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November 1, 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. 000121A-TP (OSS)

Dear Ms. Bayó:

Enclosed is an original and 15 copies of BellSouth Telecommunications, Inc.'s Responses to Action Items From 6-Month Review Workshop, which we ask that you file in the referenced docket.

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,

  
J. Phillip Carver (KA)

Enclosures

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

DOCUMENT NUMBER - DATE

12019 NOV-18

FPSC-COMMISSION CLERK

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

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

U. S. Mail this 1<sup>st</sup> day of November, 2002 to the following:

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\_\_\_\_\_  
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**(+) Signed Protective  
Agreement**

#237366

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**BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION**

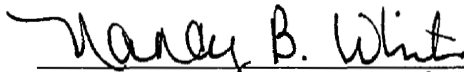
In Re: )  
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Performance Measurements for ) Docket No. 000121A-TP  
Telecommunications Interconnection, )  
Unbundling and Resale )  
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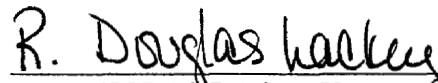
BELLSOUTH TELECOMMUNICATIONS, INC.'S  
RESPONSES TO ACTION ITEMS FROM  
6-MONTH REVIEW WORKSHOP

In accordance with the requests from the Staff of the Florida Public Service Commission during the most recent Month Review Workshop in the above-captioned docket, BellSouth Telecommunications, Inc. hereby provides its responses to Action Items.

Respectfully Submitted on this 1<sup>st</sup> day of November, 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

  
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Item No.1

Page 1 of 1

**REQUEST:** As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 36, BellSouth's action item was to file a revised page of the SQM for metric P-5, Average Completion Notice Interval, correcting the deletion in error in the Business Rules section.

**RESPONSE:** The corrected page, showing the amended Business Rules for P-5 is included in the attached document FL\_Item\_01.pdf.

Item No. 2

Page 1 of 1

REQUEST: Resulting from the discussion concerning BellSouth's August 30<sup>th</sup> filing containing proposed changes to the PAP, specifically Exhibit 4, KPMG Proposed Changes, BellSouth's action item was to file an amended response to KPMG Exception # 36 to address the modification to the Definition to the SQM for metric O-8, Reject Interval.

RESPONSE: BellSouth has amended its response to KPMG Exception # 36 to address the modification of the Definition for Reject Interval. The amended response to Exception 36 is attached as document FL EX 36 8A response.doc. The corrected page, showing the amended Definition for O-8 is included in the attached document FL\_Item\_01.pdf. The additional sentence is as follows: When there are multiple rejects on a single version of the LSR, the first reject issued is used for the calculation of the interval duration.

**REQUEST:** As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 37, BellSouth's action item was to provide the BST written policy for handling requests for CLEC data reconciliation.

**RESPONSE:** The CLEC Interface Group (CIG) is charged with the responsibility of receiving and responding to CLEC inquiries and questions concerning the PMAP Measurement Process. Questions range from a simple request for a single report to providing a detailed analysis of months of historical data to determine performance improvement opportunities. It is necessary to establish a formal request and inquiry response process to assure that BellSouth is providing excellent customer service to the CLECs with regard to their PMAP issues. This document outlines BellSouth's Inquiry Response process.

**Issue Referral**

The preferred method of submission of questions by the CLEC to the CIG is the Feedback Loop located on the PMAP website at the following URL location: <https://pmap.bellsouth.com>

The Feedback Loop is located on the toolbar at the top of the homepage at the above location. The Feedback Loop is also accessible through an icon located at the top of each PMAP screen. Questions and inquiries can also be submitted in writing, via phone, or email to the CIG at the following address:

BellSouth CLEC Interface Group  
Phil Porter – Manager  
3F42 BellSouth Center  
675 W. Peachtree Street, NE  
Atlanta, Georgia 30375

Email: [phillip.porter@bellsouth.com](mailto:phillip.porter@bellsouth.com)  
Telephone: 404-927-2182

### **Inquiry Response**

The CIG will provide acknowledgement to the inquiring CLEC within 24 hours of issue receipt and will generally make a commitment to provide responses at that time. Generally, requests will be completed within 5 business days on routine issues such as questions on the website, requests for copies of reports, documentation, requests for raw data files or other questions not requiring detailed investigation. Requests by CLECs requiring additional investigation or resources will be quoted a commitment date at the time of acknowledgement. These types of requests include PMAP training, re-creation of PMAP reports using raw data, or missing or incomplete PMAP reports. Generally, these requests can be met within 15 business days based on the request and the amount of data involved.

Response times for more complex requests such as data reconciliation and root cause analysis will be determined on a case-by-case basis. A commitment will be made to the CLEC once an analysis of the issue has determined the resources necessary to complete the request. These include inquiries regarding specific transactions (i.e., PON, Service Order, Trouble Ticket) that a CLEC has determined did not fall into documented exclusion categories or previously disclosed problems. The complexity of these issues is determined by the amount of data involved, the number of issues in question, and the availability of resources to complete a thorough investigation, analysis and response.

### **CLEC Responsibility**

It is incumbent upon the CLECs to provide adequate detail necessary for the CIG to complete the investigation or analysis in the initial inquiry. If insufficient information is received from the CLEC, the CIG will refer the issue back to the CLEC for additional input. The response time commitment cannot be made until all necessary clarification is received from the inquiring CLEC.

The publication and implementation of these procedures represents BellSouth's commitment to the CLEC community to provide continued excellent customer service for PMAP inquiries and questions.

Item No. 4

Page 1 of 1

**REQUEST:** As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 38, BellSouth's action item was to provide the BellSouth data reposting policy for the Service Quality Measurements (SQM).

**RESPONSE:** The BellSouth data reposting policy for the Service Quality Measurements (SQM) is attached document FL\_Item\_04.doc.

Item No. 5

Page 1 of 1

**REQUEST:** As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 38, BellSouth's action item was to provide the BellSouth SEEM reposting policy.

**RESPONSE:** See the BellSouth response to Item No. 4.



REQUEST: As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 6, BellSouth's action item was to describe the functions of each system BellSouth is currently measuring in the measurement OSS-4 Response Interval (Maintenance & Repair), for each of the following transactions: 1) Create Trouble, 2) Status Trouble, 3) Modify Trouble, 4) Request Cancellation of Trouble, 5) Trouble Report History (by TN/Circuit), and 6) Test Trouble (POTS Only). If BellSouth can separately report these functions, include in the description.

RESPONSE: TAFI (Trouble Analysis Facilitation Interface) is the Front End System used to process trouble reports. The OSS-4 report measures the Average Response Interval of the multiple Back End Systems/Transactions TAFI uses to process the trouble reports.

1) Create Trouble – The OSS-4, LMOSupd interval captures the response interval for creating the initial report and all subsequent reports.

2) Status Trouble – Trouble ticket status changes are captured on the OSS-4, LMOSupd interval. They are also captured in the DLETH view.

3) Modify Trouble – All trouble ticket modifications are captured on the OSS-4, LMOSupd interval. They are also captured in the DLETH view.

4) Request Cancellation of Trouble – There is no such thing as a canceled trouble ticket in LMOS. In LMOS, the ticket is closed and the report is excluded. The response time, for these reports, are captured on the OSS-4, LMOSupd interval. They are also captured in the DLETH view.

5) Trouble Report History (by TN/Circuit) – The response interval for the Trouble Report History is available on the OSS-4, DLETH report.

6) Test Trouble – Since the front end system does not perform the test, the time to test the trouble is not captured in this measurement and TAFI does not capture the response time for testing a trouble. This interval is captured in M&R-3, Maintenance Average Duration.

Item No. 6

Page 2 of 2

Currently BellSouth measures the overall duration of a trouble on the MR-3, Maintenance Average Duration report. This report includes the time it takes to create, status, modify, test and exclude the trouble report.

**REQUEST:** As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 47, BellSouth's action item was to provide a root cause analysis on the 11 items noted for P-7B, Coordinated Customer Conversion – Average Recovery Time. The specific issue came up in a discussion of measurement P-7B where it was noted that in August in Florida, the Average Recovery Time for 11 loops with LNP was in excess of 280 minutes. In the workshop there may have been some confusion about the time element being hours, not minutes. It was actually minutes.

**RESPONSE:** In August, in Florida, there were 11 Coordinated Customer Conversion orders that encountered a trouble in BellSouth's network during the hot cut. These 11 orders involved a total of 48 loops. The shortest outage was an order for 3 loops that took 4 minutes from identification of a trouble until the trouble was cleared. The longest durations, and the key contributors to the average recovery time of approximately 280 minutes per order were an order for 4 loops that required 29 hours to resolve and another order for 10 loops that required 4 ½ hours to clear. Both troubles were attributable to facility problems. In the case of the 4 loop order that was required a 29 hour recovery interval, the loops were scheduled to be cut from a BellSouth switch to an ALEC switch. During the cutover, it was noted that the facility assignment was incorrect and that the customer's loops were on IDLC instead of cable pairs. Consequently, another facility had to be located. The 29-hour recovery interval included non-business hours, such as 5PM to 8AM the next morning.

This measurement states recovery time on a per-trouble report basis. In this case, there were 11 orders that had troubles reported. If the recovery time were to be stated on a per-loop basis, the average recovery time is slightly more than 1 hour.

Item No. 8

Page 1 of 1

REQUEST: As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 54, BellSouth's action item was to provide the Service Order Accuracy methodology and procedure.

RESPONSE: A description of the Service Order Accuracy methodology is included in the attached files GA-LASupplReplyAFFJohnson032802.doc and Exhibit-KEJ-01\_032802.doc

REQUEST: The ALECs have requested that "The number of trouble tickets excluded will be reported for this measurement." See ALEC proposal, Item 65 pertaining to measurements M&R-1, M&R-2, M&R-3, M&R-4, and M&R-5. BellSouth's proposal was to include this information in the Other Supporting Data File (OSDF.) Staff asked BellSouth to determine if:

- 1) The Other Supporting Data File (OSDF) will contain the excluded trouble tickets, and
- 2) The count of Aggregate ALEC exclusions will be provided on the SQM reports.

RESPONSE: BellSouth plans to provide the excluded information in Other Supporting Data Files (OSDF). However, BellSouth notes that ALECs are not using the raw data currently available. In the past several months only a few of the 350 to 400 CLECs have actually accessed a Raw Data File (8 in the month of September), therefore, it is likely that even less ALECs will be interested in the OSDF which will be much larger files in many cases than the respective Raw Data File.

Although it is technologically feasible for BellSouth to provide the count of the exceptions on the SQM reports, this is a drastic and expensive step. The PMAP process reviews terabytes of data each month and the requirement to examine each excluded record will certainly increase the time it takes to produce the reports, cost approximately \$1.5 million, require the changes to 270,000 lines of code with the associated impact on accuracy and errors, and with current resources take a substantial amount of time to implement.

BellSouth has committed to providing the requested excluded data in the OSDF. It is also unnecessary for BellSouth to provide this information. To BellSouth's knowledge, an ALEC has never presented a convincing argument that this excluded data is critical to their daily operations. Thus a more prudent and much less costly approach is to provide the information in the OSDF and not modify the M&R reports to count up the number of excluded trouble tickets.

**REQUEST:** As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 83, BellSouth's action item was to provide the August and September 2002 FL data for B-10, Percent Billing Errors Corrected in X Business Days.

**RESPONSE:** The August and September 2002 FL data for B-10 is listed below:

**% Billing Errors Corrected in X Days**

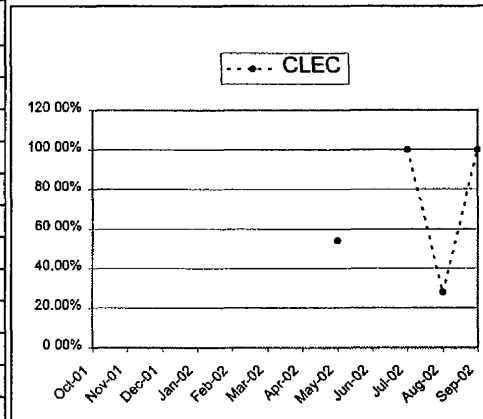
Percent Billing Errors Corrected in X Days

Numerator indicates Number of Bellsouth Adjustments in 45 (business days) in reporting period.

Volume indicates number of total number of Adjustment Requests in Reporting Period.

C.4.4

	CLEC	Numerator	Volume
Oct-01			
Nov-01			
Dec-01			
Jan-02			
Feb-02			
Mar-02			
Apr-02			
May-02	53.55%	7	13
Jun-02			
Jul-02	100.00%	61	61
Aug-02	27.31%	132	473
Sep-02	100.00%	4	4



Item No. 11

Page 1 of 1

**REQUEST:** As part of the discussion during the review of Staff's Summary of Proposed 000121A PAP Changes Matrix for Change Management, BellSouth's action item was to provide a copy of the 'test deck weighting table' from measurement CM-10, Software Validation.

**RESPONSE:** The test desk weighting table is attached as file FL\_Item\_11.xls. It displays 65 scenarios for the Baseline Test Deck and the weighting for each scenario. As an example, scenario #1 specifies a UNE order submitted via TAG for a partial migration of multi-line business with hunting to LNP. It is assigned a weight of 1.5%. A description of the test deck scenarios is posted at: <http://www.interconnection.bellsouth.com/carriertypes/lec/EIITD/cm10.pdf>

**REQUEST:** As part of Staff's Summary of Proposed 000121A PAP Changes Matrix for Item 14 of the changes proposed by the ALECs, BellSouth's action item was to provide a proposal for a new audit of the SEEM Plan.

**RESPONSE:** BellSouth has developed a proposed SEEM replication audit plan for use by the parties to an audit. BellSouth will agree to undergo a comprehensive audit of the current year SEEM results for both BellSouth and the ALECs every other year, commencing in calendar year 2003, for as long as the SEEM is in effect, or a period of five years, whichever is sooner. BellSouth proposes that an external third party conduct the audit, which could be the Florida PSC Audit Staff. The results of the audits will be made available to all parties subject to proper safeguards to protect proprietary information. Audits include the following specifications:

1. BellSouth, the PSC, and the ALECs shall jointly determine the scope of the audit. It is BellSouth's proposal that the audit be based on the following criteria:
  - a. The audit is limited to SEEM penalty payment calculation and excludes the payment and distribution processes which is addressed by a separate audit as noted in paragraph 4.4.5 of the SEEM administrative plan. The SEEM penalty payment calculation is defined as the acquisition of data into SEEM datamart and/or interim solutions, the formation of cells, the determination of parity, and the application of the fee schedules as defined in the SEEM Administrative Plan.
  - b. Audit of Tier 1 metrics shall be based on results for three ALECs (small, medium, and large), selected by the Florida PSC Staff.



Item No.12

Page 2 of 2

- c. Each quarter, no more than two penalty payment domains (ordering, provisioning, maintenance are examples of domains) and one SEEM metric from each domain shall be audited. In other words, a maximum of two SEEM metrics will be audited quarterly. The metrics to be audited per quarter shall be selected by the BellSouth, the Florida PSC and the ALECs.
  - d. The audit shall conclude within four quarters.
  - e. Where applicable, audit shall validate calculation of Tier 2 penalties.
  - f. The auditor should conduct the audit consistent with commonly accepted auditing principles.
2. In the event of concurrent or recently completed internal or external SEEM replication audits, common audit points (such as data acquisition, statistical methodology, controls and other calculation methodology) will be leveraged to avoid redundancy and limit cost. There should be little or no duplication of audits.
  3. The cost shall be borne by the ALECs.

Item No. 13

Page 1 of 1

**REQUEST:** BellSouth to provide the corrected SQM pages for each affected measurement, reflecting the SEEM disaggregation as filed in BellSouth's proposed SEEM plan.

**RESPONSE:** BellSouth has attached the corrected SQM pages for each affected measurement, reflecting the SEEM disaggregation in the attached document FL\_Item\_13.pdf

Item No. 14

Page 1 of 1

**REQUEST:** BellSouth to provide a redline comparison of the SEEM disaggregation proposed by BellSouth to the existing disaggregation for Tier1 and Tier 2 metrics.

**RESPONSE:** A redline comparison of the SEEM disaggregation proposed by BellSouth is attached as document FL\_Item\_14.pdf

Item No. 15

Page 1 of 1

**REQUEST:** Florida Commission Staff requested a report that provides the total of Tier 1 penalties. Staff also asked BellSouth to provide a date for the implementation of such a report.

