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COMMISSION
CLERK

February 22, 2002

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

Re: Docket No. 000121-TP (OSS)

Dear Ms. Bayó:

Enclosed is an original and 10 copies of revisions to Appendix A and Appendix B to BellSouth's Self-Effectuating Remedy Plan, which we ask that you file in the captioned matter. A summary of the changes is included herewith.

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

Sincerely,

E. Earl Edenfield, Jr.

E. Earl Edenfield Jr. (KA)

Enclosures

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

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**CERTIFICATE OF SERVICE
Docket No. 000121-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via Federal Express and (*) Hand Delivery this 22nd day of February, 2002 to the following:

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E. Earl Edenfield Jr. (EA)

**(+) Signed Protective
Agreement**

#237366

Changes to SEEM Admin Plan

Feb 18, 2002

Reason for Changes

- These changes in the SEEM submetric lists are due to oversights on the part of BellSouth prior to filing and for synchronization between the SQM and the SEEM list. BellSouth inadvertently overstated the number of Tier1 SEEM submetrics by including disaggregations that were not part of the SQM. These overstated submetrics were promptly removed from the Tier1 list once they were discovered. BellSouth also inadvertently understated the number of Tier2 SEEM submetrics by not including the appropriate disaggregations as outlined in the SQM. These understated submetrics were promptly added to the Tier2 list once they were discovered. The SEEM submetric list is now synchronized with the SEEM submetrics identified in the SQM.
- Changes to the fee schedule are a direct result of changes to the SEEM submetric list. Below is a summary and a table of how and why changes to the SEEM submetric list affects the Fee Schedule.

In Florida, BellSouth has been ordered to develop a plan where the average month 1 fee in the Tier1 fee schedule is equal to \$2500. The method used by BellSouth to calculate this average is based on a weighted average and proportioning of the number of Tier1 submetrics and the fee categories that each of those submetrics belong to. Therefore, any addition or omission of an item in the submetric list will change the weights and proportioning aspects of the fee calculation and will ultimately affect the results of both the Tier1 and Tier2 fee schedules. The details regarding this calculation methodology is outlined in section 3.0 (Method: Revised Varying Fee Amounts per Measure) of the Florida Order Remedy Model Proposal dated October 11, 2001.

The fee category groupings to date is as follows:

Category	Count
Pre-Ordering	0
Ordering/Billing	259
POTS (PR/MR/ICTRK)	184
UNE (PR-UNE/MR-UNE)	336
LNP	12
Change Management	0
Collocation	7

Appendix A: (Fee Schedule) Tier1 (month1 shown)

ICTRK	was 1,150	now 1,200
LNP	was 1,700	now 1,800
MR	was 1,150	now 1,200
MR-UNE	was 4,550	now 4,750
PR	was 1,150	now 1,200
PR-UNE	was 4,550	now 4,750

Appendix A: (Fee Schedule) Tier2

ICTRK	was 5,700	now 5,950
LNP	was 5,700	now 5,950
MR	was 3,450	now 3,550
MR-UNE	was 10,000	now 10,400
PR	was 3,450	now 3,550
PR-UNE	was 10,000	now 10,400

Service Order Accuracy added.

All other month 1 fees have remained the same. Fees for some subsequent months have increases as well.

Attached is the complete fee schedule, which displays changes over the 6-month period.

Appendix B: (Submetric List) Tier1

Summary

Originally had 830 submetrics and now has 798 submetrics.

Detail

- CM-1 and CM-3 Removed from Tier1. They are tier2 only measures.
- P-3A Removed multiple instances of Local Interconnection Trunks. Dispatch/Non-dispatch and Line/circuit count are not part of the disaggregation for trunks.
- P-3A Removed Dispatch disaggregation from UNE Loop and Port combos for Dispatch-In and Switch-Based. Both of these submetrics are Non-Dispatch only.
- P-4A Removed multiple instances of Local Interconnection Trunks. Dispatch/Non-dispatch and Line/circuit count are not part of the disaggregation for trunks.
- P-4A Removed Dispatch disaggregation from UNE Loop and Port combos for Dispatch-In and Switch-Based. Both of these submetrics are Non-Dispatch only.
- P-9 Removed multiple instances of Local Interconnection Trunks. Dispatch/Non-dispatch and Line/circuit count are not part of the disaggregation for trunks.
- P-9 Removed Dispatch disaggregation from UNE Loop and Port combos for Dispatch-In and Switch-Based. Both of these submetrics are Non-Dispatch only.

