>	
FL			Maintérian			Parety	(result is percentage)	1.58	1.5
FL	200204		Maintenan			Parity	(result is percentage)	02	
FL								341	03
FL						Parity	(result is percentage)		
FL	200204 1	19 19 11	Maintenan	Customer Trouble Report Rate		Party	(result is percentage)	0 66	16
FL	200204 1	19 19 131	Martenan			Paraty	(result is percentage)	- 0	
FL		9 19 133	Mainlenan	Customer Trouble Report Rate	JNE Sub-Loops - Voice	Panty	(result is percentage)	<u>\$</u> 1	0

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83		Manager 10	7897	****	Mangarahani Delebigi Sel	5615	Party		2430	- 7
£1,000	200204	19				DELO LNP	Parity	(result is percentage)	0	
ři.	200204	19)	19 18	Maintenan		Residential POTS - Dispotch	Parity	(result is percentage)	23 08	137
FL	200204	20)20 01 01		Maintenan		Residential POTS - No Destartch	Parity	(result is percentage)	10 62 15 81	18 1
FL	200204	20 20 01 0		Maintenan		Business POTS - Cispetch	Parity	(result is percentage)	10 73	77
FL	200204	20 20 02 0		Maintenan		Business POTS - No Ospaich	Panty	(result is percentage)	55 28	700
FL	200204	20 20 02 02	2	Maintenan		ISDN BRI - Disperch	Parity	(result is percentage)	28 57	
FL	200204	20 20 03 0		Maintenan		Centres - Dispatch	Parity	(result a percentage) (result a percentage)	50 27	50
FL	200204	20 20 04 0	!)	wanteran		DS1/ISDN PRI - Dispatch	Parity	(result & percentage)	42 67	35
FL	200204	20 20 07 0	!	Maintenan		UNE Loops - xDSL Provisioned - Dispatch		(result a percentage)	20 51	24 7
FL	200204	20 20 101 0	-	Mandagan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Ospatch	Partly Partly	(result is percentage)	7 54	40
FL	200204	20 20 11 0		Manager 1	Demostrate of Contomer Trouble Net Resolved within Estimated Time	UNE Loops - Non-designed - No Dispelch	Parity	(result is percentage)	21 57	
FL	200204	20 20 131 0		Mayrenan	Permentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispetch	Parity	(result is percentage)	20 51	
FL.	200204	20 20 133	54	Maurican	Persentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops - Yorce - Dispatch	Parity	(result a percentage)	54 32	- c
I'L	200204	20 20 147	<u> </u>	Marrienan	Percentage of Customer Torubis Net Resolved within Estimated Time	EELS - Dapaich	Parity	(result in hours)	17 16	12 9
Ft-	200204	21 21 01 0		Maintenan	Avenue Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	8.64	6.5
壯	200204	21 21 01 8			Average Time to Restore	Residential POTS - No Dispatch	Parity	(moult in hours)	22 62	15 2
FL	200204	21 21 02.0	1 7	Maintenan		Business POTS - Dispatch	Parity	(result in hours)	15 53	13 4
FL	200204	21 21 02 0		Maintenan		Business POTS - No Dispatch	Panty	(result in hours)	21 66	60 7
Fi.	200204	21 21 03 0	1	Maintenan	Average Time to Restore	ISDN BRI - Depaich	Parity	(result in hours)	19 04	8.4
FL	200204	21 21 04 0	1	Maintenan		Centrex - Dispatch	Parity	(result in hours)	4 16	10
FL	200204	21 21 07 0	1	Maintenan	WASIS OF LINE IN LABOUR	DS 1ASDN PRI - Oispatch UNE Loops - x DSL Provisionad - Dispatch	Parity	(result in hours)	26 95	21 6
FL	200204	21 21 101	01			UNE Loops - XDSL Provisioned - Disperch	Parity	(result in hours)	13 6	17.5
FL	200204	21 21 11 D			Average rake to resource	LINE Loops - Non-designed - Ospatch	Parity	(result in hours)	6 65	71
FL	200204	21 21 11 0		Maintenan		UNE Platform - Dispetch	Parity	(result in hours)	16 44	16.9
FL	200204	21 21 131	01	Maintenan		UNE Placom - Dispatch UNE Sub-Loops - Voice - Dispatch	Parity	(result in haurs)	13 6	16.9
FL	200204	21 21 133		Maintenan		EELS - Departh	Panty	(result in hours)	4 42	3.2
FL	200204	21 21 147 (01	Maintenan		Residential POTS	Panty	(result is percentage)	91 to	96 4
FL	200204	22				Rusiness POTS	Parnty	(result is percentage)	72 51	91 4
FL	200204	22	22 02	Maintenan		UNE Loops - Non-designed	Parity	(result is percentage)	93 54	86 7
EL.	200204	22 22 2	22.11	Maintenan	POTS Dut of Service Less Than 24 Hours	IUNE Sub-Logge - Voice	Parity	(result is percentage)	93 54	100
<u>FL</u>	200204	221	22 133	Markenary	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	15 47	16 9
FL.	200204	23	23 01	Memeran	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	20 83	23 6
FL	200204	23	23 02	Manharan	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parriy	(result is percentage)	18 07	100
	200204	23	23 04	Manuella	Frequency of Reneal Trouble Reports in 30 Days	Centrex	Parrty	(result a percentage)	11 19	0
FL.	200204	72	23.07	Maintenan	Francisco of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Party	(result a percentage)	28 65	25
FL	200204	79	101 90	Mandanan	Employers of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	18 31 15 05	19.6
FL	200204	23	23 11	Malekanan	Empurency of Reneat Trouble Reports in 30 Days	UNE Loops - Non-designed	Penty	(result is percentage)	16 55	350
FL	200204	73	23 131	Mantanan	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	(result is percentage)	15 05	50
FL	200204	23	23 133	Mantenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Parity	(result is percentage)	26 34	
礼	200204	23	23 147	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	FELS	Berichmark	(result is percentage)	- 49.54	ال
FL	200204	24	24	Network	Percent Blocking on Common Trurks	Percent Trunk Blockage	Parriv	(result is percentage)		
FL	200204	25		Network	Percent Blocking on Interconnection Trunks	Percant Trunk Blockage	Parity	Result in Hours	- 7	07
ii.	200204	27	27.01	Network	Network Outage Notification	Switching	Panty	(result in days)	154	