**RESPONSE:** The PARIS reports posted on the PMAP website are being revised as a result of Louisiana workshop proceedings. The new Tier 1 and Tier 2 reports will show the transmitted payments (including and adjustments for over/under payment or interest), not just the calculated penalties associated with the current month failures. Both the Tier 1 and Tier 2 reports will include totals. The current planned implementation date for the new reports is November 15, 2002, region-wide.

**REQUEST:** BellSouth is to provide Staff with an explanation and instructions to retrieve state SQM results from PMAP without having to request each report individually.

**RESPONSE:** The capability to Batch Extract certain ordered state specific reports exists today. The Staff should navigate to the Switchboard in PMAP and select Batch Extraction Tools, then select New Batch Request, then select all reports they wish to review. There are Florida specific reports for Ordering, Provisioning, Maintenance and Repair, and Billing. SQM Report categories that are not separated for Florida are the Pre-Ordering reports, Database Updates, E911, and Operator Services. These may be selected in the batch and Florida's results will appear on the report, along with each of the other 8 states data. The Aggregate Miscellaneous Reports will still require downloading on an individual basis since they are manual reports loaded into the PMAP Miscellaneous folder.

The PMAP screen shots with the Florida ordered SQM reports selected are attached in document FL\_Item\_16.doc

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**REQUEST:** Florida Commission Staff requested that BellSouth provide a Tier 2 Payment Schedule Policy addressing the schedule for the Tier 2 and late/incomplete report fines would be disbursed in addition to a monthly memorandum of explanation.

**RESPONSE:** BellSouth will include a monthly memo of explanation, an electronic notification of the payment, and will implement these procedures no later than the December 15<sup>th</sup>, 2002 payment cycle. Florida PSC Staff has suggested that the details of the policy be negotiated between Staff and BellSouth.

( )

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REQUEST: The SEEM plan, in paragraph 4.4.5 states the following:  
“At the end of each calendar year, an independent accounting firm, mutually agreeable to the Florida Public Service Commission and BellSouth, shall certify that all penalties under Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP). These annual audits shall be performed based upon audited data of BellSouth’s performance measurements.”

BellSouth is to provide plan for the implementation of this audit.

RESPONSE: BellSouth has developed a proposed SEEM payment and distribution audit plan for use by the parties to an audit. BellSouth will agree to undergo an annual comprehensive audit of the current year SEEM payment distribution for both Tier 1 and Tier 2 calculated remedies, commencing in May 2003, for as long as the SEEM is in effect, or a period of three years. The audit is to be conducted by Price Waterhouse Coopers, BellSouth’s external General Auditor. Audits include the following specifications:

1. The cost shall be borne by Bellsouth
2. The scope of the audit includes:
  - a. Audit is limited to SEEM payment and distribution processes and excludes the remedy calculation process. The remedy calculation processes is addressed separately by the SEEM replication audit.
  - b. The SEEM distribution process and controls will be audited no more than once per calendar year.
  - c. The distribution of Tier 1 payments and adjustments will be audited no more than three times per calendar year. The Tier 2 payment and adjustment distribution will be audited no more than once per calendar year.

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- d. The audit of distribution of Tier 1 payments shall be based on three ALECs (small, medium, and large), selected by the Florida PSC Staff.
  - e. The payment month to be audited for Tier 2 payments shall be specified by the Florida PSC Staff.
  - f. The audit shall conclude within four quarters.
3. In the event of recently completed or concurrent SEEM payment and distribution audits, regardless of state, common audit points (such as controls and methodology) will be leveraged to avoid redundancy and limit cost. There should be little or no duplication of audits.



REQUEST: The SQM has the following in Appendix C

C-1: BellSouth's Internal Audit Policy

BellSouth's internal efforts to make certain that the reports produced by the PMAP platform are of the highest accuracy has been formalized into a Performance Measurements Quality Assurance Plan (PMQAP) that documents and augments existing quality assurance processes integral to the production and validation of Performance Measurements data.

The plan consists of three sections:

1. Change Control addresses the quality assurance steps involved in the introduction of new measurements and changes to existing measurements.
2. Production addresses the quality assurance steps used to create monthly SQM reports.
3. Monthly Validation addresses the quality assurance steps used to ensure accurate posting of monthly results.

The BellSouth PMQAP will ensure that BellSouth effectively and consistently provides accurate performance measurements data for the activities included in the SQM. The BellSouth Internal Audit department will audit this plan and its quality assurance steps annually, beginning in 4Q01.

BellSouth is to file an explanation of their compliance with the Order of the Commission for the Internal Audit process.

RESPONSE: BellSouth is in compliance with Appendix C of the Florida SQM. The BellSouth Internal Audit Department has reviewed the processes covered by the PMQAP and has initially assisted in identification of risks and establishment of control points. BellSouth Internal Auditing will perform audits to determine the adequacy and effectiveness of internal controls dictated by the PMQAP and to evaluate the quality of performance in this area. BellSouth Internal Auditing is scheduled to begin its evaluation in March 2003.

To clarify this response, the following is provided as background.

The PMQAP was initially developed in response to Observation 93 in the Georgia Operational Support Systems (OSS) Testing Evaluation. In this Observation, BearingPoint, formally KPMG Consulting, noted that BellSouth's internal performance measurements audit / quality assurance processes are not always effective. As a result, the PMQAP was formalized

to document and maintain the systematic procedures used to ensure that BellSouth produces accurate and reliable SQM reports. The PMQAP presents all of the existing documentation and processes as an integrated plan, covering the SQM and the PMAP report production process from requirements through monthly production. The PMQAP is comprised of three auditing focal points: Change Control, Production, and Validation, which reflect the lifecycle of an SQM Report. This process enables BellSouth to identify risks, as well as control points for minimizing the risks. With the PMQAP, BellSouth will maintain the processes that passed independent testing (such as KPMG's audits), detect and address errors and anomalies that may occur, and will properly implement changes to the SQM. Similar language exists in Appendix C for the other eight states of BellSouth's service area.

The initial intent of the PMQAP was to establish a verified internal measurement review process with auditable internal control procedures to succeed the detailed audits conducted by an external party such as KPMG / Bearing Point. The Plan is intended to assure that BellSouth will continue to effectively and consistently provide accurate performance measurements data for the activities measured under the SQM.

While the PMQAP was designed for internal audits, BellSouth has also been undergoing a comprehensive external audit of its performance measurements as a part of the Georgia Operational Support Systems (OSS) Test since 1999 and as a part of the Florida OSS Test since 2000. In addition, a metrics audit is being conducted under the guidance of the Louisiana Public Service Commission. BearingPoint, formally KPMG Consulting, is and has been conducting these tests over this extensive period of time. These audits should complete in late 2002 or early 2003. These performance metrics audits, and their Final Reports which will be published at the conclusion of the audits, will result in an "initial internal audit" by BellSouth Internal Auditing.

REQUEST: BellSouth is to provide the Data Notification Policy.

RESPONSE: BellSouth provides Data Notifications each month in compliance with the Georgia public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. BellSouth will also incorporate this document as an appendix to the next SQM filed with the FPSC.

**BELLSOUTH'S PMAP  
NOTIFICATION PROCESS**

To address the issues raised by the Southeastern Competitive Carriers Association ("SECCA") in its "Emergency Motion" filed with the Georgia Public Service Commission ("Commission") on June 12, 2002, the Commission adopted the following notification process:

On the first business day of the month preceding the data month for which BellSouth proposes to make any change to the method by its performance data is calculated, BellSouth will provide written notice of any such proposed changes (hereinafter referred to as "Proposed Data Changes"). This notice will identify the affected measure(s), describe the proposed change, provide a reason for the proposed change, and outline its impact. At the same time BellSouth will provide written notice of any known changes BellSouth is considering making to the method of calculating performance data for the following data month (hereinafter referred to as "Preliminary Data Changes"). This written notice shall be served electronically on all parties in Docket 7892-U and will be posted on the PMAP website.

No later than four (4) business days after the written notice referenced above has been provided, BellSouth will conduct an industry conference call at which time affected parties as well as the Commission can ask questions about either the Proposed Data

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Changes or the Preliminary Data Changes. The call will be conducted from 2:00 to 5:00 p.m. (Eastern Time).

No later than ten (10) business days after the industry conference call, affected parties must file written comments with the Commission to the extent they have objections or concerns about the Proposed Data Changes. These comments shall be served electronically on all parties in Docket 7892-U, and BellSouth shall have the opportunity to file a response, if necessary.

The Proposed Data Changes set forth in the written notice referenced above are presumptively valid and deemed approved by the Commission effective thirty (30) calendar days after that notice, unless the Commission staff directs BellSouth not to go forward with such changes.

Using August data as an example (which is the first data month in which this process was used), on July 1, 2002, BellSouth provided written notice of the Proposed Data Changes that BellSouth intended to make to the method of calculating August performance data. The notice also included written notice of any known Preliminary Data Changes that BellSouth was considering making in the calculation of September performance data. An industry call to discuss those changes was held on July 8, 2002, and any comments by affected parties concerning the Proposed Data Changes were to be filed with the Commission no later than July 22, 2002. Unless the Commission staff directs BellSouth not to go forward with the changes, the Proposed Data Changes outlined in the July 1 notice would be deemed approved on July 31, 2002 and would be used in calculating August performance data, which BellSouth would post on September 30, 2002.

On August 1, 2002, BellSouth will provide written notice of any Proposed Data Changes that BellSouth intends to make to the method of calculating September performance data. The notice also will include written notice of any known Preliminary Data Changes that BellSouth is considering making in the calculation of October performance data. An industry call to discuss these changes would be held on August 7, 2002 and any

comments by affected parties concerning the Proposed Data Changes would have to be filed no later than August 21, 2002. Unless the Commission staff directs BellSouth not to go forward with the changes, the Proposed Data Changes outlined in the August 1 notice would be deemed approved on August 31, 2002 and would be used in calculating September performance data, which BellSouth would post on October 31, 2002.

Under the Georgia Commission's decision establishing a formal notification process, changes made by BellSouth in response to the third-party audit being conducted by KPMG are approved automatically. Because there are existing means by which the Commission and the parties monitor BellSouth's actions in addressing KPMG's observations and exceptions, BellSouth will simply provide a notice identifying any changes made by BellSouth in the calculation of its performance measurement data in order to address concerns raised by KPMG, without having to wait thirty (30) days to make these changes. Such notice may be provided to the Commission and the parties contemporaneously with the changes being made, rather than in advance.

REQUEST: BellSouth is to provide the SEEM Allocation methodology.

RESPONSE: The BellSouth SEEM Allocation process is described below:

## Regional and State Coefficients

Some metrics are calculated for the entire BellSouth region, rather than by state.

- A **regional coefficient** is calculated to split Tier 1 payments for regional metrics between CLECs by submetric depending on the volume of certain activities in each OCN for the current month.
- A **state coefficient** is calculated to split Tier 2 payments for regional metrics between states by submetric.

All measures using regional (Tier 1) or state (Tier 2) coefficients are benchmark measures.

The following metrics require calculation of a coefficient:

1. Acknowledgement Timeliness (ATE-EDI & ATE-TAG)
2. Acknowledgement Completeness (AKC\_ED I & AKC-TAG)
3. Percent Flow Through Detail & Summary – Residence (PFTSR-RES)  
Percent Flow Through Detail & Summary - Business (PTFSR- BUS)  
Percent Flow Through Detail & Summary - UNE (PTFSR-UNE)  
Percent Flow Through Detail & Summary – LNP (PTFSR-LNP)
4. Timeliness of Change Management (TCMN)
5. Timeliness of Documents Associated with Change (TDAC)
6. Percent Response Received within X Seconds (PRR)
7. Interface Availability (OSSIA)

The methodology for calculating coefficients is detailed as follows:

<p><b>Acknowledgement Timeliness (ATE-EDI &amp; ATE-TAG)</b> <b>Acknowledgement Completeness (AKC_EDI &amp; AKC-TAG)</b></p>
--

**Regional Coefficient Formula (Tier 1)**

Coefficient = (A+B) / (C+D) where:

- A= number of valid FOC transactions of the CLEC in the state (fully & partially mechanized)
- B = number of valid RI transactions of the CLEC in the state (fully & partially mechanized)
- C = total valid FOC transactions of the CLEC in the region (fully & partially mechanized)
- D = total valid RI transactions of the CLEC in the region (fully & partially mechanized)

**State Coefficient Formula (Tier 2)**

State Coefficient = (A+B) / (C+D) where:

- A= number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)
- D = total valid RI transactions in the region (fully & partially mechanized)

<b>Percent Flow Through Detail &amp; Summary – Residence</b>	<b>(PFTSR-RES)</b>
<b>Percent Flow Through Detail &amp; Summary - Business</b>	<b>(PTFSR- BUS)</b>
<b>Percent Flow Through Detail &amp; Summary - UNE</b>	<b>(PTFSR-UNE)</b>
<b>Percent Flow Through Detail &amp; Summary – LNP</b>	<b>(PTFSR-LNP)</b>

**Regional Coefficient Formula (Tier 1)**

Coefficient = A / B where:

- A= number of valid FOC transactions of the CLEC in the state (fully mechanized)
- B = total valid FOC transactions of the CLEC in the region (fully mechanized)

**State Coefficient Formula (Tier 2)**

State Coefficient = A / B where:

- A= number of valid FOC transactions for all CLECs in the state (fully-mechanized)
- B = total valid FOC transactions in the region (fully-mechanized)

**Timeliness of Change Management (TCMN)  
Timeliness of Documents Associated with Change (TDAC)**

**State Coefficient Formula (Tier 2)**

Coefficient =  $(A+B) / (C+D)$  where:

- A= number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)
- D = total valid RI transactions in the region (fully & partially mechanized)

**Percent Response Received within X Seconds (PRR)  
Interface Availability (OSSIA)**

**State Coefficient Formula (Tier 2)**

Coefficient =  $(A+B) / (C+D)$  where:

- A= number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)
- D = total valid RI transactions in the region (fully & partially mechanized)



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REQUEST: As part of Staff's Summary of Proposed 000121A PAP Changes Matrix Item 21 and 23, BellSouth's action item was to file revised pages of the SQM for metrics P-3, % Missed Installation Appointments; P-3A, % Missed Installation Appointments including Subsequent Appts; P-4, Average Completion Interval & Order Completion Interval; P-4A, Average Order Completion Interval & Completion Notice Interval Distribution.

RESPONSE: The corrected pages are included in the attached document FL\_Item\_01.pdf.

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REQUEST: In a discussion of the usage of raw data information, Staff requested PMAP usage statistics. In a separate discussion Staff requested examples of the SEEM reports prepared for Louisiana.

RESPONSE: This information will be provided to Staff during the week of November 4, 2002.

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REQUEST: BellSouth to provide an errata for the SEEM proposal version 2.7, tables B-1 and B-2 correcting the SEEM disaggregation as filed in BellSouth's proposed SEEM plan.

RESPONSE: BellSouth has attached the corrected tables B-1 and B-2 correcting the SEEM disaggregation as filed in BellSouth's proposed SEEM plan in the attached document SEEMs\_2.7\_errata.pdf.

FL Item 01.pdf

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## O-8: Reject Interval

### Definition

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

### Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Fatal Rejects
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

~~Residence Resale Group—Monday through Saturday 7:00PM until 7:00AM  
From 7:00 PM Saturday until 7:00 AM Monday~~

~~Business Resale, Complex, UNE Groups—Monday through Friday 6:00PM until 8:00AM  
From 6:00 PM Friday until 8:00 AM Monday.~~

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

Local Interconnection Service Center (LISC) - Monday through Friday 4:30 P.M. until 8:00 A.M.  
From 4:30 P.M.Friday until 8:00 A.M. Monday. Weekends and holidays are excluded from the calculation. The exclusion of weekends begins at 12:01 AM Saturday until 12:00 midnight Sunday. Holidays are excluded from 12:01 AM until midnight .