Appendix B: (Submetric List) Tier2

Summary

Originally had 799 submetrics and now has 843 submetrics.

Detail

- CM-1 The second instance was changed to CM-3
- MR-1 Additional disaggregation added to match SQM.

- MR-2 Additional disaggregation added to match SQM.
- MR-3 Additional disaggregation added to match SQM.
- MR-4 Additional disaggregation added to match SQM.
- MR-5 Additional disaggregation added to match SQM.
- O-11 Additional disaggregation added to match SQM.
- O-8 Additional disaggregation added to match SQM.
- O-9 Additional disaggregation added to match SQM.
- OSS-2 Additional disaggregation added to match SQM.

Arant, Kathleen

From: Fatool, Vicki
Sent: Friday, February 22, 2002 1:01 PM
To: Lackey, Douglas; White, Nancy ; Ellenberg, William J BSI; Turner, Patrick; Twomey Esq., Mike; Mccallum, Fred; Foshee, Lisa; Edenfield, Kip; Meza, James; Shore, Andrew; Carver, J
Cc: Nadeau, Joanne ; Suarez, Vickie; Adkins, Donna; Galloway, Teri; Peters, Evelyn; Hobbs, Linda; Wright, Vicki; Randa, Johna A; Bixler, Micheale; Cobb, Judy C; Lynn, Tanya W; Arant, Kathleen; Slaughter, Brenda ; Smith, Debbie; Barclay, Lynn; Tant, Glenda
Subject: FL Regulatory Calendar for the week of 2/25/02

This is what I have calendared for the week of 2/25/02:

2/25	011119-TP (XO) Responses due to XO's First Set of Interrog. and First RFP	Patrick (Brenda) Evelyn Vicki W.
	011119-TP (XO) Notice of Intent for Confidential Information to discovery responses (Staff gets a copy) (XO signed Protective Agreement)	Patrick (Brenda) Evelyn Vicki W.
	Supra CPR V Arbitration 9:30 a.m. Hearing in Atlanta on BellSouth's MTD	Mike Linda
2/26	Nothing due	
2/27	001097-TP (Supra) Response to Supra's Motion to Dismiss for Lack of Subject Matter Jurisdiction Includes a 7-Day Extension	Kip (Debbie) Evelyn
	990649A-TP (UNE) Response and Objections to Staff's 5th Set of Interrog.	Andrew (Lynn) Linda Johna
2/28	001097-TP (Supra) Response to Supra's Motion to Compel and Overrule Objections to Supra's 1st RFA, 2nd RFP and 2nd Interrog.	Jim (Vickie) Evelyn
3/1	001097-TP (Supra) Rebuttal Testimony due	Jim/Kip (Vickie) Evelyn
	001097-TP (Supra) Prehearing Statement due	Jim/Kip (Vickie) Evelyn
	000075-TP (Phase II) Direct Testimony due	Jim/Kip (Vickie) Evelyn

990649A-TP (UNE)
Discovery cut-off

If you have any discrepancies, please let me know as soon as possible. Please keep in mind that this is only a tentative schedule and that emergencies may arise. Have a great weekend!

Vickie Fatool
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Appendix A: Fee Schedule

1. Tier 1 Fee Schedule

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

Table A-1: Liquidated Damages for Tier 1 Measures

Measure	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Billing	\$450	\$650	\$850	\$1,050	\$1,250	\$1,400
Collocation	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
IC Trunks	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
LNP	\$1,800	\$2,500	\$3,200	\$3,900	\$4,650	\$5,350
Maintenance and Repair	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
Maintenance and Repair UNE	\$4,750	\$6,650	\$8,550	\$10,450	\$12,350	\$14,250
Ordering	\$450	\$650	\$850	\$1,050	\$1,250	\$1,400
Provisioning	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
Provisioning UNE (CCC)	\$4,750	\$6,650	\$8,550	\$10,450	\$12,350	\$14,250
Pre-Ordering	\$250	\$350	\$450	\$500	\$600	\$700
Change Management	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000