FL	200204	28	28.01		Cisege Timeliness	Resale	Parity	(result in days)	154	15
FL.	200204	28	25 02	Billing		UNE		(result is percentage)		100
FL	200204	28	26 03			Switched Access	Bunchmark	(result is percentage)	- ši	100
FL	200204	30	30 01			Resale	Benchmark	(result is percentage)		989
FC	200204	30			LANGUAGE ON LENGTHON	UNE	Benchmark	(result is percentage)		100
FL	200204	30			AAI VOIGSUIE DIII I III IGANGESS	Facilities/Interconnection	Parity	(result a percentage)	99 89	99 9
FL	200204	31	31 01	Billing		Resale	Benchmark	(result is percentage)	19 00	<u> </u>
FL	200204	31	31 04	Briling		Facilities/Interconnection	Parity	(result is percentage)	91 78	
FL	200204	32	32 01	Billing	Recurring Charge Completeness	Resale	<u> </u>			

100 NO	90.6	97.6	92.2	90 00	16	9	8	ğ	83.3	8	0	0
108	0 20	88 32	ō	0	35	9	0	0	60	0	0	0
Service (100 Service (100 Service (100)	(result a percentage)	result is percentage	result is percentage)	result is percentabe)	result a percentage)	(result a percentage)	(secutation)	(result is percentage)	(result is percentage)	(result is percentage)	(result in seconds)	(result in seconds)
1	A.		Parky Senchmark	Senchmark .	-	A STATE OF	\Box	Senchmark Senchmark	Benchmark (1	Benchmark	11
	Regale UNE	Reals - Usage Pacies - Recent Change	-0.0c	UNE - Non-recurring Charge	1400	Order updates	Serves Order updates	NI - Vitual		Augment service request - Physical Cagents	Center	Repair Center Designed Repair Center Non-Zestgned
The second secon		Ħ	Billing Billing Accuracy Billing Accuracy	П	Billiang 18 Ming Accuracy	Datebase (Oatabase Update Tynekness		Collection Time to Respond to a Collection Request	Colocator/Time to Respond to a Colocaton Regulation	Colocation Time to Provide a Colocation Arrangement	Interfaces Percent of Time Interface is Available Interfaces Cardiar Responsements	merts merts
	2008		X X 01 02	34 34 02 02	340405	37.01	3901	39 02	40 40 02 03	41 41 04 02	42 02	44 03
1	32	22	3 3	7	7 7	'n	88	8 8	3	1	2)7	3 3
-	200204	200204	200204	200204	200204	200204	200204	200204	200204	200204	200204	20020
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			-	Second Subministra		7.0				SOURCES SO
	80-8-742	da na				A CHARLES				
- SERVICE .	200203	G1	61 01 01	Fre-Order	Average Reports 1 me to Pre-Order Quenes		Danchrish	(distributes of Sugar)	c	2.6
<u> </u>	200203		01.02.01	Pre-Order	Average Reparse Time to Pre-Order Dusries	Remuesi For Telephone Number - All Electronic	Benchment	(result in seconds)	0.	0.6
FL	200203	01	01.03.01	Pre-Order	Average Reporte Time to Pre-Order Quants	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)		
		01	01 031 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Complex - All Electronic	Benchmerk	(result in seconds)	0	10 2
FL	200203	91	01 04 01	Pre-Order	Average Reporte Time to Pre-Order Cuenes	Service Averlability - All Electronic	Benchmark	(result in seconds)		3
<u> </u>		01	010501	Pre-Order	Average Reports Time to Pre-Order Cuenes	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	C	22
FL	200203	01	010601	Pre-Order	Average Reports Time to Pre-Order Custos	Resociatification trous - All Electronic	Beschmadt	(result in seconds)		21
<u> </u>	200203	01	01 07 02	Pre-Order	Average Reporse Time to Pre-Order Quenes	Facility Availability - Ali Manual (FAX)	Benchmark	(result in seconds)	0	2.7
<u>-</u>		01	01 08 02	Pre-Order	Average Reporte Time to Pre-Order Quenes	Loop Pre-Qualrication - All Manual	Benchmark	(moult in seconds)	. 0	14.4
·L	200203	02	02 01 01	Order	Average FOC/LSC Nonce Intervel	All Electronic - Residented POTS	Benchmark	(result in hours)	0	
Fi.		02	020101	Order	Average FOC/LSC Notice Interval	All Electronic - Business POIS	Benchmark	(result in hours)	. 0	C
FL	200203				Average FOCILSC Nosce Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(regult in hours)	0	
FL.	200203	02	02.01 101	Order	Average FOC/LSC Notice Interval	At Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	
FL.		02		Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(rugel in luger)	0	13 1
FL	200203		02 Of 15		Average FOC/LSC Notice Interval	All Sections - LNP	Berichmark	(result in hours)	0	02
FL	200203	02	02.01 16	Order	Average FOC/LSC Notice Interval	Floormonistanual Mix - Residential POTS	Benchmark	(result in bours)	. 0	32
FL.	200203	05	02 03 01			Electronschlanusi Mg - Busmets POTS	Benchmark .	(result in hours)	0	
1		02	02 03 52	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mid - ISON BRI	Benchmerk	(result in hours)	0	-
L		02	02 03 03	Order	Average FOC/LSC Notice Interval	Electron of Manual Mix - P8X	Benchmark	(result in hours)	0	155
<u></u>	200203	02	02 03 05	Order	Average FOC/LSC Notice Interval	Electronic Manual Mix - UNE Logics - Designed Other	Benchmark	(result in hours)	0	31
<u></u>	200203	02	02 03 10	Order	Average FOC/LSC Notice Interval		Benchmark	(result in hours)		55
FL.		OZ .	02 03 101	Order	Average FOC/LSC Notice Intervel	Electronica Manual Mox - UNE Loops - xDSL Capable	Berchmark	(result in hours)		29
١		02	02 03 11	Order	Average FOC/LSC Notice Interval	Electronicflugitual Mix - UNE Loops - Mon-designed	Serchmark	(result in hours)	- 0	
FL		02	82 03 131	Order	Average FOCASC Notice Intervel	Electronic/Manuel Mrx - UNE Platform		(result in hours)	- 0	5 9
L		02	G2 03 147	Order	Average FOC/LSC Notice Interval	Electron cManual Mix - EELS - Loop	Benchmark			- 3
1	200203	02		Order	Average FOC/LSC Hobbe Interval	ElectronicManual Mix - LNP	Benchmark	(result in hours)		
<u>. </u>		02		Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)		