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

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

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

- LSRs which are identified and classified as "coin"

### Business Rules

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

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

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

**Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is

received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

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

## Calculation

**Reject Interval = (a - b)**

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

**Average Reject Interval = (c / d)**

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

**Reject Interval Distribution = (e / f) X 100**

- e = Service Requests Rejected in reported interval
- f = Total Number of Service Requests Rejected in Reporting Period

## Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  - 0 - <=4 minutes
  - >4 - <=8 minutes
  - >8 - <=12 minutes
  - >12 - <=60 minutes
  - 0 - <=1 hour
  - >1 - <=4 hours
  - >4 - <=8 hours
  - >8 - <=12 hours
  - >12 - <=16 hours
  - >16 - <=20 hours
  - >20 - <=24 hours
  - >24 hours
- Partially Mechanized:
  - 0 - <=1 hour
  - >1 - <=4 hours
  - >4 - <=8 hours
  - >8 - <=10 hours
  - 0 - <=10 hours
  - >10 - <=18 hours
  - 0 - <=18 hours
  - >18 - <=24 hours
  - >24 hours
- Non-mechanized:
  - 0 - <=1 hour
  - >1 - <=4 hours
  - >4 - <=8 hours
  - >8 - <=12 hours
  - >12 - <=16 hours
  - >16 - <=20 hours
  - >20 - <=24 hours
  - 0 - <=24 hours

- >24 hours
- Trunks:
  - 0 - <=36 hours
  - >36 hours
- Average Interval is reported in business hours.

## Data Retained

### Relating to CLEC Experience

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

### Relating to BellSouth Performance

- Not Applicable

## SQM Disaggregation - Analog/Benchmark

### SQM Level of Disaggregation

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

### SQM Analog/Benchmark (see below)

### SQM Analog/Benchmark

- Fully Mechanized:
  - 97% <=1 Hour
- Partially Mechanized:
  - 95% <=10 Hours
- Non-Mechanized: - 95% <=24 Hours
- Trunks: 95% <=36 Hours

**SEEM Measure**

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

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- |   |                |
|---|----------------|
| <input type="checkbox"/> Fully Mechanized .....     | 97% <=1 hour   |
| <input type="checkbox"/> Partially Mechanized ..... | 95% <=10 hours |
| <input type="checkbox"/> Non-Mechanized .....       | 95% <=24 hours |
| • Fully Mechanized .....                            | 97% <=1 hour   |
| • Partially Mechanized .....                        | 95% < 10 hours |
| • Non-Mechanized.....                               | 95% <=24 hours |



## Section 3: Provisioning

### P-3: Percent Missed Initial Installation Appointments

(This metric was not ordered by FPSC)

#### Definition

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

#### Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Order types may be coded C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

#### Business Rules

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

#### Calculation

**Percent Missed Installation Appointments = (a / b) X 100**

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

#### Report Structure

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

#### Data Retained

##### Relating to CLEC Experience

- Report month
- CLEC Order Number and PON (PON)
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the raw data file Supporting Data File (SDF).

**Relating to BellSouth Performance**

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

**SQM Disaggregation - Analog/Benchmark**

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

**SEEM Measure**

<b>Seem</b>	<b>Tier I</b>	<b>Tier II</b>
No.....		
Yes.....	X	X

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- |  |  |
|--|--|
| • Not Applicable.....                        | Not Applicable                               |
| • Resale POTS.....                           | Retail Residence and Business (POTS)         |
| • Resale Design.....                         | Retail Design                                |
| • UNE Loop Port Combinations.....            | Retail Residence and Business                |
| • UNE Loops.....                             | Retail Residence and Business Dispatch       |
| • UNE xDSL.....                              | ADSL Provided to Retail                      |
| • UNE Line Sharing Without Conditioning..... | ADSL Provided to Retail Without Conditioning |
| With Conditioning.....                       | ADSL Provided to Retail With Conditioning    |
| • Local Interconnection Trunks.....          | Parity with Retail                           |
| • LNP.....                                   | Retail Residence and Business (POTS)         |

*BellSouth proposes to delete this measure.*

## **P-3A: Percent Missed Installation Appointments Including Subsequent Appointments**

### **Definition**

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

### **Exclusions**

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Test order types may be C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

### **Business Rules**

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The “due date” is the commitment time (if applicable) on the confirmed due date.

### **Calculation**

**Percent Missed Installation Appointments = (a / b) X 100**

- a = Number of Appointments in Reporting Period past the Original (Date/Time as applicable) Committed and Subsequent Committed Due Date
- b = Number of Appointments on Orders Completed in Reporting Period

### **Report Structure**

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

### **Data Retained**

#### **Relating to CLEC Experience**

- Report Month
- CLEC Order Number and PON (PON)
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)
- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the raw data file Supporting Data File (SDF).

**Relating to BellSouth Performance**

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

**SQM Disaggregation - Analog/Benchmark**

**SQM LEVEL of Disaggregation**

**SQM Analog/Benchmark**

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

**SEEM Measure**

Seem	Tier I	Tier II
Yes.....	X.....	X.....
No		

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

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

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

(This metric not ordered by the FPSC)

### Definition

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

### Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- Disconnect (D&F) orders (Except “D” orders associated with LNP Standalone)
- “L” Appointment coded orders (where the customer has requested a later than offered interval)
- End user-caused misses

### Business Rules

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

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

### Calculation

**Completion Interval = (a - b)**

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

**Average Completion Interval = (c / d)**

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

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

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

### Report Structure

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

- Geographic Scope
  - State, Region

**Data Retained**

**Relating to CLEC Experience**

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date & Time
- Completion Date (CMLPTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the raw data file Supporting Data File (SDF).

**Relating to BellSouth Performance**

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

**SQM Disaggregation - Analog/Benchmark**

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



- Local Interconnection Trunks .....Parity with Retail
- UNE Line Splitting Without Conditioning .....ADSL to Retail  
     With Conditioning.....< 12 Days
- UNE Other Design.....Retail Design
- UNE Other Non-Design.....Retail Residence and Business
- EELs .....Retail DS1/DS3

**SEEM Measure**

Seem	Tier I	Tier II
No.....		
Yes.....	X.....	X.....

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- |  |   |
|--|---|
| • Not Applicable.....                        | Not Applicable                              |
| • Resale Pots.....                           | Retail Residence and Business (POTS)        |
| • Resale Design.....                         | Retail Design                               |
| • UNE Loop Combinations ..                   | Retail Residence and Business               |
| • UNE Loops.....                             | Retail Residence and Business               |
| • UNE xDSL Without Conditioning.....         | 5 Days                                      |
| • UNE xDSL With Conditioning.....            | 12 Days                                     |
| • UNE Line Sharing Without Conditioning..... | ADSL Provided to Retail Without Conditionmg |
| With Conditioning.....                       | < 12 Days                                   |
| • Local Interconnection Trunks .....         | Parity with Retail                          |

***BellSouth proposes to delete this measure.***

**P-4A: Average Order Completion and Completion Notice Interval (AOCCNI) Distribution**

**Definition**

The "Order Completion And Completion Notice Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers and notice of completion to the CLEC on service orders.

**Exclusions**

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

**Business Rules**

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

The interval breakout for UNE is: 1,2,3,4,5+ and Design is: 0 - < 5, >5 - < 10, > 10 - < 15, > 15 - < 20, > 20 - < 25, > 25 - < 30, > 30 0-5 = 0 - < 5, 5-10 = 5 - < 10, 10-15 = 10 - < 15, 15-20 = 15 - < 20, 20-25 = 20 - < 25, 25-30 = 25 - < 30, > 30 = 30 and greater.

**Calculation**

**Completion Interval = (a - b)**

- a = Date and Time Completion Notice is sent
- b = FOC/SOCS date time-stamp (application date)

**Average Completion Interval = (c / d)**

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

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

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

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- Residence & Business reported in day-intervals = 0, 1, 2, 3, 4, 5, 5+
- UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >=30 0 - < = 5, > 5 - < = 10, > 10 - < = 15, > 15 - < = 20, > 20 - < = 25, > 25 - < = 30, > 30
- All Levels are reported <10 line/circuits; >=10 line/circuits (except trunks)
- ISDN Orders included in Non-Design

- Mechanized/Non-Mechanized (Non-Mechanized is not applicable to BellSouth)
- Geographic Scope
  - State

**Data Retained**

**Relating to CLEC Experience**

- Report Month
- CLEC Company Name
- Order Number (PON)
- Application Date & Time
- Completion Date (CMPLTN\_DT)
- Service Type (CLASS\_SVC\_DESC)
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the Supporting Data File (SDF).raw data file.

**Relating to BellSouth Performance**

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

**SQM Disaggregation - Analog/Benchmark**

<b>SQM Level of Disaggregation</b>	<b>SQM Analog/Benchmark</b>
• Resale Residence .....	Retail Residence
• Resale Business .....	Retail Business
• Resale Design .....	Retail Design
• Resale PBX .....	Retail PBX
• Resale Centrex .....	Retail Centrex
• Resale ISDN .....	Retail ISDN
• LNP (Standalone) .....	Retail Residence and Business (POTS)
• INP (Standalone).....	Retail Residence and Business (POTS)
• 2W Analog Loop Design .....	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design .....	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design.....	Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design ..	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design.....	Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design.....	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1 .....	Retail Digital Loop < DS1
• UNE Digital Loop >=DS1 .....	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations.....	Retail Residence and Business
• - Dispatch In .....	Dispatch In
• - Switch Based .....	Switch Based
• UNE Switch Ports .....	Retail Residence and Business (POTS)
• UNE Combo Other .....	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	
- Without Conditioning .....	<= 5 Days
- With Conditioning .....	<= 12 Days
• UNE ISDN (includes UDC) .....	Retail ISDN - BRI
• UNE UDC / xDSL .....	Retail ISDN - BRI and PRI
• UNE Line Sharing Without Conditioning.....	ADSL Provided to Retail

- With Conditioning ..... <= 12 Days
- Local Transport (Unbundled Interoffice Transport)..... Retail DS1/DS3 Interoffice
- Local Interconnection Trunks ..... Parity with Retail
- UNE Line Splitting Without Conditioning ..... ADSL to Retail
- With Conditioning ..... <= 12 Days
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- EELs ..... Retail DS1/DS3

**SEEM Measure**

Seem	Tier I	Tier II
Yes.....	X.....	X.....
No		

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

<input type="checkbox"/> Resale Residence.....	Retail Residence
<input type="checkbox"/> Resale Business.....	Retail Business
<input type="checkbox"/> Resale Design.....	Retail Design
<input type="checkbox"/> Resale PBX.....	Retail PBX
<input type="checkbox"/> Resale Centrex.....	Retail Centrex
<input type="checkbox"/> Resale ISDN.....	Retail ISDN
<input type="checkbox"/> LNP (Standalone).....	Retail Residence and Business (POTS)
<input type="checkbox"/> INP (Standalone).....	Retail Residence and Business (POTS)
<input type="checkbox"/> 2W Analog Loop Design.....	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop Non-Design.....	Retail Residence and Business - POTS Excluding Switch-Based Orders
<input type="checkbox"/> 2W Analog Loop With LNP Design.....	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop With LNP Non-Design.....	Retail Residence and Business - POTS Excluding Switch-Based Orders
<input type="checkbox"/> 2W Analog Loop With INP Design.....	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop With INP Non-Design.....	Retail Residence and Business - POTS Excluding Switch-Based Orders
<input type="checkbox"/> UNE Digital Loop < DS1.....	Retail Digital Loop < DS1
<input type="checkbox"/> UNE Digital Loop >= DS1.....	Retail Digital Loop <= DS1
<input type="checkbox"/> UNE Loop + Port Combinations.....	Retail Residence and Business
-Dispatch In.....	Dispatch In
-Switch Based.....	Switch Based
<input type="checkbox"/> UNE Switch Ports.....	Retail Residence and Business (POTS)
<input type="checkbox"/> UNE Combo Other.....	Retail Residence, Business and Design Dispatch
<input type="checkbox"/> UNE xDSL (HDSL, ADSL and UCL)	
-Without Conditioning.....	<= 5 Days
-With Conditioning.....	<= 12 Days
<input type="checkbox"/> UNE ISDN (Includes UDC).....	Retail ISDN - BRI
<input type="checkbox"/> UNE UDC / ISL.....	Retail ISDN - BRI and PRI
<input type="checkbox"/> UNE Line Sharing.....	ADSL Provided to Retail
<input type="checkbox"/> Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice
<input type="checkbox"/> Local Interconnection Trunks.....	Parity with Retail
<input type="checkbox"/> UNE Line Splitting.....	ADSL Provided to Retail
<input type="checkbox"/> UNE Other Design.....	Retail Design
<input type="checkbox"/> UNE Other Non-Design.....	Retail Residence and Business
<input type="checkbox"/> EELs.....	Retail DS1/DS3
• Not Applicable.....	Not Applicable

## P-5: Average Completion Notice Interval

### Definitions

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

### Exclusions

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

### Business Rules

Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BellSouth of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was transmitted to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders the end time will be date and timestamp of order update from the FAX record via LON or C-SOTS system. For the retail analog, the start time is when the technician completes the order and the end time is when the order status is changed to complete in SOCS.

### Calculation

**Completion Notice Interval = (a - b)**

- a = Date and Time of Notice of Completion
- b = Date and Time of Work Completion

**Average Completion Notice Interval = c / d**

- c = Sum of all Completion Notice Intervals
- d = Number of Orders with Notice of Completion in Reporting Period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Reporting intervals in Hours; 0, 1- < 2, > 2 - < 4, > 4 - < 8, > 8 - < 12, > 12 - < 24, > 24 plus Overall Average Hour Interval 1-2, 2-4, 4-8, 8-12, 12-24, >=24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1=0-0.99; 1-2=1-1.99; 2-4=2-3.99, etc.)
- Reported in categories of <10 line / circuits; >=10 line/circuits (except trunks)
  - Geographic Scope
  - State, Region

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number (so\_nbr)
- Work Completion Date (cmpltm\_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

**Note:** Code in parentheses is the corresponding header found in the Supporting Data File (SDF).raw-data file.

**Relating to BellSouth Performance**

- Report Month
- BellSouth Order Number (so\_nbr)
- Work Completion Date (cmpltm\_dt)
- Work Completion Time
- Completion Notice Availability Date
- Completion Notice Availability Time
- Service Type
- Geographic Scope

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

**SQM Disaggregation - Analog/Benchmark**

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



- UNE Other Design.....Retail Design
- UNE Other Non-Design.....Retail Residence and Business
- EELs .....Retail DS1/DS3

**SEEM Measure**

Seem	Tier I	Tier II
No .....		

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

FL EX 36 8A response.doc





Florida OSS Test  
4th Amended Exception 36

September 26, 2002

**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Metrics Data Integrity Verification and Validation Review.

**Exception:**

**BellSouth does not properly construct the processed data used to validate certain Ordering Service Quality Measurements (Ordering: Firm Order Confirmation (FOC) timeliness {non-trunks} and Reject Interval). This exception was originally issued as Observation 6. (PMR4)**

**Background:**

Service Quality Measurements (SQMs) are calculated to illustrate BellSouth’s Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the Competitive Local Exchange Carriers (CLEC) engaged in business activity with BellSouth in the State of Florida. BellSouth also publishes the monthly processed data<sup>1</sup> (Performance Measurement Analysis Platform (PMAP) raw data<sup>2</sup>) used to create these reports<sup>3</sup>.

**Issue:**

As part of the BellSouth-Florida OSS Evaluation, KPMG Consulting validated the SQM reports, including the creation of processed data. KPMG Consulting inspected the processed data for 2 Ordering SQMs and found that the fields for reject duration and FOC duration were not calculated properly for non-mechanized orders with weekend activity. The following table identifies the CLEC Aggregate SQM reports and PMAP Raw Data tables (May 2000) affected:

	SQM Name	PMAP Raw Data Table Name	PMAP Raw Data Field Name
1	Ordering: FOC Timeliness	Ordering: FOC Timeliness	foc_duration

<sup>1</sup> The term “processed data” refers to the data used to validate SQM calculations. For certain SQMs, BellSouth uses the term “PMAP raw data”.

<sup>2</sup> *The PMAP Raw Data User Manual* includes instructions to calculate SQM values for certain reports. BellSouth publishes the Manual and corresponding processed data to provide to CLECs the ability to calculate their SQM values independently and thus verify the reports. The Manual is posted and updated on the PMAP site. KPMG relied on the May 15, 2000 version of the Manual.

<sup>3</sup> These reports and PMAP raw data may be delivered in hard copy or via the PMAP Web site.