2. Tier 2 Fee Schedule

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

Table A-2: Liquidated Damages for Tier 1 Measures

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

Appendix A: Fee Schedule

1. Tier 1 Fee Schedule

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

Table A-1: Liquidated Damages for Tier 1 Measures

Measure	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Billing	\$450	\$650	\$850	\$1,050	\$1,250	\$1,400
Collocation	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
IC Trunks	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
LNP	\$1,800	\$2,500	\$3,200	\$3,900	\$4,650	\$5,350
Maintenance and Repair	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
Maintenance and Repair UNE	\$4,750	\$6,650	\$8,550	\$10,450	\$12,350	\$14,250
Ordering	\$450	\$650	\$850	\$1,050	\$1,250	\$1,400
Provisioning	\$1,200	\$1,650	\$2,150	\$2,600	\$3,100	\$3,550
Provisioning UNE (CCC)	\$4,750	\$6,650	\$8,550	\$10,450	\$12,350	\$14,250
Pre-Ordering	\$250	\$350	\$450	\$500	\$600	\$700
Change Management	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000

2. Tier 2 Fee Schedule

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

Table A-2: Liquidated Damages for Tier 1 Measures

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

Appendix B: SEEM Submetrics

1. Tier 1 Submetrics

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

Table B-1: Tier 1 Submetrics

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
464	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - UNE Combo Other
465	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
466	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
467	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - UNE ISDN (includes UDC)
468	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - UNE Line Sharing
469	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - Local Transport
470	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - UNE Line Splitting
471	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - UNE Other Design
472	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - UNE Other Non Design
473	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch \geq 10 - EELs
474	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - Resale Residence
475	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - Resale Business
476	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - Resale Design
477	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - Resale PBX
478	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - Resale Centrex
479	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - Resale ISDN
480	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - LNP Standalone
481	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - INP Standalone
482	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - 2 w Analog Loop Design
483	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - 2 w Analog Loop Non-Design
484	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch $<$ 10 - 2 w Analog Loop w/LNP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
485	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
486	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/INP Design
487	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - 2 w Analog Loop w/INP Non Design
488	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Digital Loop < DS1
489	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Digital Loop >= DS1
490	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Switch ports
491	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Combo Other
492	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
493	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
494	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE ISDN (includes UDC)
495	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Line Sharing
496	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - Local Transport
497	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Line Splitting
498	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Other Design
499	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - UNE Other Non Design
500	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch < 10 - EELs
501	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Resale Residence
502	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Resale Business
503	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Resale Design
504	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Resale PBX
505	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
506	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Resale ISDN
507	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - LNP Standalone
508	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - INP Standalone
509	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop Design
510	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop Non-Design
511	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Design
512	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
513	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop w/INP Design
514	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
515	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Digital Loop < DS1
516	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Digital Loop >= DS1
517	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Switch ports
518	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Combo Other
519	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
520	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
521	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE ISDN (includes UDC)
522	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Line Sharing
523	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Local Transport
524	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Line Splitting
525	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Other Design
526	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Other Non Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
527	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch ≥ 10 - EELs
528	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
529	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
530	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Residence
531	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Business
532	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Design
533	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale PBX
534	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Centrex
535	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale ISDN
536	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - LNP Standalone
537	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - INP Standalone
538	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop Design
539	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop Non-Design
540	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
541	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
542	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
543	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
544	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Digital Loop $< DS1$
545	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Digital Loop $\geq DS1$
546	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Switch ports
547	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Combo Other

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
548	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
549	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
550	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE ISDN (includes UDC)
551	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Line Sharing
552	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Local Transport
553	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Line Splitting
554	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Other Design
555	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Other Non Design
556	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - EELs
557	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
558	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
559	P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Local Inter-connection Trunks
560	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - Resale Residence
561	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - Resale Business
562	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - Resale Design
563	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - Resale PBX
564	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - Resale Centrex
565	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - Resale ISDN
566	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - LNP Standalone
567	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - INP Standalone
568	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
569	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop Non-Design
570	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop w/LNP Design
571	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
572	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop w/INP Design
573	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
574	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Digital Loop < DS1
575	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Digital Loop >= DS1
576	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Switch ports
577	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Combo Other
578	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
579	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
580	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE ISDN (includes UDC)
581	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Line Sharing
582	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - Local Transport
583	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Line Splitting
584	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Other Design
585	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Other Non Design
586	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - EELs
587	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Residence
588	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Business
589	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Design

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
611	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Design
612	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Non Design
613	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - EELs
614	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale Residence
615	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale Business
616	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale Design
617	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale PBX
618	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale Centrex
619	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale ISDN
620	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - LNP Standalone
621	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - INP Standalone
622	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop Design
623	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop Non-Design
624	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Design
625	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
626	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop w/INP Design
627	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
628	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Digital Loop < DS1
629	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Digital Loop >= DS1
630	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Switch ports
631	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Combo Other