L	200203		03 01 02 01	Order	Average Reject Notice Interval	All Electronic - Content Errors (other edits) - Resele Orders	Benchmark	(result in hours)		331
Į.	200203	03	03 03 01 01	Order	Average Reject Notice Interval	Electronic/Mamuel Mex - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	67
ι	200203	03	03 03 02 01	Order	Average Reject Notice Interval	Electromc/Marrual Mx - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	3
ī.	200203	03	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	5 :
ī	200203 -	05	05 01	Provisioning	Percentage of Orders Jeoperézed	Residential POTS	Panty	(result is percentage)	14	0.5
FL	200203	Ot.	05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Panty	(result is percentage)	33	<u></u> '
FL	200203	05	05 03	Provisioning	Percentage of Orders Jeopard-zed	ISDN BRI	Parey	(result is percentage)	07	
FL	200203	05	05 05	Provisioning	Percentage of Orders Jacpard zed	Pex	Parity	(result is percentage)	0	0
FL	200203	05	05 10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Party	(result is percentage)	0	
ı.	200203	05	05 101	Provisioning	Percentage of Orders Jeoperdized	UNE Leops - xDSL Capable	Panty	(result is percentage)	10.2	
J.	200203	05	05 11	Previsioning	Percentage of Orders Jeoparduzed	UNE Loops - Non-designed	Panty	(result in percentage)	52	
L.	200203	05	05 131	Provisioning	Percentage of Orders Jeoperdized	UNE Platform	Panty	(result is percentage)	16	
Į.	200203	05	05 133	Provisioning	Percentage of Orders Jacopardized	UNE Sub-Loops - Vaice	Panty	(result is percentage)	5 2	0
L.	200203	06	96 01 01	Provisioning	Average Jeopardy Hobbs Interval	Residential POTS - Assignment	Party	(result in days)	41	2
į –				Provisioning	Average Jeopardy Nobos Interval	Residential POTS - Installation	Panty	(result in days)	04	
ī				Provisioning	Average Jeopardy Notice Interval	Business POTS - Ausgirment	Panty	(result in days)	26	21
1				Provisioning		Busunese POTS - Installation	Panty	(result in days)	03	3.6
		06			Average Jeopardy Nobice Interval	ISDN BRI - Installation	Panty	(result in days)	0 1	15.9

		(Married of Church		The state of the s	THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO IS NAM	Provisioning	110701	=	STATE OF THE PARTY	-
	-		Panty	DO GOOT TO TRANSPORT	Part ant of Due Dales Mussed			-		
	16.7	(madd) is percentage)	Panty	Do Heen Det Faid Work	Percent of Dise Dates Massed	Provisioning	11 05 01	3	200203	٦
		(result is percentage)	Panty	DRY Full Worth	Percent of the Care without	Provisioning	15 04 01	=	200200	£
		(regulation percentage)	Party	Canben - Field Work	Carcar of the Carca mission	L	17 03 01	Ξ	200203	ľ
-	:	(medit is percentage)	Party	ISON BRI - Field Work	The Prince of th		70202	=	200203	۴
		(uKomerand termital)	Party	Business POTS - No Field Work	Carrent of Due Dates Little		10401	3	200200	٢
Ì	10	i composition of	7 (300)	Business POTS - Field Work	Partant of Due Onles Missed	4	110001		1000	ľ
	9.4	(mendi di percentage)	0	Residental POIS - NO Freed WORK	Percent of Due Dates Missed		110102	=	EDCIDOS	
	0.3	(result is percentage)	Vec	TOTAL TOTAL	Percent of Due Dates Massed	Provisioning	11 01 01	Ξ	2002003	۲
	51	(regult to percantage)	Panty	Dead by Brid Work	LIMP Medicine Provisioning	Provisioning	ő	ō	200203	-
		(results percentage)	Panty	*	Contraction	4	09 03	3	200203	۳
		the comment of the comment	DENUM N	₩.	Commence Commence of Protection On-Time	4		5	2007007	ľ
	0,	in the committee		Bushese	Coordinated Customer Conversion as a Percentage On-Time	_	30	8	TO COLOR	1
	٥	(reguli di perceniage)	Panel and	Aug and a second	Percent Orders Completed within Standard Interval	_	00 17	08	200203	7
	98.3	(result is percentage)	Panty	City Court - 1000	Percent Orders Completed within Standard Interval	Provisioning	08 133	0.0	200203	
ľ	90.3	(neculi us percentage)	Panty	NE PALOTE VICE	Percent Condense man our owner with the	Provisioning	108 131	2	200203	~
1	8	(nesult is percentage)	Panty	LINE PLANT	THE CONTRACTOR OF THE PARTY OF	Paratropo .	108 11	8	200203	
	2	(result is percentage)	Parety		Completed with Streeter Interval		00 101	8	200203	ľ
	3	(central parcetage)	AME		Decreed Orders Connected within Standard Interval		2 0	8	20000	1
	R	Viceania below made)	73/77	UNE Loops - Designed Other	Parcent Orders Completed within Standard Interval	_1	5	1	200200	1
Ì	٥	(and the second second		PBX	Percent Orders Completed within Standard Interval		3	3	CIRCURE	ľ
	2	(mault is percentage)	2	SOX 97	Percent Orders Completed within Standard Interval		08 03	8	COCOC	1
	94.0	(result is percentage)	Pank	00014007010	Percent Orders Completed within Standard Williams	Provisioning	08 02	8	200203	
	94.3	(result is percentage)	Panty	P. Terror	Percent Orders Compress with a service o intervier	Providing	0801	8	200200	٦
	98.5	(result is percentage)	Panty	Date and a port	Average Completed Business	DUNCO SWOLD	07 17 02	07	200203	ľ
	=	(resout in days)	Panty	Projects - No Facial Work	Average Company may va	Ł	07 17 01	97	200203	۲
	1	(result in days)	Panty	Property - Field Work	Overage Company and an arrangement	Sult. O Evolu-	0/ 13301	0)	200203	۲
	-	(regult in days)	Panty	UNE Sub-Loops - Voice - Field Work	Complete Linear	1.	20 181 /0	97	200203	٢
	-	(result in days)	Panty	UNE Pradom - No Falld Work	Triage Completed Internal	4	07 131 07	9	2002003	[
1	63	(maguit in days)	Panty	UNE Platforts - Fred Work	Average Completed Interval	_L		-	200,000	1
		federa se united	Parmy	UNE Loops - Non-designed - No Field Work	Average Completed Interval	_1	3	3		ľ