	SQM Name	PMAP Raw Data Table Name	PMAP Raw Data Field Name
	(Non-Trunks)		
2	Ordering: Reject Interval	Ordering: Reject Interval & Percent Reject by Interval	rej_duration

BellSouth calculates the FOC duration as the time elapsed between (1) BellSouth receipt of a service request<sup>4</sup> and (2) the issuance of an FOC. BellSouth calculates for the reject duration (rej\_duration) as the time elapsed between (1) BellSouth receipt of a service request and (2) the time the service request is rejected.

If a non-mechanized order is received during normal business hours and then FOC'd or rejected outside normal business hours during the weekend, BellSouth subtracted a fixed duration (33) hours from the calculation of the FOC duration and reject duration. This calculation introduces a downward bias by only including part of the weekend<sup>5</sup>.

KPMG Consulting re-tested using the October 2000 processed data and reports provided by BellSouth in the Amended Response to Observation 6.<sup>6</sup> KPMG Consulting found that the fields for reject duration and FOC duration were not calculated properly for non-mechanized orders. KPMG Consulting will provide files containing the records with discrepancies to BellSouth for evaluation<sup>7</sup>.

KPMG Consulting examined the PMAP Raw Data tables and calculated its own values for the Reject and FOC durations using as inputs: (1) the start and end times for processing a service order (PMAP Raw Data Fields); and (2) the business rules and exclusions identified in the Raw Data Users Manual (including the exclusions to account for weekend processing of service orders).

BellSouth provided KPMG Consulting<sup>8</sup> specific examples for calculating the Ordering: FOC Timeliness and Ordering: Reject Interval metric. KPMG Consulting applied the clarifications found in these examples and found discrepancies within FOC Timeliness and Reject Interval. BellSouth's documented exclusions governing the calculations of FOC Timeliness and Reject Interval do not agree with KPMG Consulting's calculations for PON's last\_received on a weekend.

BellSouth's Third Amended Response to Observation 6<sup>9</sup> detailed additional clarifications, exclusions, and a change to PMAP calculations. KPMG Consulting will be

<sup>4</sup> BellSouth considers the date the service request was last received.

<sup>5</sup> Transactions involving weekend activity are affected by the introduction of downward bias to the reject or FOC duration calculation.

<sup>6</sup> BellSouth's Amended Response to Observation 6 was received October 31, 2000.

<sup>7</sup> These files are proprietary and have been provided to BellSouth and the Florida Public Service Commission under separate cover.

<sup>8</sup> BellSouth forwarded examples of SQM rules on March 7, 2001.

<sup>9</sup> BellSouth's 3<sup>rd</sup> Amended Response to Observation 6, March 13, 2001.

requesting March 2001 data for retest of Ordering: FOC Timeliness and Reject Interval metrics.

	SQM Name	PMAP Raw Data Table Name	PMAP Raw Data Field Name	PMAP Raw Data Field Inputs
1	Ordering: FOC Timeliness (Non-Trunks)	Ordering: FOC Timeliness	foc_duration	last_rcvd, FOC_date
2	Ordering: Reject Interval	Ordering: Reject Interval & Percent Reject by Interval	rej_duration	first_rcvd, first_inclr

### Amendment

KPMG Consulting reviewed BellSouth's initial response<sup>10</sup> and red-line SQM in addition to the amended response<sup>11</sup> and amended red-line SQM for Exception 36. A retest was conducted based on March 2001 data. KPMG Consulting applied BellSouth's exclusions as outlined in the red-line SQM, but found discrepancies within the "Ordering: Firm Order Confirmation Timeliness" and "Ordering: Reject Interval" SQMs. The discrepancies are summarized below<sup>12</sup>.

### Firm Order Confirmation Timeliness – Partially Mechanized – Non-Residential<sup>13</sup>

	Last_rcvd	FOC_date	KPMG Consulting calculated duration <sup>14</sup>	BellSouth reported duration
1	2/12/01 9:19:10	3/1/01 15:23:15	136.07	.01

### Firm Order Confirmation Timeliness – Non-Mechanized – Non-Residential

	Last_rcvd	FOC_date	KPMG Consulting calculated duration	BellSouth reported duration
1	3/2/01 9:43	3/2/01 9:36	-0.12	.02
2	3/7/01 11:17	3/7/01 11:08	-0.15	.02
3	3/1/01 16:12	3/1/01 15:41	-0.52	.02

### Firm Order Confirmation Timeliness – Non-Mechanized – Residential

	Last_rcvd	FOC_date	KPMG Consulting calculated duration	BellSouth reported duration
1	3/20/01 16:59	3/20/01 16:53	-0.10	.02

### Reject Interval – Partially Mechanized – Non-Residential

	First_rcvd	First_inclr	KPMG Consulting calculated duration	BellSouth reported duration
1	3/12/01 12:07:12	3/12/01 12:08:10	.02	59.25
2	3/7/01 11:14:44	3/7/01 11:18:32	.06	20.18

<sup>10</sup> Florida OSS BellSouth's Response to Exception 36, 5/16/01.

<sup>11</sup> Florida OSS BellSouth's Amended Response to Exception 36, 6/11/01.

<sup>12</sup> The transactions are proprietary and will be provided to BellSouth and the Florida Public Service Commission separately.

<sup>13</sup> Non-Residential transactions include Business, Complex, and UNE transactions.

<sup>14</sup> Durations are calculated in hours.

	First_rvcd	First_inclr	KPMG Consulting calculated duration	BellSouth reported duration
3	3/15/01 9:55:52	3/19/01 12:50:20	22.91	.02
4	3/13/01 8:31:54	3/14/01 9:13:41	10.70	.04
5	3/13/01 9:02:41	3/14/01 9:21:55	10.32	.03
6	3/19/01 6:49:41	3/20/01 11:54:37	13.91	.02
7	3/19/01 6:59:52	3/19/01 7:02:25	.02	14.15
8	3/6/01 11:35:59	3/6/01 16:01:42	4.43	.02
9	3/19/01 15:53:08	3/19/01 15:54:46	.03	22.11
10	3/23/01 9:51:52	3/23/01 9:53:48	.03	14.9
11	3/26/01 10:25:29	3/28/01 12:43:05	22.29	.04
12	3/6/01 15:10:17	3/6/01 15:12:49	.04	19.62
13	3/9/01 8:06:22	3/9/01 8:07:44	.02	1.03
14	3/2/01 14:28:51	3/2/01 14:29:42	.01	41.77
15	3/15/01 11:10:30	3/15/01 11:12:20	.03	39.48
16	3/14/01 11:27:39	3/14/01 11:30:34	.05	9.82
17	3/23/01 16:28:45	3/23/01 16:30:07	.02	40.13
18	3/5/01 15:10:56	3/7/01 13:09:15	17.97	.02

**Reject Interval – Partially Mechanized – Residential**

	First_rvcd	First_inclr	KPMG Consulting calculated duration	BellSouth reported duration
1	3/14/01 16:04:38	3/14/01 16:06:30	.03	.67
2	3/20/01 17:25:56	3/20/01 17:28:03	.04	1.1
3	3/15/01 13:02:39	3/20/01 9:35:45	44.55	.01
4	3/30/01 13:47:57	3/30/01 15:42:35	1.91	.04
5	3/23/01 10:50:35	3/23/01 10:51:19	.01	.75
6	3/17/01 12:35:23	3/17/01 12:37:28	.03	12.3
7	3/2/01 10:15:21	3/2/01 10:17:39	.04	17.86
8	3/28/01 14:16:54	3/29/01 16:56:35	14.66	.01
9	3/19/01 15:55:09	3/19/01 15:57:10	.03	.64
10	3/13/01 23:38:39	3/14/01 10:51:54	3.87	.02
11	3/5/01 11:55:47	3/7/01 14:03:10	26.12	.01
12	3/29/01 12:21:24	3/29/01 12:23:24	.03	3.91
13	3/6/01 12:53:56	3/6/01 12:56:41	.05	1.43
14	3/19/01 7:49:25	3/20/01 12:02:22	16.22	.05
15	3/16/01 16:40:20	3/16/01 16:41:31	.02	12.61
16	3/16/01 10:24:38	3/19/01 14:44:27	28.33	.03
17	3/2/01 20:14:19	3/5/01 17:01:27	22.02	.02
18	3/27/01 9:18:34	3/27/01 9:20:59	.04	62.35
19	3/27/01 18:15:56	3/31/01 8:59:33	38.73	.02
20	3/28/01 15:02:28	3/28/01 15:05:03	.04	.51
21	3/31/01 7:04:03	4/2/01 10:06:27	15.04	.03
22	3/27/01 12:37:47	3/28/01 14:15:35	13.63	.05
23	3/19/01 16:16:03	3/19/01 16:16:58	.02	9.22
24	3/20/01 13:38:53	3/20/01 13:39:38	.01	5.35
25	3/21/01 15:42:19	3/22/01 16:35:44	12.89	.04
26	3/7/01 9:35:39	3/12/01 7:24:06	45.81	.05
27	3/5/01 17:41:18	3/5/01 18:32:03	.85	.05
28	3/19/01 16:51:23	3/22/01 7:34:35	26.72	.04
29	3/3/01 14:32:19	3/6/01 12:31:09	21.98	.05
30	3/23/01 11:07:56	3/23/01 11:08:51	.02	33.42
31	3/27/01 9:15:24	3/27/01 9:17:36	.04	1.56

	First_rcvd	First_inclr	KPMG Consulting calculated duration	BellSouth reported duration
32	3/21/01 16:01:57	3/21/01 16:02:34	.01	41.78
33	3/14/01 11:37:36	3/15/01 15:09:24	15.53	.05
34	3/14/01 11:28:37	3/14/01 16:40:34	5.20	.03
35	3/19/01 12:14:28	3/19/01 12:15:44	.02	.12

**Reject Interval – Non-Mechanized – Non-Residential\***

	First_rcvd	First_inclr	KPMG Consulting calculated duration	BellSouth reported duration
1	12/20/00 11:29	3/23/01 12:27	670.97	650.97
2	12/6/00 14:53	3/17/01 14:04	723.12	703.12
3	7/23/99 14:14	3/20/01 8:55	4314.68	4214.69
4	1/13/00 11:42	3/3/01 8:36	2966.30	2906.3
5	11/2/00 15:06	3/27/01 12:59	1027.88	997.88
6	12/4/00 15:51	3/20/01 7:32	752.15	732.15

\* Given the time span of the transactions above, KPMG Consulting would like to request an updated list of BellSouth-designated holidays for this period.

**2<sup>nd</sup> Amendment**

KPMG Consulting reviewed BellSouth’s Response to Amended Exception 36<sup>15</sup> and BellSouth’s Amended Response to Amended Exception 36<sup>16</sup> and re-tested using November 2001 data. However, KPMG Consulting continues to find additional discrepancies. The discrepancies are listed in the table below<sup>17</sup>.

**Reject Interval – Partially Mechanized – Non-Residential**

	CREATE_TS	TD_STATUS_UPDATE	KPMG Consulting calculated duration <sup>18</sup>	BellSouth reported duration
1	10/20/2001 11:35:52 (Sat)	10/20/2001 11:45:00 (Sat)	.02	0
2	10/28/2001 12:49:24 (Sun)	10/28/2001 112:51:27 (Sun)	.02	0

While the transactions listed above are from October 2001, the discrepancies were discovered based on Reject Interval data from November 2001. The *Florida Interim Performance Metrics – Version 3.00* entry for the “Ordering: Reject Interval” SQM states: “*In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set to one (1) minute.*”

The normal business hours for non-residential transactions are Monday – Friday 8:00 AM to 6:00 PM. Both transactions listed above were received and rejected outside normal business hours and should have durations of one minute. One minute is approximately .02 hours.

<sup>15</sup> FL OSS BellSouth’s Response to Amended Exception 36, 9/24/01.

<sup>16</sup> FL OSS BellSouth’s Amended Response to Amended Exception 36, 10/24/01.

<sup>17</sup> The transactions are proprietary and will be provided to BellSouth and the Florida Public Service Commission separately.

<sup>18</sup> Durations are calculated in hours.

### Reject Interval – Non-Mechanized – Non-Residential

	FIRST_RCVD	TD_STATUS_UPDATE	KPMG Consulting calculated duration	BellSouth reported duration
1	11/15/2001 11:20 (Th)	11/16/2001 7:37 (Fri)	6.67	8.29

The KPMG Consulting-calculated duration is based on the Non-Residential exclusions as listed in the *Florida Interim Performance Metrics – Version 3.00* entry. KPMG Consulting believes that BellSouth’s reported duration is based on the Residential exclusions.

#### 3<sup>rd</sup> Amendment

KPMG Consulting reviewed BellSouth’s Response to 2<sup>nd</sup> Amended Exception 36<sup>19</sup> and BellSouth’s Amended Response to 2<sup>nd</sup> Amended Exception 36<sup>20</sup> and re-tested using May 2002 data. However, KPMG Consulting found that BellSouth was incorrectly calculating durations for the “Ordering: Reject Interval” and “Ordering: Firm Order Confirmation Timeliness” SQMs<sup>21</sup>.

#### 4<sup>th</sup> Amendment

KPMG Consulting reviewed BellSouth’s Response to 3<sup>rd</sup> Amended Exception 36<sup>22</sup> and re-tested using June 2002 data. However, KPMG Consulting found that BellSouth was incorrectly calculating durations for the “Ordering: Reject Interval” and “Ordering: Firm Order Confirmation Timeliness” SQMs<sup>23</sup>.

#### Impact:

If BellSouth incorrectly calculates durations, the reported values would not accurately reflect the actual quality of service provided. Without accurate data sets, CLECs are unable to assess the quality of service received or plan for future business activities reliably.

<sup>19</sup> Florida OSS BellSouth’s Response to 2<sup>nd</sup> Amended Exception 36, 5/15/02.

<sup>20</sup> Florida OSS BellSouth’s Amended Response to 2<sup>nd</sup> Amended Exception 36, 6/5/02.

<sup>21</sup> These transactions are proprietary. A sample of records will be provided to BellSouth and the Florida Public Service Commission.

<sup>22</sup> Florida OSS BellSouth’s Response to 3<sup>rd</sup> Amended Exception 36, 9/18/02.

<sup>23</sup> These transactions are proprietary. A sample of records will be provided to BellSouth and the Florida Public Service Commission.

**BellSouth Response:**

The following three reasons account for why KPMG is unable to match the BellSouth reported June 2002 Non-Mechanized FOC Timeliness and Reject Interval durations:

- KPMG is not applying current business hours to their calculation of Non-Mechanized FOC Timeliness and Reject Interval. KPMG should retest using the following business hours:

*Resale Residence*

Monday through Friday 7:30 AM to 6:30 PM CT

Saturday 8:00 AM to 4:00 PM CT

*Business/Complex*

Monday through Friday 8:00 AM to 6:00 PM CT

- In addition, KPMG is applying the Resale Residence business hours to all LSRs with a TOS beginning with 2. KPMG should only be applying Resale Residence business hours to those LSRs that meet all of the following criteria:
  - First character of the REQTYPE is 'E'
  - First character of the TOS is '2'
  - Second character of the TOS is not 'D'
- There are certain cases for which PMAP calculated a zero duration when it should be one minute, and other cases when PMAP incorrectly adds 600 minutes to the duration. Test Director RQ 1757 has been entered to address these issues, and is scheduled for September 2002 data.

Supporting data can be found in the file 'KPM\_092302.08\_FL DATA.xls.'

**BellSouth Amended Response:**

Additionally, BellSouth has discovered the following issue: Non-Mechanized LSRs may be processed by a service center located in either the Eastern or Central time zone. In June 2002 data, PMAP treated all Partial and Non-Mechanized LSRs as if they were processed in a service center located in the Central time zone. To account for LSRs worked in either time zone, BellSouth will apply the Eastern opening time and the Central closing time when calculating Reject Interval and FOC Timeliness durations for all Partial and Non-Mechanized LSRs. This will be addressed with Test Director RQ 2080. At this point the RQ 2080 has not been scheduled.

**BellSouth's 8<sup>th</sup> Amended Response:**

For further clarification of the Definition section of the Reject Interval measure in FL Interim SQM, BellSouth proposes to update the Redline SQM that was submitted to BearingPoint on 12/20/01. The final sentence in the Definition section will read as

follows: 'When there are multiple rejects on a single version of the LSR, the first reject issued is used for the calculation of the interval duration.'