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
632	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
633	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
634	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE ISDN (includes UDC)
635	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Line Sharing
636	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Local Transport
637	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Line Splitting
638	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Other Design
639	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Other Non Design
640	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - EELs
641	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in >= 10 - UNE Loop and Port Combo
642	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Switch Based >= 10 - UNE Loop and Port Combo
643	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Residence
644	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Business
645	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Design
646	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale PBX
647	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Centrex
648	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale ISDN
649	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - LNP Standalone
650	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - INP Standalone
651	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Design
652	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Non-Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
653	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
654	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
655	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
656	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
657	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop < DS1
658	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop >= DS1
659	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Switch ports
660	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Combo Other
661	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
662	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
663	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE ISDN (includes UDC)
664	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Line Sharing
665	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Local Transport
666	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Line Splitting
667	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Other Design
668	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Other Non Design
669	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - EELs
670	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
671	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
672	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution - Local Interconnection Trunks
673	P-7A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL1 IDLC

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
698	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop Non-Design
699	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop w/LNP Design
700	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop w/LNP Non Design
701	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop w/INP Design
702	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop w/INP Non Design
703	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Digital Loop < DS1
704	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Digital Loop \geq DS1
705	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Switch ports
706	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Combo Other
707	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE xDSL (ADSL, HDSL, UCL)
708	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE ISDN (includes UDC)
709	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Line Sharing
710	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - Local Transport
711	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Line Splitting
712	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Other Design
713	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Other Non Design
714	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - EELs
715	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence
716	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
717	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
718	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
719	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
742	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale Business
743	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale Design
744	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale PBX
745	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale Centrex
746	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale ISDN
747	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - LNP Standalone
748	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - INP Standalone
749	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop Design
750	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop Non-Design
751	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Design
752	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
753	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop w/INP Design
754	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
755	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Digital Loop < DS1
756	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Digital Loop >= DS1
757	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Switch ports
758	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Combo Other
759	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL)
760	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE ISDN (includes UDC)
761	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Line Sharing
762	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Local Transport

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
763	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - UNE Line Splitting
764	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - UNE Other Design
765	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - UNE Other Non Design
766	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - EELs
767	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in \geq 10 - UNE Loop and Port Combo
768	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based \geq 10 - UNE Loop and Port Combo
769	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale Residence
770	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale Business
771	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale Design
772	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale PBX
773	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale Centrex
774	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale ISDN
775	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - LNP Standalone
776	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - INP Standalone
777	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop Design
778	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop Non-Design
779	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop w/LNP Design
780	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop w/LNP Non Design
781	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop w/INP Design
782	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop w/INP Non Design
783	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - UNE Digital Loop $<$ DS1
784	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - UNE Digital Loop \geq DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
785	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports
786	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other
787	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
788	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)
789	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Sharing
790	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport
791	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting
792	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Design
793	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Non Design
794	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - EELs
795	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
796	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
797	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection Trunks
798	TGP-2 Trunk Group Performance CLEC Specific

2. Tier 2 Submetrics

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

Table B-2: Tier 2 Submetrics

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
442	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
443	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
444	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
445	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop >= DS1
446	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
447	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
448	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
449	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
450	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
451	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
452	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS ATLAS
453	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS DSAP
454	OSS-1 Average Response Time and Response Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC LENS
455	OSS-1 Average Response Time and Response Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC TAG
456	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS RSAG-ADDR
457	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS RSAG-TN
458	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG ATLAS
459	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS CRIS-CRESCSRL
460	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG CRIS-TAG-CSR
461	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG DSAP
462	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG RSAG-ADDR
463	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG RSAG-TN
464	OSS-2 Interface Availability (Pre-Ordering) EDI
465	OSS-2 Interface Availability (Pre-Ordering) LENS
466	OSS-2 Interface Availability (Pre-Ordering) LEO MAINFRAME
467	OSS-2 Interface Availability (Pre-Ordering) LESOG
468	OSS-2 Interface Availability (Pre-Ordering) PSIMS
469	OSS-2 Interface Availability (Pre-Ordering) TAG
470	OSS-2 Interface Availability (Pre-Ordering) LNP (Gateway)
471	OSS-2 Interface Availability (Pre-Ordering) COG
472	OSS-2 Interface Availability (Pre-Ordering) SOG
473	OSS-2 Interface Availability (Pre-Ordering) DOM
474	OSS-3 Interface Availability (Maintenance and Repair) CLEC ECTA
475	OSS-3 Interface Availability (Maintenance and Repair) CLEC TAFI
476	OSS-4 Repsonse Interval (Maintenance and Repair) CRIS
477	OSS-4 Repsonse Interval (Maintenance and Repair) DLETH