	-	(Capan maga	Y THE	UNE Loops - Non-designed - Field Work	Average Completed interval		10 11 70	3	mcmr.	ľ
İ	2	(swed or the pers)	2	OR.	Average Completed Interval		07 101 02	07	2002003	
		(remarks or days)	Panty		Average Completed Interval	Promisering /	07 101 01	07	2002003	
	46	(result in days)	Pank		Average Completed Interval	Provisioning /	07 10 01	07	200200	_
	0	(result to days)	Panty		Average Completed interval	Promagning	07 05 01	07	2002003	ľ
	33	(result in days)	Parity		West Security Companies and the second security of the second security second security securi	Providency (07 03 01	07	200200	ľ
	12.4	(manuli en days.)	Parity		Average Completes of the Parket	т.	07 02 02	07	200203	ľ
	ē	(result in days)	Panty	Ora.	Ortoga Company	1	1070701	07	200203	ľ
-		(result in days)	Parity		Transport Completed Princel	4	07 01 04	9	2002003	ľ
1	-	(menult at days)	Panty	on.	a constant bears	4	0.0101	Ç.	7007007	ľ
1		(refull in pays)	Panty	Work	Average Completed Internal		2000	3 8	20200	ľ
	3,	(Carrie of Carrier	Panty		Average Jeopardy Notice Interval	_	14702	2 3	TO THE PERSON	ľ
1		in the state of th		UNE Loops - Non-designed - Installation	Average Jeogardy Notice Interval	_	1102	3	process	ľ
[03	(NATE IN III)	Dank		Average Jeopardy Notice Intervel		81101	2	200200	ľ
	26	(manife dava)	Cana		Average Jeopardy Noisce Interval	Pronsoning A	06 101 02	8	COCOOK	
	0.3	(Skep wilnew)	Paraty		Average Jeopardy Norce Interval	Provisioning A	06 101 01	26	200203	-
	71	(result in days)	Panty		Average Jodgard, Novce military	A Desirontemont	06 10 02	2	00.00	
	0	(result in days)	13nty	Caramad Other - Installation		N. Callelland	Character ID.		Manual Team	2
	The second second	THE THE								
ő			*		BARRY THE SECTION STATES AND A CONTROL TO THE CONTROL SECTION SECTION OF THE CONTROL SECTION SECTION OF THE CONTROL SECTION SE	Toward R	A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		200.80	

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	P20 103	Total State	1000			E SECURE SECURE		need the	Companies	Appregate Passita
300			John House	Provide N	Pen ant of the Dahly Massed	UNIE Losse -x05(Capable - No Field Work	Panty	(result is percentage)	0.6	28
<u>. </u>	200203	11	15 505 02		Percent of Due Dates Messel	UNE Loops - Non-designed - Field Work	Panty	(result is percentage)	9.4	
L.	200203	11	11 11 01	Provisioning	Percent of Due Dales Nessed	UNE Loads - Non-designed - No Field Work	Panty	(result is percentage)	C	13
<u>. </u>		11	11 11 02	Provisioning	Percent of Due Dales Mesed	UNE Pletform - Feeld Work	Panty	(result is percentage)	5.8	
iL		11	11 131 01	Provisioning	Percent of Due Dales Messed	UNE Platform - No Field Work	Panty	(result is percentage)	0.4	
L	200203	11	11 131 02	Provisioning	Percent of Due Dates Messed	UNF Sub-Lagra - Voice - Field World	Panty	(result is percontage)	9 4	
L		11	11 133 01	Provisioning		UNE Dedicated Transport - Felid Work	Panty	(result is percentage)	0	125
<u> </u>		11	11 14 01	Provisioning	T BICE I LI DOS DERIS MISSES	RESIDENTIAL POTS	Panty	(result is percentage)	10 3	98
ı		12	12.01	Provisioning	PEICENT OF DOG DOK 1 MEGGG DOG TO COM GIT G	BUSINESS POTS	Panty	(result is percentage)	9.6	
<u>. </u>		12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Panty	(result a percentage)	27	-
<u> </u>		12	12.03	Provisioning	Percent of Due Dates Massed Due to Lack of Facilities	CENTREX	Panty	(result is percentage)	5.2	0
<u> </u>	200203	12	12 04	Provisioning		PRX	Parity	(result is percentage)	10	
L		12	12 05	Provisioning	14001	UNE LOOPS - DESIGNED OTHER	Panty	(result is percentage)	C	0
i.		12	12 10	Provisioning		UNE LOOPS - DESIGNED OTHER LINE LOOPS - XDSL CAPABLE	Panty	(result is percentage)	63	53
1		12	12 101	Provisioning	TOTAL COLUMN TOTAL		Panty	(result is percentage)	12.5	57
L		12	12 11	Provisioning	Court of Date and an artist of the Court of	UNE LOOPS - NON-DESIGNED	Panty	(result is percentage)	10 1	
1		12	12 131	Provisioning	Percent of Other Percent and and and and and and and and and and		Panty	(result is percentage)	125	
ι		12	12 133	Provisioning		UNE SUB LOOPS - VOICE Residential POTS - 1 - 30 days held	Party	(result in days)	0 2	11.8
L_		13	13 01 01	Provisioning	Conf. Conf.	Residential POTS - 31 - 90 days haid	Panty	(result in days)	44.8	43 5
L		13	13 01 02	Provisioning	(Carry Court of Carry Ca		Panty	(result in days)		
l		13	13 10 01	Provisioning		UNE Locos - Designed Other - 1 - 30 days held	Panty	(result in days)	79	7.5
<u>L</u>		13	13 101 01	Provisioning	Datay order interval to completion date	UNE Loops - sDSL Capable - 1 - 30 days held	Panty	(result in days)	94	83
ι	200203	13	13 11 01	Provisioning	Detay order interval to completion data	UNE Loops - Non-delegned - 1 - 30 days held	Panty	(result in days)	13.4	43
L	200203	14	14 01	Provisioning	Held Order Interval	Residential POTS	Panty	(result in days)	34 1	
1	200203	14	14 02	Provisioning	Held Order Interval	Business POTS	Panty	(result in days)	96 2	5.8
L.	200203	14	14 03	Provisioning	Held Order Interval	ISDN BRI	Panty	(result in days)	57 8	
<u>L</u>		14	14 05	Provisioning	Held Order Interval	PBX			403	
<u> </u>		14	14 07	Provisioning	11110 01101	OS-1/ISDN PRI	Parity	(result or days)	403	67
L		14	14 10	Provisioning		UNE Loops - Designed Other	Panty	(result in days)	26	10.5
<u>L</u>		14	14 1 <u>01</u>	Provisioning	Held Order Interval:	UNE Loops - zOSL Capable	Panty	(result in days)		10.5