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**BellSouth's Policy On**  
**Reposting Of Performance Data and Recalculation of SEEM Payments**

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement ("SQM") reports and the Monthly State Summary ("MSS") report and recalculate Self-Effectuating Enforcement ("SEEM") payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

- (1) Only those measures included in a state's specific SEEM plan with corresponding sub-metrics are subject to reposting. The measures subject to reposting will be adjusted to reflect any changes in the measures included in the SEEM plans.
- (2) Performance sub-metric calculations for SEEM Measures as reflected in the MSS that result in a shift in the performance in the aggregate from an "in parity" condition to an "out of parity" condition will be available for reposting.
- (3) Performance sub-metric calculations for SEEM Measures with benchmarks that are in an "out of parity" condition will be available for reposting whenever there is a  $\geq 2\%$  deviation in performance at the sub-metric level, provided that there are at least 100 CLEC transactions in the sub-metric.<sup>1</sup>
- (4) Performance sub-metric calculations for SEEM Measures with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a .5 change in the z-score at the sub-metric level, provided that there are at least 100 CLEC transactions in the sub-metric.<sup>2</sup>
- (5) Performance data will be available with the updated data for a maximum of three months in arrears. Performance data charts (MSS Charts) that incorporate updated data will only be generated as part of the normal monthly production cycle. A notice will be placed on the PMAP website advising CLECs when reposted data is available.

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<sup>1</sup> This 100 CLEC transaction threshold does not apply to those sub-metrics associated with Local Interconnection Trunks and those performance measures involving BellSouth's collocation and change management performance.

<sup>2</sup> This 100 CLEC transaction threshold does not apply to those sub-metrics associated with Local Interconnection Trunks and those performance measures involving BellSouth's collocation and change management performance.

- (6) When updated performance data has been made available for reposting or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments. Where technically feasible, SEEMS payments will be subject to recalculation for a maximum of three months in arrears from the date updated performance data was made available or the date when the payment error was discovered.
- (7) Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.
- (8) Any adjustments for underpayments will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

**BELLSOUTH KEY PERFORMANCE METRICS**  
**FLORIDA**

<b>SQM</b>	<b>DESCRIPTION</b>
OSS-1	Average Response Interval
OSS-2	% Interface Availability (Pre-Ordering & Ordering)
OSS-3	% Interface Availability (Maintenance & Repair)
OSS-4	Response Interval (Maintenance & Repair)
PO-1	Loop Makeup Inquiry (Manual)
PO-2	Loop Makeup Inquiry (Electronic)
O-1	Acknowledgement Message Timeliness
O-2	Acknowledgement Message Completeness
O-3	% Flow Through Service Requests
O-8	Reject Interval
O-9	FOC Timeliness
O-11	FOC and Reject Completeness
O-12	Speed of Answer in Ordering Center
P-3A	% Missed Installation Appointments Including Subsequent Appointments
P-4A	Average Order Completion and Completion Notice Interval
P-7	Coordinated Customer Conversions Interval
P-7A	Coordinated Customer Conversions - Hot Cut Timeliness
P-7C	% Provisioning Troubles Within 7 Days – Hot Cuts
P-8	% Cooperative Acceptance Testing - % xDSL Loops Successfully Tested
P-9	% Provisioning Troubles Within 30 Days
P-11	Service Order Accuracy
M&R-1	Missed Repair Appointments
M&R-2	Customer Trouble Report Rate
M&R-3	Maintenance Average Duration
M&R-4	% Repeat Troubles Within 30 Days
M&R-5	Out of service > 24 Hours
B-1	Invoice Accuracy
B-2	Mean Time to Deliver Invoices
B-3	Usage Data Delivery Accuracy
C-3	%Due Dates Missed – Collocation
CM-1	Timeliness of Change Management Notices
CM-3	Timeliness of Documents Associated with Change
CM-6	% Software Errors Corrected Within X Business Days
CM-7	% Change Requests Accepted
CM-11	% Change Request Implemented Within 60 Weeks of Prioritization
TGP-1	Trunk Group Performance - Aggregate
TGP-2	Trunk Group Performance – CLEC Specific

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**BEFORE THE  
FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, D.C. 20554**

In the Matter of )  
 )  
Joint Application by BellSouth Corporation, )  
BellSouth Telecommunications, Inc., ) CC Docket No. 02-35  
and BellSouth Long Distance, Inc. for )  
Provision of In-Region, InterLATA )  
Services in Georgia and Louisiana )

**SUPPLEMENTAL REPLY AFFIDAVIT OF KEITH E. JOHNSON, PH.D.**

I, Keith E. Johnson, being of lawful age and duly sworn upon my oath, hereby depose and state:

**I. PROFESSIONAL EXPERIENCE**

1. My name is Keith E. Johnson. My business address is 3535 Colonnade Pkwy., Birmingham, AL 35243. I am a Statistician for BellSouth Telecommunications, Inc. I have a Bachelor of Science degree in Mathematics from The University of Wisconsin – Stevens Point, a Master of Science degree in Mathematics from The University of Wisconsin – Madison and a Ph.D. in Mathematics from the University of Georgia. I am certified by the American Society for Quality (ASQ) as a Quality Engineer (CQE) and as a Six Sigma Black Belt (CSSBB). I have over 28 years experience in telecommunications data analysis.

**II. PURPOSE OF THE AFFIDAVIT**

2. The purpose of my reply comments is to respond to certain statistical issues raised in the Supplemental Declaration of Robert M. Bell and the Joint Supplemental Declaration of Cheryl Bursh and Sharon Norris on behalf of AT&T Corp. See Supplemental Comments of AT&T Corp. In Response To BellSouth Corporation’s Supplemental Brief, *Joint*

*Application by BellSouth Corporation, BellSouth Telecommunications, Inc. and BellSouth Long Distance, Inc., for Provision of In-Region, InterLATA Services in Georgia and Louisiana, CC Docket No. 02-35 (FCC file Mar. 4, 2002).* In responding to these declarations, I address the following issues: BellSouth's revised sampling methodology for Service Order Accuracy; the replacement of state specific results with regional results; and reduced sample sizes for certain sub-metrics.

### **III. BELLSOUTH'S REVISED SAMPLING METHODOLOGY**

3. Dr. Bell complains about the alleged lack of details concerning BellSouth's revised Service Order Accuracy (SOA) sampling methodology. AT&T Bell Supp. Decl. ¶¶ 3-4. Under the old sampling methodology, sampling was done by Local Service Requests (LSRs). Each Service Order (SO) in a sampled LSR was examined for errors, and an error on any SO within that LSR resulted in scoring that LSR as being in error. By contrast, the revised sampling plan randomly samples the SOs directly for each sub-metric with no consideration of stratification of the total universe of SOs. Because the sampling frame for each sub-metric consists of all SOs generated for that sub-metric for a given month, more than one service order from a given LSR could be chosen in a sample. If an LSR consists of 10 SOs, it is 10 times more likely that one of those SOs will be included in the sample than a SO from an LSR that has only that one SO. Theoretically, all 10 SOs from the aforementioned LSR could be part of the sample, although this is quite unlikely. Since the stated intent of the measurement is Service Order Accuracy and since the Service Quality Measurement (SQM) plan requires a "statistically valid sample of service orders," sampling SOs directly makes more sense and is more consistent with the SQM than sampling LSRs.

4. Sample sizes are chosen for each sub-metric with a target of a 95% confidence interval of 5% or less. That is, we hope to be 95% certain that the error rate for the universe being sampled is no further than 5% from the sample error rate. Scenario testing with the Hypergeometric distribution (see Supp. Reply Exhibit KEJ-1) using error rates slightly greater than the historical tendency helps assure that the final result will be statistically valid at this level. When the sampled SOs have been checked for errors, the Hypergeometric distribution is used to calculate the actual confidence limits.
5. An unordered sample of 150% of the prescribed size is generated from SO records using computer generated random numbers. That is, the first SO on the list is the first one randomly selected, the second SO on the list is the second one randomly selected, etc. The reviewers begin with the first SO on the list and attempt to retrieve it for analysis. Should it be unavailable they proceed to the next designated SO and continue until they have been able to locate, in order, the prescribed number of SOs for the sample. By maintaining the list in the order in which they were selected the randomness of the selections is insured.

#### **IV. SAMPLE SIZE ISSUES**

6. Ms. Bursh and Ms. Norris contend that by using the previous methodology a sample of 20 LSRs would, with an average of 2 SOs per LSR, involve a review of 40 SOs, while a sample of 20 SOs under the current methodology would only involve reviewing those 20 SOs. AT&T Bursh & Norris Supp. Decl. ¶ 113. Since under the previous methodology the sampling frame was LSRs, all sample sizes, error rates, and sampling precisions were calculated using LSR counts. Under the current methodology, the sampling frame is SOs and statistically valid sampling techniques are being applied to the universe of SOs. Hence any comparison of SOs examined under the previous methodology to SOs sampled and



examined under the current methodology is irrelevant. The only question that should be asked is whether the samples yield a statistically significant answer.

7. Dr. Bell raises a concern about reduced sample sizes in December 2001. AT&T Bell Supp. Decl. ¶ 7. Although the December results were based on reduced sample sizes for some sub-metrics, sample sizes have been significantly increased in subsequent months as more history became available and appropriate sample sizes could be calculated more reliably. The most recent month for which sample sizes were assigned has no sample sizes smaller than 100.
8. Dr. Bell asks whether BellSouth chose smaller sample sizes to mask subpar service. This sentiment is echoed in Bursh and Norris. AT&T Bell Supp. Decl. ¶ 7, AT&T Bursh & Norris Supp. Decl. ¶ 110. As evidence that BellSouth did not choose sample sizes in such a way as to intentionally mask poor performance, consider that for a universe of 5000 SOs with an overall error rate of 2% (100 errors) a sample of 35 would be slightly more likely to overstate the error rate than to understate it (probability of overstatement = 0.508; probability of understatement = 0.492). Using the same parameters for the universe, a sample twice as large (70) would be more likely to understate the error rate for the universe (probability of overstatement = 0.410; probability of understatement = 0.590). Of course the larger sample size is still to be preferred because it yields a tighter confidence interval.
9. Dr. Bell points out that if all 600 SOs were examined for A.2.25.2.1.1 instead of the 40 that were examined the sub-metric might have failed. AT&T Bell Supp. Decl. ¶¶ 7-8. Since sampling statistics can only approximate the parameters of the measured universe, this is always true, regardless of the size of the universe or the size of the sample. The unexamined portion of the universe might harbor many SOs that were in error or it might

be virtually error free. The objective is to sample in such a way as to minimize manpower requirements while delivering an answer that is statistically reliable.

## V. REGIONAL VS STATE RESULTS

10. Dr. Bell questions the replacement of state-specific results with regional results. AT&T Bell Supp. Decl. ¶ 5. The nine-state aggregate approach replaces the state-specific approach that was being used in Georgia and the three-state aggregate approach (Georgia, Florida and Kentucky) being used in Louisiana. Dr. Bell's concern about this nine-state aggregate approach is unfounded.
11. Since the SOs are generated by two regional Service Centers, trying to establish state specific measures places an artificial constraint on the measure. The Service Representatives in these centers handle orders from all 9 BellSouth served states and there is no reason to believe that SOs for one state would yield a significantly different result than SOs for any other state or for the entire region.
12. The increased volume from a region-wide analysis comes into play in the small and large volume categories differently. In some of the smaller categories where we may have fewer than ten Service Orders per state, a more meaningful answer is obtained by looking at these categories region-wide. These categories are too small to sample and are censused (all available Service Orders are examined). However, if each state had 5 Service Orders for a regional total of 45, a single incorrect Service Order would result in a 20% error rate (1 out of 5) in the state for which it occurred while the other states would luxuriate in a 0% error rate. Region-wide we would be looking at a more meaningful answer of 1 error in 45 for an error rate of 2.2%.

13. By sampling region-wide in the larger categories we gain by economies of scale. Sample sizes are not related linearly to the size of the universe being sampled. That is, a universe of 2000 will not require a sample size twice that required for a universe of 1000 with the same assumed error rate. Using the Hypergeometric distribution to estimate sample sizes and assuming an error rate of approximately 4% with a desired 95% confidence interval of  $\pm 5\%$ , we have the following (similar results would be achieved for different assumed error rates):

Universe	Required Sample
100	60
500	95
1,000	100
5,000	110
10,000	115
20,000	115
100,000	115

14. Sampling a really large universe state by state with the assumed 4% error rate would require 9 individual samples of 115 each. Sampling region-wide (which is more meaningful since that is how the process operates) requires a single sample of 115. (In actual practice we would choose a sample somewhat larger than 115 to allow for fluctuations in the error rate.)

## **VI. MISCELLANEOUS SOA ISSUES**

15. Ms. Bursh and Ms. Norris lament that “BellSouth has failed to provide any data showing what its service order accuracy rates would have been in November and December under the prior methodology.” AT&T Bursh & Norris Supp. Decl. ¶ 116. Since the current

methodology does not examine all SOs in an LSR, such a comparison would be most difficult. BellSouth has, however, redone previous months' data using the new methodology so that a comparison can be made. This data is contained in the Supplemental Reply Affidavit of Alphonso Varner (Supp. Reply App., Tab I).

16. Ms. Bursh and Ms. Norris contend that more complex service orders are more likely to have errors and that selecting less complex service orders would skew the SO Accuracy measure and would not reflect BellSouth's actual performance. AT&T Bursh & Norris Supp. Decl. ¶ 114. Although Ms. Bursh and Ms. Norris fail to point it out, the converse is equally true; i.e., selecting only complex SOs for review would likewise skew the results. That is why the sampling is totally random, so as to obtain a reasonable cross section of the SO universe to best gauge overall accuracy.

## **VII. CONCLUSION**

17. The criticisms of the methodology used by BellSouth to calculate Service Order Accuracy results by Dr. Bell and Ms. Bursh and Ms. Norris are unwarranted. The Service Order Accuracy measurement and the associated methodology used by BellSouth to calculate confidence limits based on the Hypergeometric distribution is a statistically reliable gauge of BellSouth's performance.

Exhibit-KEJ-01\_032802.doc

**Hypergeometric Calculation of 95% Confidence Interval**

Let  $N = \text{Universe Size}$ ,  $n = \text{Sample Size}$ ,  $d = \text{Number Defective in Sample}$

$$p = \frac{d}{n} = \text{Fraction Defective (error rate) in the Sample}$$

Find the largest value of  $d_u$  which satisfies  $d_u \leq N - (n - d)$  and for which

$$0.025 \leq \frac{C(d_u, d)C(N-d_u, n-d)}{C(N, n)} \quad \text{Or (special case)}$$

$$0.05 \leq \frac{C(d_u, d)C(N-d_u, n-d)}{C(N, n)} \quad \text{When } p = d = 0 \text{ (a one-sided limit)}$$

$$\text{Upper Confidence Limit} = \frac{d_u}{N}$$

That is, the largest achievable value of the error rate for the universe for which there is at least a 2.5% chance of the actual sample occurring. (We can't have more than  $N - (n - d)$  errors in the universe since we have already found  $n - d$  non-errors.)

Similarly for Lower Confidence Limit:

Find the smallest value of  $d_L$  which satisfies  $d_L \geq d$  and for which

$$0.025 \leq \frac{C(d_L, d)C(N-d_L, n-d)}{C(N, n)}$$

$$\text{Lower Confidence Limit} = \frac{d_L}{N}$$

That is, the smallest achievable value of the error rate for the universe for which there is at least a 2.5% chance of the actual sample occurring. (We can't have fewer than the  $d$  errors already found.)