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
478	OSS-4 Repsonse Interval (Maintenance and Repair) DLR
479	OSS-4 Repsonse Interval (Maintenance and Repair) LMOS
480	OSS-4 Repsonse Interval (Maintenance and Repair) LMOSupd
481	OSS-4 Repsonse Interval (Maintenance and Repair) LNP
482	OSS-4 Repsonse Interval (Maintenance and Repair) MARCH
483	OSS-4 Repsonse Interval (Maintenance and Repair) NIW
484	OSS-4 Repsonse Interval (Maintenance and Repair) OSPCM
485	OSS-4 Repsonse Interval (Maintenance and Repair) Predictor
486	OSS-4 Repsonse Interval (Maintenance and Repair) SOCS
487	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - Resale Residence
488	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - Resale Business
489	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - Resale Design
490	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - Resale PBX
491	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - Resale Centrex
492	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - Resale ISDN
493	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - LNP Standalone
494	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - INP Standalone
495	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - 2 w Analog Loop Design
496	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - 2 w Analog Loop Non-Design
497	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - 2 w Analog Loop w/LNP Design
498	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
499	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - 2 w Analog Loop w/INP Design
500	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
501	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - UNE Digital Loop < DS1
502	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Dispatch >= 10 - UNE Digital Loop >= DS1

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
545	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Resale Centrex
546	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Resale ISDN
547	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - LNP Standalone
548	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - INP Standalone
549	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop Design
550	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop Non-Design
551	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Design
552	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
553	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop w/INP Design
554	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
555	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Digital Loop < DS1
556	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Digital Loop >= DS1
557	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Switch ports
558	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Combo Other
559	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
560	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
561	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE ISDN (includes UDC)
562	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Line Sharing
563	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - Local Transport
564	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Line Splitting
565	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch >= 10 - UNE Other Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
566	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch \geq 10 - UNE Other Non Design
567	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch \geq 10 - EELs
568	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Dispatch in \geq 10 - UNE Loop and Port Combo
569	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Switch Based \geq 10 - UNE Loop and Port Combo
570	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Residence
571	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Business
572	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Design
573	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale PBX
574	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale Centrex
575	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - Resale ISDN
576	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - LNP Standalone
577	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - INP Standalone
578	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop Design
579	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop Non-Design
580	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
581	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
582	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
583	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
584	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Digital Loop < DS1
585	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Digital Loop \geq DS1
586	P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch < 10 - UNE Switch ports

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
608	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop Design
609	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop Non-Design
610	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop w/LNP Design
611	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
612	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop w/INP Design
613	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
614	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Digital Loop < DS1
615	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Digital Loop >= DS1
616	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Switch ports
617	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Combo Other
618	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
619	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
620	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE ISDN (includes UDC)
621	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Line Sharing
622	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - Local Transport
623	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Line Splitting
624	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Other Design
625	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - UNE Other Non Design
626	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch >= 10 - EELs
627	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Residence
628	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Business

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
650	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Line Splitting
651	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Design
652	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Other Non Design
653	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - EELs
654	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale Residence
655	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale Business
656	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale Design
657	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale PBX
658	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale Centrex
659	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - Resale ISDN
660	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - LNP Standalone
661	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - INP Standalone
662	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop Design
663	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop Non-Design
664	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Design
665	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
666	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop w/INP Design
667	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
668	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Digital Loop < DS1
669	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Digital Loop >= DS1
670	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch >= 10 - UNE Switch ports

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
671	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - UNE Combo Other
672	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
673	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
674	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - UNE ISDN (includes UDC)
675	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - UNE Line Sharing
676	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - Local Transport
677	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - UNE Line Splitting
678	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - UNE Other Design
679	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - UNE Other Non Design
680	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch \geq 10 - EELs
681	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in \geq 10 - UNE Loop and Port Combo
682	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Switch Based \geq 10 - UNE Loop and Port Combo
683	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - Resale Residence
684	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - Resale Business
685	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - Resale Design
686	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - Resale PBX
687	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - Resale Centrex
688	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - Resale ISDN
689	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - LNP Standalone
690	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - INP Standalone
691	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch $<$ 10 - 2 w Analog Loop Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
692	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Non-Design
693	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
694	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
695	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
696	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
697	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop < DS1
698	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop >= DS1
699	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Switch ports
700	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Combo Other
701	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
702	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
703	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE ISDN (includes UDC)
704	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Line Sharing
705	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Local Transport
706	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Line Splitting
707	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Other Design
708	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Other Non Design
709	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - EELs
710	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
711	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
712	P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution - Local Interconnection Trunks