<u> </u>		14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Panty	(result in days)	21	
		14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Panty	(result in days)	0	11.5
ι,		15	15 01.01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Penty	(result is percentage)	2.6	0.4
L			15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	0.3	
i.		15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Panty	(result is percentage)	38	11
ι _	200203	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	LINE Loops only - Not out of service	Panty	(result is percentage)	0.3	11
L	200203	15	15 05 01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of Service	Panly	(result = percentage)	0	0
L	200203	15	15 05.02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not Cut of Service	Parity	(result is percentage)	0	
L	200203	17s	17a D1	Provisioning	Percentage of Troubles water 5 days for New Orders	Residential POTS	Panty	(result is percentage)	32	67
	200203	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Panty	(result is percentage)	45	5.2
	200203	172	17a 03	Provisioning	Percentage of Troubles waten 5 days for New Orders	ISDN BRI	Panty	(result is percentage)	23	
	200203	17a	17a 04	Provisioning		Centrex	Parity	(result is percentage)	0.4	
L	200203	17a	17a 05	Provisioning	Percentage of Troubles within 6 days for New Orders	PBX	Panty	(result is percentage)	0	0
			17a 10	Provisioning		UNE Loops - Designed Other	Panty	(result is percentage)	60	0
-	200203		17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Capable	Panty	(result is percentage)	4	82

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2555		7. 3.	21 07 01	Marida area	Average Turne to Residon	D3-1/BCH ('R) - Disputch	Farity	innest en hieras	4 2	3
<u>. </u>		21	21 101 01	Mentenance	Average Time to Restore	UNE Loops - xDSL Capable - Dispatch	Penty	(result in hours)	26 1	3
-		2)	21 11 01	Mantenance	Average Time to Regions	UNE Loops - Non-designed - Dispolich	Penty	(result in hours)	14 7	22
:		21	21 11,02	Maintenance	Average Time to Restore	UNE Leaps - Non-designed - No Dispatch	Penty	(result in hours)	13.1	
-		21	21 131 01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Panty	(regult in hours)	19	1
-		21	21.131 02	Manionance	Average Terre to Restore	UNE Platform - No Datosich	Panty	(result in hours)	97	2
-		21	21 133 01	Marrienance	Average Time to Restore	UNE Sub-Logos - Voice - Dispetch	Panty	(result or hours)	14.7	.1
		21	21 147 01	Maintenance	Average Temp to Restore	EELS - Loop - Departs	Panty	(result in hours)	48	3
1		22	22 01	Mantenance	POTS Out of Service Less Than 24 Hours	Residental POTS	Pasty	(result is percentage)	91 4	96
-			22 02	Maintenance	POTS Out of Service Less Then 24 Hours	Businesa POTS	Panty	(result is percentage)	70 3	87
-			22 11	Mantenance	POTS Out of Service Less Then 24 Hours	UHE Loops - Non-designed	Panty	(result is percentage)	93.5	81
-				Maintenance	POTS Out of Service Lass Than 24 Hours	UNE Sub-Logos - Voice	Panty	(regult is percentage)	93 5	10
<u> </u>				Maintenance		Rendental POTS	Panty	(result is percentage)	15 8	13.
					Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Panty	(result is percentage)	21 1	21
<u>L</u>				Maintenance	Frequency of Repert Trouble Reports in 30 Days		Panty	(result is percentage)	117	:
				Mainténance	Frequency of Repeat Trouble Reports in 30 Days	ISON BRI	Panty		14.3	
_				Maintenance	Frequency of Repeat Trouble Reports st 30 Days	Centrex		(result is percentage)		
<u></u>			23.05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PRX DS-INSON PRU	Panty Penty	(result is percentage) (result is percentage)	22 6	
<u> </u>		23	23 07	Mamtenance	Frequency of Repeat Trouble Reports in 30 Days					
L		23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xOSL Cepable	Penty	(result is percentage)	223	20
			23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Mon-designed	Panty	(result is percentage)	14.7	
				Maintenance		UNE Platform	Panty	(result is percentage)	16 9	33
<u>. </u>				Maintenance	Frequency of Repeat Trouble Reports in 30 Days		Panty	(rasult is percentage)	14 7	
_				Maintenance			Panty	(result is percentage)	21 4	33
				Network			Benchmark	(result is percentage)		
				Network		Percent Trunk Blockage	Panty	(result is percentage)		
				Briling	450,450	Resale	Panty	(result in days)	- 14	
-				Brilling		UNE	Panty	(recult in days)	14	1
				Billing		Switched Access	Benchmark	(Result is Percentage)		99
				Briting		Resale	Benchmark	(result is percentage)		10
-				Billing			Benchmark	(result a percentage)		10
				Belling		**	Benchmark	result & percantage)	- 0	10
				Billing			Panty	(result is percentage)	98 9	99
-	200203 3			Billing		Facilities/Interconnection		(result is percentage)		96
	200203 3					Resale		(result is percentage)	96 2	99
	200203 3						Benchmark	resull is porcentage)	0	
	200203 3						Panty	(result is percentage)	99 5	. 99
	200203 3						Benchmark	rosuli is percentage)	- 0	80
	200203 3						Panty	result is percentage)	89 1	90
_	200203 3				Billing Accuracy	Resale - Recurring Charge	Panty	result a percentage)	99 3	97
_	200203 3		4 01 03	Betang	Billing Accuracy	Resale - Non-recurring Charge	Party	result is percentage)	96.6	97
I	200203 3	4	H 02 02	Bething	Billing Acouracy	LINE - Recurring Charge	Benchmerk	result is percentage)	0	91
	200203 3	4	34 DZ 03	Billing	Billing Accuracy	LINE - Non-recuming Charge		result is percentage)	0	75 :
	200203 3	4	34 D4 01	Bullering	Billing Accuracy	Feculties/Interconnection - Usage	Denchmark	requit a percentage)	0	65