FL Item 11.xls

CM - 10 Software Validation								
Total 100% 65 Scenarios								
Pre-Order 25% of total weights 20 scenarios						Order 75% of total weights 45 scenarios		
32% of pre-orders 8% of total 5 scenarios	32% of pre-orders 8% of total 5 scenarios	12% of pre-order 3% of total 3 scenarios	12% of pre-order 3% of total 3 scenarios	8% of pre-order 2% of total 2 scenarios	4% of pre-order 1% of total 2 scenarios	20% of order 15% of total 10 scenarios	40% of order 30% of total 15 scenarios	40% of order 30% of total 20 scenarios
Customer Service Record	Address Validation	Due Date Availability	TN Availability or Reservation	Product & Services Availability	Loop Make Up	UNE	Resale	UNE-P
						1 1.50%	11 2.00%	26 1.50%
2 1.50%	12 2.00%	27 1.50%						
3 1.50%	13 2.00%	28 1.50%						
4 1.50%	14 2.00%	29 1.50%						
5 1.50%	15 2.00%	30 1.50%						
6 1.50%	16 2.00%	31 1.50%						
7 1.50%	17 2.00%	32 1.50%						
8 1.50%	18 2.00%	33 1.50%						
9 1.50%	19 2.00%	34 1.50%						
10 1.50%	20 2.00%	35 1.50%						
46 1.60%	51 1.60%	56 1.00%	59 1.00%	62 1.00%	64 0.50%	21 2.00%	22 2.00%	36 1.50%
47 1.60%	52 1.60%	57 1.00%	60 1.00%	63 1.00%	65 0.50%	23 2.00%	24 2.00%	37 1.50%
48 1.60%	53 1.60%	58 1.00%	61 1.00%			25 2.00%	26 2.00%	38 1.50%
49 1.60%	54 1.60%						27 2.00%	39 1.50%
50 1.60%	55 1.60%						28 2.00%	40 1.50%
							29 2.00%	41 1.50%
							30 2.00%	42 1.50%
							31 2.00%	43 1.50%
							32 2.00%	44 1.50%
							33 2.00%	45 1.50%
1.60% per scenario	1.60% per scenario	1.00% per scenario	1.00% per scenario	1.00% per scenario	0.50% per scenario	1.5% per scenario	2.00% per scenario	1.5% per scenario



FL Item 13.pdf

## Section 1: Operations Support Systems (OSS)

### OSS-4: Response Interval (Maintenance & Repair)

#### SEEM Measure

Seem	Tier I	Tier II
Yes.....		X
No		

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- Region Level, per OSS Interface ..... Average Interval Parity with Retail
- Not Applicable ..... Not Applicable



### PO-1: Loop Makeup - Response Time – Manual

#### SEEM Measure

Seem	Tier I	Tier II
Yes.....	X	X



### PO-2: Loop Make Up - Response Time - Electronic

#### SEEM Measure

Seem	Tier I	Tier II
Yes.....	X	X

## Section 2: Ordering

### O-2: Acknowledgement Message Completeness

**SEEM Measure**

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

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- EDI ..... Benchmark: 100% <- 99.5%
- TAG ..... Benchmark: 100% <= 99.5%



### O-3: Percent Flow-Through Service Requests (Summary)

**SEEM Measure**

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



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

**SEEM Measure**

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



### O-8: Reject Interval

**SEEM Measure**

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

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Fully Mechanized ..... 97% <= 1 hour
- Partially Mechanized ..... 95% <= 10 hours
- Non-Mechanized ..... 95% <= 24 hours
- Local Interconnection Trunks ..... 95% <= 36 hours
  
- Fully Mechanized ..... 97% <= 1 hour
- Partially Mechanized ..... 95% <= 10 hours
- Non-Mechanized ..... 95% <= 24 hours



**O-11: Firm Order Confirmation and Reject Response Completeness**

**SEEM Measure**

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

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- |   |              |
|---|--------------|
| <input type="checkbox"/> Fully Mechanized .....             | 95% Returned |
| <input type="checkbox"/> Partially Mechanized .....         | 95% Returned |
| <input type="checkbox"/> Non Mechanized .....               | 95% Returned |
| <input type="checkbox"/> Local Interconnection Trunks ..... | 95% Returned |
| • Fully Mechanized .....                                    | 95% Returned |



**O-12: Speed of Answer in Ordering Center**

**SEEM Measure**

SEEM	Tier I	Tier II
Yes.....	X.....	
No.....		

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- |  |                    |
|--|--------------------|
| <input type="checkbox"/> CLEC Local Carrier Service Center ..... | Parity With Retail |
| <input type="checkbox"/> BellSouth .....                         | Parity With Retail |
| <input type="checkbox"/> Business Service Center .....           | Parity With Retail |
| <input type="checkbox"/> Residence Service Center .....          | Parity With Retail |
| • Not Applicable .....   | Not Applicable     |

{ }

## Section 3: Provisioning

### P-3: Percent Missed Initial Installation Appointments

#### SEEM Measure

Seem	Tier I	Tier II
No.....		
Yes.....	X.....	X.....

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- Not Applicable.....Not Applicable
- Resale POTS.....Retail Residence and Business (POTS)
- Resale Design.....Retail Design
- UNE Loop + Port Combinations.....Retail Residence and Business
- UNE Loops.....Retail Residence and Business Dispatch
- UNE xDSL.....ADSL Provided to Retail
- UNE Line Sharing Without Conditioning.....ADSL Provided to Retail Without Conditioning
- With Conditioning.....ADSL Provided to Retail With Conditioning
- Local Interconnection Trunks.....Parity with Retail
- LNP.....Retail Residence and Business (POTS)



BellSouth proposes to delete this measure.

### P-3A: Percent Missed Installation Appointments Including Subsequent Appointments

#### SEEM Measure

Seem	Tier I	Tier II
Yes.....	X.....	X.....
No.....		

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- Resale Residence.....Retail Residence
- Resale Business.....Retail Business
- Resale Design.....Retail Design
- Resale PBX.....Retail PBX
- Resale Centrex.....Retail Centrex
- Resale ISDN.....Retail ISDN
- LNP (Standalone).....Retail Residence and Business (POTS)
- INP (Standalone).....Retail Residence and Business (POTS)
- 2W Analog Loop Design.....Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design.....Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With LNP - Design.....Retail Residence and Business Dispatch
- 2W Analog Loop With LNP - Non-Design.....Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With INP - Design.....Retail Residence and Business Dispatch
- 2W Analog Loop With INP - Non-Design.....Retail Residence and Business - POTS Excluding Switch-Based Orders

<input type="checkbox"/> UNE Digital Loop <DS1	Retail Digital Loop <DS1
<input type="checkbox"/> UNE Digital Loop >=DS1	Retail Digital Loop >=DS1
<input type="checkbox"/> UNE Loop + Port Combinations	Retail Residence and Business
<input type="checkbox"/> Dispatch In	Dispatch In
<input type="checkbox"/> Switch Based	Switch Based
<input type="checkbox"/> UNE Switch Ports	Retail Residence and Business (POTS)
<input type="checkbox"/> UNE Combo Other	Retail Residence, Business and Design-Dispatch
<input type="checkbox"/> UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
<input type="checkbox"/> Without Conditioning	Without Conditioning
<input type="checkbox"/> With Conditioning	With Conditioning (BellSouth does not offer this service to Retail)
<input type="checkbox"/> UNE ISDN (Includes UDC)	Retail ISDN - BRI
<input type="checkbox"/> UNE UDC/ISDL	Retail ISDN - BRI and PRI
<input type="checkbox"/> UNE Line Sharing	ADSL Provided to Retail
<input type="checkbox"/> Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
<input type="checkbox"/> Local Interconnection Trunks	Parity with Retail
<input type="checkbox"/> UNE Line Splitting	ADSL to Retail
<input type="checkbox"/> UNE Other Design	Retail Design
<input type="checkbox"/> UNE Other Non-Design	Retail Residence and Business
<input type="checkbox"/> EELs	Retail DS1/DS3
<input type="checkbox"/> Not Applicable	Not Applicable



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

**SEEM Measure**

<b>Seem</b>	<b>Tier I</b>	<b>Tier II</b>
No		
Yes	X	X

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

<input type="checkbox"/> Not Applicable	Not Applicable
<input type="checkbox"/> Resale Pots	Retail Residence and Business (POTS)
<input type="checkbox"/> Resale Design	Retail Design
<input type="checkbox"/> UNE Loop - Combinations	Retail Residence and Business
<input type="checkbox"/> UNE Loops	Retail Residence and Business
<input type="checkbox"/> UNE xDSL Without Conditioning	5 Days
<input type="checkbox"/> UNE xDSL With Conditioning	12 Days
<input type="checkbox"/> UNE Line Sharing Without Conditioning	ADSL Provided to Retail Without Conditioning
<input type="checkbox"/> With Conditioning	<=12 Days
<input type="checkbox"/> Local Interconnection Trunks	Parity with Retail



*BellSouth proposes to delete this measure.*

**P-4A: Average Order Completion and Completion Notice Interval (AOCCNI) Distribution**

**SEEM Measure**

<b>Seem</b>	<b>Tier I</b>	<b>Tier II</b>
Yes	X	X

No

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

<input type="checkbox"/> Resale Residence	Retail Residence
<input type="checkbox"/> Resale Business	Retail Business
<input type="checkbox"/> Resale Design	Retail Design
<input type="checkbox"/> Resale PBX	Retail PBX
<input type="checkbox"/> Resale Centrex	Retail Centrex
<input type="checkbox"/> Resale ISDN	Retail ISDN
<input type="checkbox"/> LNP (Standalone)	Retail Residence and Business (POTS)
<input type="checkbox"/> INP (Standalone)	Retail Residence and Business (POTS)
<input type="checkbox"/> 2W Analog Loop Design	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
<input type="checkbox"/> 2W Analog Loop With LNP - Design	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop With LNP - Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
<input type="checkbox"/> 2W Analog Loop With INP - Design	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop With INP - Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
<input type="checkbox"/> UNE Digital Loop < DS1	Retail Digital Loop < DS1
<input type="checkbox"/> UNE Digital Loop >= DS1	Retail Digital Loop <= DS1
<input type="checkbox"/> UNE Loop - Port Combinations	Retail Residence and Business
<input type="checkbox"/> Dispatch In - Switch Based	Dispatch In - Switch Based
<input type="checkbox"/> UNE Switch Ports	Retail Residence and Business (POTS)
<input type="checkbox"/> UNE Combo Other	Retail Residence, Business and Design Dispatch
<input type="checkbox"/> UNE xDSL (HDSL, ADSL and UCL)	
<input type="checkbox"/> Without Conditioning	<= 5 Days
<input type="checkbox"/> With Conditioning	<= 12 Days
<input type="checkbox"/> UNE ISDN (Includes UDC)	Retail ISDN - BRI
<input type="checkbox"/> UNE UDC / IDSL	Retail ISDN - BRI and PRI
<input type="checkbox"/> UNE Line Sharing	ADSL Provided to Retail
<input type="checkbox"/> Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
<input type="checkbox"/> Local Interconnection Trunks	Parity with Retail
<input type="checkbox"/> UNE Line Splitting	ADSL Provided to Retail
<input type="checkbox"/> UNE Other Design	Retail Design
<input type="checkbox"/> UNE Other Non-Design	Retail Residence and Business
<input type="checkbox"/> EELs Retail DS1/DS3	
• Not Applicable	Not Applicable



**P-7: Coordinated Customer Conversions Interval**

**SEEM Measure**

<b>Seem</b>	<b>Tier I</b>	<b>Tier II</b>
Yes.....	X.....	X.....

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

<input type="checkbox"/> Unbundled Loops With INP	95% <= 15 minutes
<input type="checkbox"/> Unbundled Loops With LNP	95% <= 15 minutes
• Unbundled Loops	95% <= 15 minutes



**P-7A: Coordinated Customer Conversions – Hot Cut Timeliness %  
 Within Interval and Average Interval**

**SEEM Measure**

<b>Seem</b>	<b>Tier I</b>	<b>Tier II</b>
Yes.....	X .....	X .....

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

-SL1 Time Specific.....	95% Within + or - 15 Minutes of Scheduled Start Time
-SL1 Non-Time Specific.....	95% Within + or - 15 Minutes of Scheduled Start Time
-SL2 Time Specific.....	95% Within + or - 15 Minutes of Scheduled Start Time
-SL2 Non-Time Specific.....	95% Within + or - 15 Minutes of Scheduled Start Time
-SL1 IDLC.....	95% Within 4-hour Window
-SL2 IDLC.....	95% Within 4-hour Window

- UNE Loops Non-IDLC.....95% Within + or - 15 minutes of Scheduled Start Time
- UNE Loops IDLC.....95% Within 4-hour window



**P-7C: Hot Cut Conversions - % Provisioning Troubles Received Within 7  
 days of a completed Service Order**

**SEEM Measure**

<b>Seem</b>	<b>Tier I</b>	<b>Tier II</b>
Yes.....	X .....	X .....

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

-UNE Loop Design.....	<=5% (To be reviewed after six month period)
+UNE Loop Non-Design.....	<=5% (To be reviewed after six month period)

- UNE Loops.....<= 5%



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

<b>Seem</b>	<b>Tier I</b>	<b>Tier II</b>
Yes.....	X .....	X .....

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

-UNE xDSL.....	95% of Lines Successfully Tested
-ADSL.....	95% of Lines Successfully Tested
-HDSL.....	95% of Lines Successfully Tested
-UCL.....	95% of Lines Successfully Tested
-Other.....	95% of Lines Successfully Tested

- UNE xDSL.....95% of Lines Successfully Tested





**P-9: % Provisioning Troubles within 30 days of Service Order Completion**

**Measure**

Seem Tier I Tier II  
Yes..... X ..... X

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

<input checked="" type="checkbox"/> Resale Residence.....	Retail Residence
<input type="checkbox"/> Resale Business.....	Retail business
<input type="checkbox"/> Resale Design.....	Retail Design
<input checked="" type="checkbox"/> Resale PBX.....	Retail PBX
<input checked="" type="checkbox"/> Resale Centrex.....	Retail Centrex
<input type="checkbox"/> Resale ISDN.....	Retail ISDN
<input checked="" type="checkbox"/> LNP (Standalone).....	Retail Residence and Business (POTS)
<input checked="" type="checkbox"/> INP (Standalone).....	Retail Residence and Business (POTS)
<input type="checkbox"/> 2W Analog Loop Design.....	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop Non-Design.....	Retail Residence and Business -- (POTS Excluding Switch-Based Orders)
<input checked="" type="checkbox"/> 2W Analog Loop With LNP Design.....	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop With LNP Non-Design.....	Retail Residence and Business -- (POTS Excluding Switch-Based Orders)
<input checked="" type="checkbox"/> 2W Analog Loop With INP Design.....	Retail Residence and Business Dispatch
<input type="checkbox"/> 2W Analog Loop With INP Non-Design.....	Retail Residence and Business (POTS -- Excluding Switch-Based Orders)
<input checked="" type="checkbox"/> UNE Digital Loop <DS1.....	Retail Digital Loop <DS1
<input type="checkbox"/> UNE Digital Loop >=DS1.....	Retail Digital Loop >=DS1
<input type="checkbox"/> UNE Loop + Port Combinations.....	Retail Residence and Business
<input checked="" type="checkbox"/> Dispatch In.....	Dispatch In
<input checked="" type="checkbox"/> Switch Based.....	Switch Based
<input checked="" type="checkbox"/> UNE Switch Ports.....	Retail Residence and Business (POTS)
<input type="checkbox"/> UNE Combo Other.....	Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
<input checked="" type="checkbox"/> UNE xDSL (HDSL, ADSL and UCL).....	ADSL provided to Retail
<input type="checkbox"/> UNE ISDN (Includes UDC).....	Retail ISDN BR1
<input type="checkbox"/> UNE Line Sharing.....	ADSL Provided to Retail
<input checked="" type="checkbox"/> Local Transport (Unbundled Interoffice Transport).....	Retail DS1/DS3 Interoffice
<input checked="" type="checkbox"/> Local Interconnection Trunks.....	Parity with Retail
<input type="checkbox"/> UNE Line Splitting.....	ADSL Provided to Retail
<input checked="" type="checkbox"/> UNE Other Non-Design.....	Retail Residence and Business
<input checked="" type="checkbox"/> UNE Other Design.....	Retail Design
EELs -- Retail DS1/DS3	

- Resale POTS.....Retail Residence and Business (POTS)
- Resale Design.....Retail Design
- UNE Loop + Port Combinations.....Retail Residence and Business
- UNE Loops.....Retail Residence and Business Dispatch
- UNL xDSL.....ADSL Provided to Retail
- UNE Line Sharing.....ADSL Provided to Retail
- Local Interconnection Trunks.....Parity with Retail



**P-12: ~~LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribu~~Definition**

**SEEM Measure**

Seem \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II  
No \_\_\_\_\_

SEEM Disaggregation \_\_\_\_\_ SEEM Analog/Benchmark

Not Applicable \_\_\_\_\_ Not Applicable



**P-12A: LNP - Percent Out of Service < 60 Minutes**

**SEEM Measure**

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II  
Yes \_\_\_\_\_ X \_\_\_\_\_ X