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
713	P-7A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL1 IDLC
714	P-7A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL1 Non Time Specific
715	P-7A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL 1 Time Specific
716	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 IDLC
717	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Non Specific
718	P-7A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Specific
719	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
720	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch
721	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch
722	P-7C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch
723	P-7 Coordinated Customer Conversions Internal Unbundles Loops with INP
724	P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP
725	P-8 Cooperative Acceptance Testing - % of xDSL Loc ADSL
726	P-8 Cooperative Acceptance Testing - % of xDSL Loc HDSL
727	P-8 Cooperative Acceptance Testing - % of xDSL Loc Other
728	P-8 Cooperative Acceptance Testing - % of xDSL Loc UNE UCL
729	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >= 10 - Resale Residence
730	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >= 10 - Resale Business
731	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >= 10 - Resale Design
732	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >= 10 - Resale PBX
733	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >= 10 - Resale Centrex
734	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >= 10 - Resale ISDN
735	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >= 10 - LNP Standalone
736	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >= 10 - INP Standalone

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
737	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop Design
738	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop Non-Design
739	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop w/LNP Design
740	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop w/LNP Non Design
741	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop w/INP Design
742	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - 2 w Analog Loop w/INP Non Design
743	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Digital Loop < DS1
744	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Digital Loop \geq DS1
745	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Switch ports
746	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Combo Other
747	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE xDSL (ADSL, HDSL, UCL)
748	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE ISDN (includes UDC)
749	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Line Sharing
750	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - Local Transport
751	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Line Splitting
752	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Other Design
753	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - UNE Other Non Design
754	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch \geq 10 - EELs
755	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence
756	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
757	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
758	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
759	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
760	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN
761	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
762	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone
763	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
764	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
765	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
766	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
767	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Design
768	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Non Design
769	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
770	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop >= DS1
771	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
772	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
773	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
774	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
775	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
776	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
777	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
778	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
779	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
780	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
781	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale Residence
782	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale Business
783	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale Design
784	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale PBX
785	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale Centrex
786	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - Resale ISDN
787	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - LNP Standalone
788	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - INP Standalone
789	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop Design
790	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop Non-Design
791	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Design
792	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop w/LNP Non Design
793	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop w/INP Design
794	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - 2 w Analog Loop w/INP Non Design
795	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Digital Loop < DS1
796	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Digital Loop >= DS1
797	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Switch ports
798	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Combo Other
799	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE xDSL (ADSL, HDSL, UCL)
800	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE ISDN (includes UDC)
801	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch >= 10 - UNE Line Sharing

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
802	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - Local Transport
803	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - UNE Line Splitting
804	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - UNE Other Design
805	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - UNE Other Non Design
806	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch \geq 10 - EELs
807	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in \geq 10 - UNE Loop and Port Combo
808	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based \geq 10 - UNE Loop and Port Combo
809	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale Residence
810	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale Business
811	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale Design
812	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale PBX
813	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale Centrex
814	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - Resale ISDN
815	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - LNP Standalone
816	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - INP Standalone
817	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop Design
818	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop Non-Design
819	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop w/LNP Design
820	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop w/LNP Non Design
821	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop w/INP Design
822	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - 2 w Analog Loop w/INP Non Design
823	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $<$ 10 - UNE Digital Loop $<$ DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
824	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop >= DS1
825	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports
826	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other
827	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
828	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)
829	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Sharing
830	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport
831	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting
832	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Design
833	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Non Design
834	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - EELs
835	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
836	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
837	P-9 % Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection Trunks
838	P-11 Service Order Accuracy - Resale
839	P-11 Service Order Accuracy - UNE
840	P-11 Service Order Accuracy - UNE-P
841	PO-1 Loop Makeup - Average Resonse Time - Manual
842	PO-2 Loop Makeup - Average Resonse Time - Electronic
843	TGP-1 Trunk Group Performance CLEC Aggregate