	200203 3	,	37 01	Database	Database Update Timeliness	Service Order updates	arty	result is percentage)	99.8	98

ORDER NO. I DOCKET NO. PAGE 171 PSC-03-0067-PAA-TP . 000121B-TP

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Westgo Financia Tomate Audition Course. Part: Mail and r. and - 4 - Sections 2362.00 Fig. 24 is place to the contract THE PERSON NAMED IN COLUMN 154 Bergierut Deuter rececti Bergierut Deuter raust ZELC. 31.96 FREID we tage Proof to Timble Pro-Otto Course. out Per Out Forman - All Renaul 286.0 35. C: ₹. C. Or the Me ago FOCA 3C Her as his val Me ago FOCA 3C Her as his val U E 1770 : Parte at POTS Hotersk Sealer and 0:25 Al Pictor (-E.S mas 70") 200-2 , **2** () 0. 24 Herapi POCA SCHOOK NOVAL Al Bircher : - LA E Lagri - Design of Cities 250 25 C' 16 Occas 25 C' 16 Occas warmer FOCAL SCHOOL site and All Eighar : - UFE Jags - 406 , Capa > a Products - Jesus and 796 2 Fruer ut _ Maulier rause her may POCALECTACHED at the last St Barrer . - Uhië Laur : - Her-dengrad Average FOCA SCHOOL Methol Service FOCASCHOOL METAL Vestige FOCASCHOOL METAL 70.2 (h- >s Al Bicher . - Und Meine From without the standard Z (1 Embered South years Qb. 20 Al Briter : day Strang 2000 598 36 200.3 Al Berry - Increasement Ture tendené jedernes On at Average FOCA-3C Hotor March Average FOCA-3C Hotor March Emetral (Made 18.7) Sectors (Made 18.7) 70.0 4 But o . UP Earthorn Miles - Pastor Miles S 5.0 3 DE C Trisk! 5 INDINFALE MAR GO 2024 2024 Crier Sector addressed No. E. person 701. Sector addressed No. 1865 (Nov. December 1971) Birton Ingrese indicate the school Januar Extended from the second secon -Serry, Marcal No. (42) 2139 (47), Deputits Critic wheel he show ZX., 34.5 4.4 aci ii Cray Junt 25 F.X. X talks were Average F.X.L.X. risks were at Section platement No. 1845 (2012) Hor very great personal Manual Mark Medican. etra la char C2 02 141 Order Er hear ____ er from , 700202 200202 Average FOCILSC Nobes Interval Jectron-chienusi Mx - Eme Shanep Benchmark (result in hours)
Benchmark (result in hours) 200202 2 82 147 Order Average FDC/LSC Notice Interven Electronic/Marius/ My - EELS - Loop lectrone/Manual IAx - LNP 2 02 14 Order Average FOCASC Notice Interval tenchrank (result in hours) 200202 3 6 139 5 200202 02 17 Order Average FOCA SC Notice Interval Electronic/Alarmai Mx - Progress Senchmark (Tessuk in hours) E3 83 0° D1 Order E3 83 02 01 Order Order Average Reject Hoseos Interval
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Przys sucriving Percentage of Orders Jeopardized Benchmark (result in hours) 200262 Flectronichiannusi Mix - Syrifta (edit angre) - Rasa e Orders lectronic/Harmal Mx - Content Errors (other edits) - Resale Orders Sencionark (result in hours) 200202 Electromofeliginal Miz - Confint Errors (ether edits) - UNE Loops and Posts Barchmark (result ri ficurs) 200202 102 02 02 (result a parcer to at) 11 Res dent al PC1S 200202 200202 Provisioning Percentage of Orders Jeoparticas Busness PCTS (result is percertage) (result is percentage) Provisioning Percentage of Orders Jeopardized
Provisioning Percentage of Orders Jeopardized SON BRI 200202 Party 200202 COLUMN DECEMBRO) 200202 Provisioning Percentage of Orders Jeopardized Centrex Perty (result at parcer lage) (result is parcer (age) 86 700202 05.05 Provisioning Percentage of Orders Jeopardinas ⊃ar.) Parry 200202 Provisioning Percentage of Orders Jeopardizat UNE Leops - Designed Other frault & parcertece) (result & percentage) 47 Provinces of Critics Jeopardices
Provinces Processes of Critics Jeopardices UNE Leops - xDSL Gapable 200202 G5 101 é ssuit a percerteça) UNE Leopa - Non-designed 200202 (result a parcertopt) 500505 Provisioning Percentage of Orders Jeopardized UNE PROTOTO Parry UNE Sut 4 rops - Voice (regult as percarting o Parry 200202 05 133 Provisioning Percentage of Orders Jeopardical 21 Resident at POTS - Assegrators Pany (count or days) Provisioning Ave ago Jeopardy Nebes Interval 200202 05 23 03 (fesult r. days) Provincering Ave. Sgn Jeopardy Netice Irrerval Readem of POTS - Trible of on Parry 200202 Damy fresult er. days) 200202 06 02 O1 Business POYS - Assignment Provisioning Average Jeoperdy Neacs Interval Business POTS - near at on Petry di metali en (dayes) Provisioning Average Jeopardy Natice Interval 06 02 (0 (result in days) Parry 200202 Provisioning Average Jeoperdy Notice Interval ISON BRI - Installation UNE Loops - Designed Other - Installance Parry (festalt or days) 95 Provisioning Average Jeoparty Notice Interval 263202 06 10 02 62 UNE Loops - cOSL Capable - Amprirers Parry (Fasult in days) 200202 05 10:01 Parwareneg Average Jeopardy Notice Interval fresht r. days) 2817 Provisioning Average Jeoperay Notice Intervel UNE Loops - a DEL Capable - Maiallet or Provisioning | Everage Leaparty Notice Interval UNE Loops - Non-congrad - Assignment 06 12 [1

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1000					Service Constant		380,000	A COMPANY		
FL	200202		06 11 (2	Prestelening.	A verage Jeog aray Notice Interval		Party	(redutt in days)	02	
FL.				Provisioning	Average Jeopatdy Notice Interval	EELS - Loop - Assignment	Parey	(result in days)		
			06 147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Installation	Parity	(result in days)	•	
FL.			07 81 01	Provisioning	Average Completed Interval		Parky	(result in days)	22	2 6
A.		07	07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	15	