SEEM Disaggregation \_\_\_\_\_ SEEM Analog/Benchmark

• LNP \_\_\_\_\_ >= 96.5%



**P-12B: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date**

**SEEM Measure**

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II  
Yes \_\_\_\_\_ X \_\_\_\_\_ X

SEEM Disaggregation \_\_\_\_\_ SEEM Analog/Benchmark

• LNP (Standalone) \_\_\_\_\_ >95%



**P12C: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non Trigger)**

**SEEM Measure**

SEEM \_\_\_\_\_ Tier I \_\_\_\_\_ Tier II  
Yes \_\_\_\_\_ X \_\_\_\_\_ X

SEEM Disaggregation \_\_\_\_\_ SEEM Analog/Benchmark

• LNP \_\_\_\_\_ 95% <= 12 Hours

## Section 4: Maintenance & Repair

### M&R-1: Missed Repair Appointments

#### SEEM Measure

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

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

<input type="checkbox"/> Resale Residence .....	Retail Residence
<input type="checkbox"/> Resale Business .....	Retail Business
<input type="checkbox"/> Resale Design .....	Retail Design
<input type="checkbox"/> Resale PBX .....	Retail PBX
<input type="checkbox"/> Resale Centrex .....	Retail Centrex
<input type="checkbox"/> Resale ISDN .....	Retail ISDN
<input type="checkbox"/> 2W Analog Loop Design .....	Retail Residence & Business Dispatch
<input type="checkbox"/> 2W Analog Loop Non-Design .....	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles
<input type="checkbox"/> UNE Digital Loop < DS1 .....	Retail Digital Loop < DS1
<input type="checkbox"/> UNE Digital Loop >= DS1 .....	Retail Digital Loop >= DS1
<input type="checkbox"/> UNE Loop + Port Combinations .....	Retail Residence & Business
<input type="checkbox"/> UNE Switch ports .....	Retail Residence & Business (POTS)
<input type="checkbox"/> UNE Combo Other .....	Retail Residence, Business & Design Dispatch
<input type="checkbox"/> UNE xDSL (HDSL, ADSL and VDSL) .....	ADSL provided to Retail
<input type="checkbox"/> UNE ISDN .....	Retail ISDN - BRI
<input type="checkbox"/> UNE Line Sharing .....	ADSL provided to Retail
<input type="checkbox"/> UNE Other Design .....	Retail Design
<input type="checkbox"/> UNE Other Non-Design .....	Retail Residence and Business
<input type="checkbox"/> Local Transport (Unbundled Interoffice Transport) .....	Retail DS1/DS3 Interoffice
<input type="checkbox"/> Local Interconnection Trunks .....	Parity with Retail

- Resale POTS .....
- Resale Design .....
- UNE Loop + Port Combinations .....
- UNE Loops .....
- UNE xDSL .....
- UNE Line Sharing .....
- Local Interconnection Trunks .....



### M&R-2: Customer Trouble Report Rate

#### SEEM Measure

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

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

<input type="checkbox"/> Resale Residence .....	Retail Residence
<input type="checkbox"/> Resale Business .....	Retail Business
<input type="checkbox"/> Resale Design .....	Retail Design
<input type="checkbox"/> Resale PBX .....	Retail PBX
<input type="checkbox"/> Resale Centrex .....	Retail Centrex
<input type="checkbox"/> Resale ISDN .....	Retail ISDN

<input type="checkbox"/> 2W Analog Loop Design .....	Retail Residence & Business Dispatch
<input type="checkbox"/> 2W Analog Loop Non-Design .....	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
<input type="checkbox"/> UNE Digital Loop < DS1 .....	Retail Digital Loop < DS1
<input type="checkbox"/> UNE Digital Loop >= DS1 .....	Retail Digital Loop >= DS1
<input type="checkbox"/> UNE Loop + Port Combinations .....	Retail Residence & Business
<input type="checkbox"/> UNE Switch ports .....	Retail Residence & Business (POTS)
<input type="checkbox"/> UNE Combo Other .....	Retail Residence, Business & Design Dispatch
<input type="checkbox"/> UNE xDSL (HDSL, ADSL and UCL) .....	ADSL provided to Retail
<input type="checkbox"/> UNE ISDN .....	Retail ISDN - BRI
<input type="checkbox"/> UNE Line Sharing .....	ADSL provided to Retail
<input type="checkbox"/> UNE Other Design .....	Retail Design
<input type="checkbox"/> UNE Other Non-Design .....	Retail Residence and Business
<input type="checkbox"/> Local Transport (Unbundled Interoffice Transport) .....	Retail DS1/DS3 Interoffice
<input type="checkbox"/> Local Interconnection Trunks .....	Parity with Retail
• Resale POTS .....	Retail Residence and Business (POTS)
• Resale Design .....	Retail Design
• UNE Loop + Port Combinations .....	Retail Residence and Business
• UNE Loops .....	Retail Residence and Business Dispatch
• UNE xDSL .....	ADSL Provided to Retail
• UNE Line Sharing .....	ADSL Provided to Retail
• Local Interconnection Trunks .....	Parity with Retail



### M&R-3: Maintenance Average Duration

#### SEEM Measure

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

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

<input type="checkbox"/> Resale Residence .....	Retail Residence
<input type="checkbox"/> Resale Business .....	Retail Business
<input type="checkbox"/> Resale Design .....	Retail Design
<input type="checkbox"/> Resale PBX .....	Retail PBX
<input type="checkbox"/> Resale Centrex .....	Retail Centrex
<input type="checkbox"/> Resale ISDN .....	Retail ISDN
<input type="checkbox"/> 2W Analog Loop Design .....	Retail Residence & Business Dispatch
<input type="checkbox"/> 2W Analog Loop Non-Design .....	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
<input type="checkbox"/> UNE Digital Loop < DS1 .....	Retail Digital Loop < DS1
<input type="checkbox"/> UNE Digital Loop >= DS1 .....	Retail Digital Loop >= DS1
<input type="checkbox"/> UNE Loop + Port Combinations .....	Retail Residence & Business
<input type="checkbox"/> UNE Switch ports .....	Retail Residence & Business (POTS)
<input type="checkbox"/> UNE Combo Other .....	Retail Residence, Business & Design Dispatch
<input type="checkbox"/> UNE xDSL (HDSL, ADSL and UCL) .....	ADSL provided to Retail
<input type="checkbox"/> UNE ISDN .....	Retail ISDN - BRI
<input type="checkbox"/> UNE Line Sharing .....	ADSL provided to Retail
<input type="checkbox"/> UNE Other Design .....	Retail Design
<input type="checkbox"/> UNE Other Non-Design .....	Retail Residence and Business
<input type="checkbox"/> Local Transport (Unbundled Interoffice Transport) .....	Retail DS1/DS3 Interoffice
<input type="checkbox"/> Local Interconnection Trunks .....	Parity with Retail
• Resale POTS .....	Retail Residence and Business (POTS)
• Resale Design .....	Retail Design
• UNE Loop + Port Combinations .....	Retail Residence and Business

- UNE Loops ..... Retail Residence and Business Dispatch
- UNE xDSL ..... ADSL Provided to Retail
- UNE Line Sharing ..... ADSL Provided to Retail
- Local Interconnection Trunks ..... Parity with Retail



### M&R-4: Percent Repeat Troubles within 30 Days

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

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- Resale-Residence ..... Retail Residence
- Resale-Business ..... Retail Business
- Resale-Design ..... Retail Design
- Resale-PBX ..... Retail PBX
- Resale-Centrex ..... Retail Centrex
- Resale-ISDN ..... Retail ISDN
- 2W Analog Loop Design ..... Retail Residence & Business Dispatch
- 2W Analog Loop Non-Design ..... Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
- UNE Digital Loop < DSI ..... Retail Digital Loop < DSI
- UNE Digital Loop > DSI ..... Retail Digital Loop > DSI
- UNE Loop + Port Combinations ..... Retail Residence & Business
- UNE Switch ports ..... Retail Residence & Business (POTS)
- UNE Combo Other ..... Retail Residence, Business & Design-Dispatch
- UNE xDSL (HDSL, ADSL and UCL) ..... ADSL provided to Retail
- UNE-ISDN ..... Retail ISDN - BRI
- UNE Line Sharing ..... ADSL provided to Retail
- UNE Other Design ..... Retail Design
- UNE Other Non-Design ..... Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport) ..... Retail DSI/DS3-Interoffice
- Resale POTS ..... Retail Residence and Business (POTS)
- Resale Design ..... Retail Design
- UNE Loop Port Combinations ..... Retail Residence and Business
- UNE Loops ..... Retail Residence and Business Dispatch
- UNE xDSL ..... ADSL Provided to Retail
- UNE Line Sharing ..... ADSL Provided to Retail
- Local Interconnection Trunks ..... Parity with Retail



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

#### SEEM Measure

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

No

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

- Resale-Residence ..... Retail Residence
- Resale-Business ..... Retail Business
- Resale-Design ..... Retail Design
- Resale-PBX ..... Retail PBX

☐ Resale Centrex .....	Retail Centrex
☐ Resale ISDN .....	Retail ISDN
☐ 2W Analog Loop Design .....	Retail Residence & Business Dispatch
☐ 2W Analog Loop Non-Design .....	Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
☐ UNE Digital Loop < DS1 .....	Retail Digital Loop < DS1
☐ UNE Digital Loop >= DS1 .....	Retail Digital Loop >= DS1
☐ UNE Loop + Port Combinations .....	Retail Residence & Business
☐ UNE Switch Ports .....	Retail Residence & Business (POTS)
☐ UNE Combo Other .....	Retail Residence, Business & Design Dispatch
☐ UNE xDSL (HDSL, ADSL and UCL) .....	ADSL provided to Retail
☐ UNE ISDN .....	Retail ISDN - BRI
☐ UNE Line Sharing .....	ADSL provided to Retail
☐ UNE Other Design .....	Retail Design
☐ UNE Other Non-Design .....	Retail Residence and Business
☐ Local Transport (Unbundled Interoffice Transport) .....	Retail DS1/DS3 Interoffice
• Not Applicable .....	Not Applicable

## Section 5: Billing

### B-1: Invoice Accuracy

#### SEEM Measure

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

#### SEEM Disaggregation

#### SEEM Analog/Benchmark

<input type="checkbox"/> Resale .....	Parity with Retail
<input type="checkbox"/> UNE .....	Parity with Retail
<input type="checkbox"/> Interconnection .....	Parity with Retail

- CLEC State ... .. Parity with Retail
- BellSouth State .....

## Section 9: Trunk Group Performance

### TGP-1: Trunk Group Performance-Aggregate

#### SEEM Measure

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

#### SEEM Disaggregation

- CLEC Aggregate.....
- BellSouth Aggregate.....

#### SEEM Analog/Benchmark

Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10 (where applicable), 16 for CLECs and 1, 9, and 10 (where applicable) and 16 for BellSouth

Any 2 consecutive hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10 (where applicable), 16 for CLECs and 1, 9, 10 (where applicable) and 16 for BellSouth



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## Appendix B: SEEM Submetrics

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## 1. Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetric. (The submetric numbers - such as B-1 - refer to the Florida 01/23/02 SQM. These labels may need revision at the conclusion of 6 month review).

**Table B-1: Tier 1 Submetrics**

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

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
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 $\geq$ 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 $\geq$ 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
69	MR-2 Customer Trouble Report Rate – UNE Switch ports
70	MR-2 Customer Trouble Report Rate – UNE xDSL (ADSL, HDSL, UCL)

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
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 $\geq$ 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 $\geq$ DS1
105	MR-3 Maintenance Average Duration Non-Dispatch – UNE Digital Loop $<$ DS1
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

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
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 $\geq$ 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
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 $\geq$ DS1

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
145	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch – UNE Digital Loop < DS+
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 ≥ DS+
165	MR-5 Out of Service (OOS) > 24 hours Dispatch – UNE Digital Loop < DS+
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
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

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
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 $\geq$ DS+
185	MR-5 Out of Service (OOS) > 24 hours Non Dispatch – UNE Digital Loop < DS+
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	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Design
194	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
195	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
196	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
197	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Design
198	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Non Design
199	0-11 FOC & Reject Completeness Fully Mechanized Resale Business
200	0-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
201	0-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
202	0-11 FOC & Reject Completeness Fully Mechanized EEL's
203	0-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
204	0-11 FOC & Reject Completeness Fully Mechanized UNE Line Splitting
205	0-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
206	0-11 FOC & Reject Completeness Local Interconnection Trunks
207	0-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
208	0-11 FOC & Reject Completeness Fully Mechanized INP Standalone
209	0-11 FOC & Reject Completeness Fully Mechanized Line Sharing
210	0-11 FOC & Reject Completeness Fully Mechanized Resale PBX
211	0-11 FOC & Reject Completeness Fully Mechanized Resale Residence
212	0-11 FOC & Reject Completeness Fully Mechanized Switch Ports
213	0-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
214	0-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop $\geq$ DS+
215	0-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop < DS+
216	0-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop
217	0-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
218	0-11 FOC & Reject Completeness Fully Mechanized UNE Other Design



**Table B-1: Tier 1 Submetrics (Continued)**

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

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
256	⊖ H FOC & Reject Completeness Partially Mechanized Resale Design (Special)
257	⊖ H FOC & Reject Completeness Partially Mechanized EEL's
258	⊖ H FOC & Reject Completeness Partially Mechanized Resale ISDN
259	⊖ H FOC & Reject Completeness Partially Mechanized UNE Line Splitting
260	⊖ H FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
261	⊖ H FOC & Reject Completeness Partially Mechanized LNP Standalone
262	⊖ H FOC & Reject Completeness Partially Mechanized INP Standalone
263	⊖ H FOC & Reject Completeness Partially Mechanized Line Sharing
264	⊖ H FOC & Reject Completeness Partially Mechanized Resale PBX
265	⊖ H FOC & Reject Completeness Partially Mechanized Resale Residence
266	⊖ H FOC & Reject Completeness Partially Mechanized Switch Ports
267	⊖ H FOC & Reject Completeness Partially Mechanized UNE Combo Other
268	⊖ H FOC & Reject Completeness Partially Mechanized UNE Digital Loop ≥ DSL
269	⊖ H FOC & Reject Completeness Partially Mechanized UNE Digital Loop < DSL
270	⊖ H FOC & Reject Completeness Partially Mechanized UNE ISDN Loop
271	⊖ H FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
272	⊖ H FOC & Reject Completeness Partially Mechanized UNE Other Design
273	⊖ H FOC & Reject Completeness Partially Mechanized UNE Other Non Design
274	⊖ H FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
275	⊖ 1 Acknowledgement Message Timeliness (Electronically) - EDI
276	⊖ 1 Acknowledgement Message Timeliness (Electronically) - TAG
277	⊖ 2 Acknowledgement Message Completeness - EDI Fully Mechanized
278	⊖ 2 Acknowledgement Message Completeness - TAG Fully Mechanized
279	⊖ 4 Percent flow through Service Requests (Detail) Business
280	⊖ 4 Percent flow through Service Requests (Detail) LNP
281	⊖ 4 Percent flow through Service Requests (Detail) Residence
282	⊖ 4 Percent flow through Service Requests (Detail) UNE
283	⊖ 8 Reject Interval Fully Mechanized 2W Analog Loop Design
284	⊖ 8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
285	⊖ 8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
286	⊖ 8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
287	⊖ 8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Design
288	⊖ 8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design
289	⊖ 8 Reject Interval Fully Mechanized Resale Business
290	⊖ 8 Reject Interval Fully Mechanized Resale Centrex
291	⊖ 8 Reject Interval Fully Mechanized Resale Design (Special)
292	⊖ 8 Reject Interval Fully Mechanized EELs