FL.		07	07 02 Q1	Provisioning	Average Completed Interval	Business POTS - Field Work	Panty	(result in days)	3.5	
FL.		07	07 02.02	Provisioning	Average Completed Interval	Butteress POT 6 - No Faste Work	Panty	(result in days)		21
FL		07	GT 63 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Panty	(result in days.)	16.8	
FL.			07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work	Panty	(result in days)	6	
FL		07	07 04 02	Provisioning	Average Completed Interval	Centres - No Field Work	Parrly	(result in days)	3 6	
FL		07	07 05 01	Provisioning	Average Completed Warvai	PBX - Field Work	Panty	(result in days)	94	
		07	07 05 02	Provisioning	Average Completed Interval	PBX - No Field Work	Panty	(result in days)	2:3	
FL		07	07 10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other - Reld Work	Panty	(result in days)		
FL.		07	07 101 01	Provisioning	Average Completed Interval	UME Loops - xDSL Capable - Field Work	Panty	(result in days)	40	
P.		07	07 101 02	Provisioning	Average Completed interval	UNE Loops - xDSL Capable - No Freid Work	Parity	(result in days)		
PL.			07 11 01	Provisioning	Average Completed Merval	UNE Loops - Hon-designed - Field Work	Parity	(result in days)	30	
FL.		07	07 11 02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parnty	(result in days)		
R.		07	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Panty	(result in days)	24	
FL.			07 133 91	Provisioning	Average Completed Interval	UNE Sub-Laops - Voice - Field Work	Penty	(result in days)	36	
PL.	200202	07	07 17 01	Provisioning	Average Completed interval	Projects - Field Work	Partty	(result in Gays)	7.3	
PL.		08	06 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Panty	(result is perpentage)	95 0	
FL _	200202	DB .	08 02	Provisioning	Percent Orders Completed within Standard Interval	Business POYS	Panty	(redu'i si percentage)	94 6	
FL.	200202	08	DB 03	Provisioning	Percent Orders Completed within Standard Interval	ISON BRI	Penty	(result is percentage)	75 1	
FL.	200202	08	08.04	Provisioning	Percent Orders Completed within Standard Interval	Cenwax	Panty	(result in percentage)	98.5	
ft.	200202	CAB .	08 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Panty	(result is percentage)	100	
PL.	200202	08	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed Other	Parity	(result is percentage)		
FL.	200202	08	06 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xOSL Capable	Parity	(result is parcentage)	957	
FL	200202	06	D8 11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Penty	(result is percentage)	911	906
FL	200202	oe .	08 131	Provisioning	Percent Orders Comptated within Standard Interval	UNE Platform	Panty	(result is percentage)	98 2	·
PL.	200202	06	DB 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Panty	(result at percentage)	91 1	
PL.	200202	OB .	D8 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result as percentage)	95	
FL	200202	09	09.02	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Bythness	Benchmerk	(result is percentage)		
FL.	200202	09	09 03	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmerk	(result & percentage)		
FL.	200202	10	10	Provisioning	LNP Network Provisioning	NA	Panty	(result is percentage)	•	
FL .	200202	11	11 01 01	Provisioning	Percent of Ove Dates Messel	Residential POTS - Field Work	Parity	(result is percentage)	59	
R.	200202	11	11.01 02	Provisioning	Percent of Due Dame Messed	Rendereal POTS - No Field Work	Panty	(result is percentage)	0.3	
FL	200202	11	11.02.01	Provisioning	Percent of Due Dates Missed	Bubness POTS - Field Work	Panty	(result is percentage)	8.5	
		11	11 02.02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	16	
FL.	200202	11	110301	Provisioning	Percent of Due Dates Missed	ISON BRI - Field Work	Panty	(result is percentage)	17	25
FL.			1104.01	Provisioning	Percent of Due Detec Mesed	Contras - Field Work	Parity	(result is percentage)	3	
FL.		11	11 04 02	Provisioning	Percent of Due Dates Missed	Centres - No Field Work	Party	(result is percentage)	0.8	
A.		11	11 05 01	Provisioning		PBX - Fleid Work	Panty	(result is percentage)	3 2	
PL.		11	11 05 02	Provisioning	Parcent of Due Dates Massed	PBX - No Field Work	Panty	(result is percentage)	0	
FL.		11	11 07 D1	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Panty	(result is percentage)	2.2	
		11	11 10 D1	Provisioning	Percent of Due Dales Massed	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)	0	
		11	19 101 01	Provisioning		UME Loops - xDSL Capable - Field Work	Panty	(result is percentage)	7.4	
				Provisioning	Percent of Due Dates Missed	UNE Loops - xCSL Capable - No Field Work	Parity	(result is percentage)	1	0
		11	15 11.01		Percent of Due Dates Meand	UNE Loops - Non-designed - Field Work	Panty	(result is percentage)	8.5	
			11 11.02	Provisioning	Percent of Due Dates Missed		Panty	(result is percentage)		
					Parcent of Due Dates Missed	UNE Pletform - Field Work	Penty	(result is percentage)	6.3	
						UNE Platform - No Field Work	Penty	(result is percentage)	0.4	
					· 					

٢	-	(regulation percentage)	ì	Brandway POTA - No Ospanich				1	ZONOZ	ľ
Ť	22	(result at percentage)	Party.	Residential POTS - Despitch	in Next Personned within Estimated Tamo		20101	3	00000	1
Ť		(respit as percentage)	7	A			10 1	á	0000	
Ť	2000	Independence of Beginning	Party	EELS-Loop			19 147	2	Cucum	1
Ť		Statement of heart married at	Vant.	UNE Loops - Non-designed			19 11	9	20200	
Ť		ledenisting et anteil	Panty	UHE Loops - xDSL Capable			101 61	6	200202	
Ť		Indental or Union	Venny	VGPU-080		Marntenance C	1909	19	00202	
Ť		lumbru to best served of	T amy	DS-1/SON PRI		Maintentince C	1907	19	200202	
Ť		Manager and de Workship	Y Sand	Dos		Maintenance C	1906	19	200202	
Ť		Ademand or sensor	1	PBX			19 05	19	200202	
Ī		Alberta and 61 Mecan	r gray	Contral		Marrienance iC	1904	5	200202	
Ť		James of the Control		ISON GRI		Memenence C	1903	19	200202	
٦	•	fraction Terrange	Pare	Contract of the contract of th		Watereastern C	19 02	10	00202	ľ
П	_	(result is seriorated of	V			Characterists C	rote	1	20202	L
ĺ	16	(casus to becreated)	Party					3	707007	ľ
Ĺ		(result in Persons)	Benchman	ectoric		_			00404	ľ
Ĺ	•	(negual of the series)	Party		Barran I and I ameliate a sound of dated for bland Orders	_			20200	Ï
ſ		(reguli is percentage)	Parky	ou - Voce			7. 177		00303	ľ
ľ	į	(meuk is percentage)	Parey		Percentage of Troubles within 3 days for New Orders		170 131	3	2020	
Ť	_	(result is percentage)	Panty				17.0 11	172	200202	
T		result is procentage	Parity	UKE Loops - xOSL Capable			101 641	17.	20202	
Ť	é	infinite and to animal	W.	UNE Loops - Designed Other			172 10	171	20202	_
Ť		(adequate barrense)	Party	Pex			17a 05	17.0	700202	
Ť	,	Allowand to write.	Party	is .		Provisioning P	17.04	173	20202	
1		Laboration and or section	- Britis	SON BRI		Provisioning P	178 03	170	00202	Ĺ
Ť	,	Africa and to british	1	OTS		Provisionant P	173 02	173	200202	
Ť	:	(result is percenage)	Parry	8		Provisioning P	179 01	170	200202	Ĺ
Ť		Take and to hotel	PRINT	Not out of Service		Provisional P	150302	15	00202	Ĺ
Ť		(ANSWERS OF BUILDINGS	Parmy		Percent Provisioning Trouble Reports	Provisioning P	15 03 01	15	200202	_
T		(users becomade)	Panty			Provisioning P	15 01 92	15	700202	Ĺ
Ť	:	Lateral M beachardel	Panny	Resain Orders - Out of service	Percent Provisioning Trouble Reports	Provisioning F	15 01 01	15	700202	
Ť	:	(resust in Days)	Parey	UNE Dedicated Transport	Held Order Interval	Promponing I	14 14	14	20202	
T		(CArto ut britten)	Parity		Haid Order Interval		1415	14	70202	
T		(SARD IN BRANK)	Parity				14 101	14	200202	
T		(skep in gave)	Panty	OS-1/ISDN PRI			14 07	9.6	20202	
T	1	(CASP W SNEW)	Panty	SDX 973	Held Order interval	Provisioning P	14 03	16	00202	_
T	3/0	(rpspk m days)	Parity	Business POTS			14 02	14	202002	
T		(regue m days)	Panty		Held Order Injerval	Provisioning	14 01	11	200202	
T		(SARD IN ARROW)	Aune	designed - 1 - 30 days held		Provisioning C	13 11 01	3	00202	
Ť		(result in days)	Party			Provisioning C	13 101 01	13	100202	[
T		(Jesull en days)	Party	· 90 days hadd	Delay order interval to completion date		13 10 02	13	00202	
Ť		(result in days)	Parity	Business POTS - 1 - 30 days hald			13 02 01	13	20202	
T		(mauli in dirys)	Panty	Residential POTB - 1 - 30 days held		_	13 01 01	ij	100202	
Ţ		(result of percentage)	Panty				12 131	12	200202	
T		(result is percentings)	Party				1211	12	200202	
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Ţ		(Laborated to briefle)	Auto	BUSPASSPOTS		Provisioning (P	12.02	12	00202	Ĺ
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Delications)			N06310	Usage Completeness		3101		2002002	2
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	ļ	The same of	Switched Account	Usage Timelmess	Balloo	20		CHECKER	1
Parmer (acte)	Ц		UNIT	Usage Timefress	D Aired	22 02	28	200202	7
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meufi la percentage	ingital k	7	Percent Trurk Blockage	But on an interpretation Trustet		1	1	2002012	7
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1000			EG.3 - L000		Maintenance	23 147	2	200202	7
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seuft as percentage)	1	Auto	IINC I none - Mondandwal		Marriemenca	23 101	B	200202	7
eur is percentage)	(Page)	2017	UNIT LOOPS - LDSL Capable					MANA	ľ
100	1		VGPU080	Fraquency of Repart Trouble Reports in 30 Days	Marriando	23		CUCCURC	7
Carraction !			CO-INSURE IN		Management a	23.07	댐	200202	>
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			Chet Coops - Late Cate State - Late Cod Code	Average Time to Resions	Mantenance	21 11 02		200202	Ţ
noun)	(restwit in hours)	Pamy	5		Byueue Autori	71101	21	200202	2
TOTAL S	(reput) in hours.	Parrity						POTOT	ř
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100						CANADA NO.		A COLUMN TO SERVICE		
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						Facilites Interconnection - Unage		(result is percentage)	0	6
						Servece Order updates		(result is percentage)	99	96
	200202					Service Order updates		(result is percentage)	100	. 10
						Direct Galeriey Imput		(result & percentage)	9	10
	200202					Space availability request - Physical Caged	Benchmack	(result is percentage)	<u> </u>	
						Space eventability required - Physical Cognises		(result is percentege)		10
						Price and Schedule quote - Physical Caged		(result is parcentage)	<u> </u>	10
						Price and Schedule quote - Physical Cagoloss		(result is percentage)	<u> </u>	10
	200202					Heyr service required - Physical Cagaloss		(result is percentage)	L	10
	200202					Augment senics request - Physical Cagalets		(result is percentage)	9	10
	200202					Ordening	Benchmark	(result is percentage)	<u> </u>	
	200202			Interleces		Organing Center	Benchmark	(result in seconds)	0	
				Interfaces	Center Responsiveness	Repair Center Designed		(partly by design)		
				Interfaces	Center Responsiveness	Repair Center Non-Designed	Bunchmark	(result in seconds)	1	