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
293	☉-8 Reject Interval Fully Mechanized Resale ISDN
294	☉-8 Reject Interval Fully Mechanized UNE Line Splitting
295	☉-8 Reject Interval Fully Mechanized Local Interoffice Transport
296	☉-8 Reject Interval Local Interconnection Trunks
297	☉-8 Reject Interval Fully Mechanized LNP Standalone
298	☉-8 Reject Interval Fully Mechanized INP Standalone
299	☉-8 Reject Interval Fully Mechanized Line Sharing
300	☉-8 Reject Interval Fully Mechanized Resale PBX
301	☉-8 Reject Interval Fully Mechanized Resale Residence
302	☉-8 Reject Interval Fully Mechanized Switch Ports
303	☉-8 Reject Interval Fully Mechanized UNE Combo Other
304	☉-8 Reject Interval Fully Mechanized UNE Digital Loop $\geq$ DS+
305	☉-8 Reject Interval Fully Mechanized UNE Digital Loop $<$ DS+
306	☉-8 Reject Interval Fully Mechanized UNE ISDN Loop
307	☉-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
308	☉-8 Reject Interval Fully Mechanized UNE Other Design
309	☉-8 Reject Interval Fully Mechanized UNE Other Non Design
310	☉-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
311	☉-8 Reject Interval Non Mechanized 2W Analog Loop Design
312	☉-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
313	☉-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
314	☉-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
315	☉-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design
316	☉-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design
317	☉-8 Reject Interval Non Mechanized Resale Business
318	☉-8 Reject Interval Non Mechanized Resale Centrex
319	☉-8 Reject Interval Non Mechanized Resale Design (Special)
320	☉-8 Reject Interval Non Mechanized EELs
321	☉-8 Reject Interval Non Mechanized Resale ISDN
322	☉-8 Reject Interval Non Mechanized UNE Line Splitting
323	☉-8 Reject Interval Non Mechanized Local Interoffice Transport
324	☉-8 Reject Interval Non Mechanized LNP Standalone
325	☉-8 Reject Interval Non Mechanized INP Standalone
326	☉-8 Reject Interval Non Mechanized Line Sharing
327	☉-8 Reject Interval Non Mechanized Resale PBX
328	☉-8 Reject Interval Non Mechanized Resale Residence
329	☉-8 Reject Interval Non Mechanized Switch Ports

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
330	⊖-8 Reject Interval Non Mechanized UNE Combo Other
331	⊖-8 Reject Interval Non Mechanized UNE Digital Loop $\geq$ DS1
332	⊖-8 Reject Interval Non Mechanized UNE Digital Loop $<$ DS1
333	⊖-8 Reject Interval Non Mechanized UNE ISDN Loop
334	⊖-8 Reject Interval Non Mechanized UNE Loop + Port Combos
335	⊖-8 Reject Interval Non Mechanized UNE Other Design
336	⊖-8 Reject Interval Non Mechanized UNE Other Non Design
337	⊖-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)
338	⊖-8 Reject Interval Partially Mechanized 2W Analog Loop Design
339	⊖-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
340	⊖-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
341	⊖-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
342	⊖-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design
343	⊖-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design
344	⊖-8 Reject Interval Partially Mechanized Resale Business
345	⊖-8 Reject Interval Partially Mechanized Resale Centrex
346	⊖-8 Reject Interval Partially Mechanized Resale Design (Special)
347	⊖-8 Reject Interval Partially Mechanized EEL's
348	⊖-8 Reject Interval Partially Mechanized Resale ISDN
349	⊖-8 Reject Interval Partially Mechanized UNE Line Splitting
350	⊖-8 Reject Interval Partially Mechanized Local Interoffice Transport
351	⊖-8 Reject Interval Partially Mechanized LNP Standalone
352	⊖-8 Reject Interval Partially Mechanized INP Standalone
353	⊖-8 Reject Interval Partially Mechanized Line Sharing
354	⊖-8 Reject Interval Partially Mechanized Resale PBX
355	⊖-8 Reject Interval Partially Mechanized Resale Residence
356	⊖-8 Reject Interval Partially Mechanized Switch Ports
357	⊖-8 Reject Interval Partially Mechanized UNE Combo Other
358	⊖-8 Reject Interval Partially Mechanized UNE Digital Loop $\geq$ DS1
359	⊖-8 Reject Interval Partially Mechanized UNE Digital Loop $<$ DS1
360	⊖-8 Reject Interval Partially Mechanized UNE ISDN Loop
361	⊖-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
362	⊖-8 Reject Interval Partially Mechanized UNE Other Design
363	⊖-8 Reject Interval Partially Mechanized UNE Other Non Design
364	⊖-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
365	⊖-9 Firm Order Confirmation Timeliness Fully Mechanized – 2W Analog Loop Design
366	⊖-9 Firm Order Confirmation Timeliness Fully Mechanized – 2W Analog Loop w/LNP Design

**Table B-1: Tier 1 Submetrics (Continued)**

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

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
404	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting</del>
405	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport</del>
406	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone</del>
407	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone</del>
408	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing</del>
409	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX</del>
410	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence</del>
411	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports</del>
412	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other</del>
413	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <math>\geq</math> DS1</del>
414	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <math>&lt;</math> DS1</del>
415	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN Loop</del>
416	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos</del>
417	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design</del>
418	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design</del>
419	<del>0-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)</del>
420	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design</del>
421	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design</del>
422	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design</del>
423	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design</del>
424	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design</del>
425	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design</del>
426	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business</del>
427	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex</del>
428	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)</del>
429	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized EELs</del>
430	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN</del>
431	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting</del>
432	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport</del>
433	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone</del>
434	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone</del>
435	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing</del>
436	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX</del>
437	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence</del>
438	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports</del>
439	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other</del>
440	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <math>\geq</math> DS1</del>

**Table B-1: Tier 1 Submetrics (Continued)**

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

**Table B-1: Tier 1 Submetrics (Continued)**

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



**Table B-1: Tier 1 Submetrics (Continued)**

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

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
504	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - Resale PBX</del>
505	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - Resale Centrex</del>
506	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - Resale ISDN</del>
507	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - LNP Standalone</del>
508	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - INP Standalone</del>
509	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - 2 w Analog Loop Design</del>
510	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - 2 w Analog Loop Non-Design</del>
511	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - 2 w Analog Loop w/LNP Design</del>
512	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - 2 w Analog Loop w/LNP Non-Design</del>
513	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - 2 w Analog Loop w/INP Design</del>
514	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - 2 w Analog Loop w/INP Non-Design</del>
515	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - UNE Digital Loop &lt; DS1</del>
516	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - UNE Digital Loop <math>\geq</math> DS1</del>
517	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - UNE Switch ports</del>
518	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - UNE Combo Other</del>
519	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning</del>
520	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - UNE xDSL (ADSL, HDSL, UCL) with conditioning</del>
521	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - UNE ISDN (includes UDC)</del>
522	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - UNE Line Sharing</del>
523	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch <math>\geq</math> +0 - Local Transport</del>

**Table B-1: Tier 1 Submetrics (Continued)**

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

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
545	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE Digital Loop ≥ DSL</del>
546	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE Switch ports</del>
547	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE Combo Other</del>
548	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning</del>
549	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning</del>
550	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE ISDN (includes UDC)</del>
551	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE Line Sharing</del>
552	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - Local Transport</del>
553	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE Line Splitting</del>
554	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE Other Design</del>
555	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - UNE Other Non Design</del>
556	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch &lt; +10 - EELs</del>
557	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Dispatch in &lt; +10 - UNE Loop and Port Combo</del>
558	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments Non-Dispatch Switch Based &lt; +10 - UNE Loop and Port Combo</del>
559	<del>P-3A Percent Missed Installation Appointments Including Subsequent Appointments - Local Interconnection Trunks</del>
560	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ +10 - Resale Residence</del>
561	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ +10 - Resale Business</del>
562	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ +10 - Resale Design</del>
563	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ +10 - Resale PBX</del>
564	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ +10 - Resale Centrex</del>
565	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ +10 - Resale ISDN</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
566	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – LNP Standalone</del>
567	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – INP Standalone</del>
568	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – 2 w Analog Loop Design</del>
569	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – 2 w Analog Loop Non-Design</del>
570	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – 2 w Analog Loop w/LNP Design</del>
571	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – 2 w Analog Loop w/LNP Non-Design</del>
572	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – 2 w Analog Loop w/INP Design</del>
573	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – 2 w Analog Loop w/INP Non-Design</del>
574	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE Digital Loop &lt; DS1</del>
575	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE Digital Loop <math>\geq</math> DS1</del>
576	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE Switch ports</del>
577	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE Combo Other</del>
578	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE xDSL (ADSL, HDSL, UCL) w/o conditioning</del>
579	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE xDSL (ADSL, HDSL, UCL) with conditioning</del>
580	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE ISDN (includes UDC)</del>
581	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE Line Sharing</del>
582	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – Local Transport</del>
583	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE Line Splitting</del>
584	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE Other Design</del>
585	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – UNE Other Non-Design</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
586	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>\geq</math> +10 – EELs</del>
587	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – Resale Residence</del>
588	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – Resale Business</del>
589	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – Resale Design</del>
590	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – Resale PBX</del>
591	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – Resale Centrex</del>
592	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – Resale ISDN</del>
593	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – LNP Standalone</del>
594	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – INP Standalone</del>
595	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – 2 w Analog Loop Design</del>
596	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – 2 w Analog Loop Non-Design</del>
597	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – 2 w Analog Loop w/LNP Design</del>
598	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – 2 w Analog Loop w/LNP Non-Design</del>
599	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – 2 w Analog Loop w/INP Design</del>
600	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – 2 w Analog Loop w/INP Non-Design</del>
601	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – UNE Digital Loop <math>&lt;</math> DS1</del>
602	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – UNE Digital Loop <math>\geq</math> DS1</del>
603	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – UNE Switch ports</del>
604	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – UNE Combo Other</del>
605	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – UNE xDSL (ADSL, HDSL, UCL) w/o conditioning</del>
606	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch <math>&lt;</math> +10 – UNE xDSL (ADSL, HDSL, UCL) with conditioning</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
607	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch &lt; 10 – UNE ISDN (includes UDC)</del>
608	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch &lt; 10 – UNE Line Sharing</del>
609	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch &lt; 10 – Local Transport</del>
610	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch &lt; 10 – UNE Line Splitting</del>
611	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch &lt; 10 – UNE Other Design</del>
612	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch &lt; 10 – UNE Other Non-Design</del>
613	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch &lt; 10 – EELs</del>
614	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – Resale Residence</del>
615	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – Resale Business</del>
616	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – Resale Design</del>
617	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – Resale PBX</del>
618	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – Resale Centrex</del>
619	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – Resale ISDN</del>
620	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – LNP Standalone</del>
621	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – INP Standalone</del>
622	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – 2 w Analog Loop Design</del>
623	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – 2 w Analog Loop Non-Design</del>
624	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – 2 w Analog Loop w/LNP Design</del>
625	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – 2 w Analog Loop w/LNP Non-Design</del>
626	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch ≥ 10 – 2 w Analog Loop w/INP Design</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
627	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - 2 w Analog Loop w/INP Non-Design</del>
628	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Digital Loop &lt; DS1</del>
629	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Digital Loop <math>\geq</math> DS1</del>
630	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Switch ports</del>
631	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Combo Other</del>
632	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning</del>
633	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE xDSL (ADSL, HDSL, UCL) with conditioning</del>
634	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE ISDN (includes UDC)</del>
635	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Line Sharing</del>
636	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - Local Transport</del>
637	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Line Splitting</del>
638	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Other Design</del>
639	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Other Non-Design</del>
640	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - EELs</del>
641	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in <math>\geq 10</math> - UNE Loop and Port Combo</del>
642	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Switch Based <math>\geq 10</math> - UNE Loop and Port Combo</del>
643	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - Resale Residence</del>
644	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - Resale Business</del>
645	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - Resale Design</del>
646	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - Resale PBX</del>



**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
647	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - Resale Centrex</del>
648	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - Resale ISDN</del>
649	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - LNP Standalone</del>
650	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - INP Standalone</del>
651	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - 2 w Analog Loop Design</del>
652	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - 2 w Analog Loop Non-Design</del>
653	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - 2 w Analog Loop w/LNP-Design</del>
654	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - 2 w Analog Loop w/LNP Non-Design</del>
655	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - 2 w Analog Loop w/INP-Design</del>
656	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - 2 w Analog Loop w/INP Non-Design</del>
657	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE Digital Loop &lt; DS1</del>
658	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE Digital Loop ≥ DS1</del>
659	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE Switch ports</del>
660	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE Combo Other</del>
661	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning</del>
662	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning</del>
663	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE ISDN (includes UDC)</del>
664	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE Line Sharing</del>
665	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - Local Transport</del>
666	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE Line Splitting</del>
667	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 - UNE Other Design</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
668	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 – UNE Other Non Design</del>
669	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch &lt; 10 – EELs</del>
670	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in &lt; 10 – UNE Loop and Port Combo</del>
671	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Switch Based &lt; 10 – UNE Loop and Port Combo</del>
672	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution – Local Interconnection Trunks</del>
673	<del>P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval – SL1 HDLC</del>
674	<del>P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval – SL1 Non Time Specific</del>
675	<del>P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval – SL1 Time Specific</del>
676	<del>P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 HDLC</del>
677	<del>P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Non Specific</del>
678	<del>P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Specific</del>
679	<del>P-7C Coordinated Customer Conversions – Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order – UNE Loops Design – Dispatch</del>
680	<del>P-7C Coordinated Customer Conversions – Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order – UNE Loops Design – Non Dispatch</del>
681	<del>P-7C Coordinated Customer Conversions – Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order – UNE Loops Non Design – Dispatch</del>
682	<del>P-7C Coordinated Customer Conversions – Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order – UNE Loops Non Design – Non Dispatch</del>
683	<del>P-7 Coordinated Customer Conversions Internal Unbundles Loops with INP</del>
684	<del>P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP</del>
685	<del>P-8 Cooperative Acceptance Testing – Percent of xDSL Loc ADSL</del>
686	<del>P-8 Cooperative Acceptance Testing – Percent of xDSL Loc HDSL</del>
687	<del>P-8 Cooperative Acceptance Testing – Percent of xDSL Loc Other</del>
688	<del>P-8 Cooperative Acceptance Testing – Percent of xDSL Loc UNE UCL</del>
689	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 – Resale Residence</del>
690	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 – Resale Business</del>
691	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch ≥ 10 – Resale Design</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
692	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – Resale-PBX</del>
693	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – Resale-Centrex</del>
694	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – Resale-ISDN</del>
695	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – LNP-Standalone</del>
696	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – INP-Standalone</del>
697	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – 2 w-Analog Loop Design</del>
698	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – 2 w-Analog Loop Non-Design</del>
699	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – 2 w-Analog Loop w/LNP Design</del>
700	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – 2 w-Analog Loop w/LNP Non-Design</del>
701	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – 2 w-Analog Loop w/INP Design</del>
702	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – 2 w-Analog Loop w/INP Non-Design</del>
703	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – UNE-Digital Loop &lt; DSL</del>
704	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – UNE-Digital Loop <math>\geq</math> DSL</del>
705	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – UNE-Switch ports</del>
706	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – UNE-Combo-Other</del>
707	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – UNE-xDSL (ADSL, HDSL, UCL)</del>
708	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – UNE-ISDN (includes UDC)</del>
709	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – UNE-Line Sharing</del>
710	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – Local Transport</del>
711	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq</math> 10 – UNE-Line Splitting</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
712	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq 10</math> – UNE-Other Design</del>
713	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq 10</math> – UNE-Other Non-Design</del>
714	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>\geq 10</math> – EELs</del>
715	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – Resale-Residence</del>
716	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – Resale-Business</del>
717	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – Resale-Design</del>
718	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – Resale-PDX</del>
719	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – Resale-Centrex</del>
720	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – Resale-ISDN</del>
721	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – LNP-Standalone</del>
722	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – INP-Standalone</del>
723	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – 2 w-Analog Loop Design</del>
724	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – 2 w-Analog Loop Non-Design</del>
725	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – 2 w-Analog Loop w/LNP Design</del>
726	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – 2 w-Analog Loop w/LNP Non-Design</del>
727	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – 2 w-Analog Loop w/INP Design</del>
728	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – 2 w-Analog Loop w/INP Non-Design</del>
729	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – UNE-Digital Loop <math>&lt; DS1</math></del>
730	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – UNE-Digital Loop <math>\geq DS1</math></del>
731	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – UNE-Switch ports</del>
732	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <math>&lt; 10</math> – UNE-Combo-Other</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
733	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch &lt; 10 – UNE-xDSL (ADSL, HDSL, UCL)</del>
734	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch &lt; 10 – UNE-ISDN (includes UDC)</del>
735	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch &lt; 10 – UNE-Line Sharing</del>
736	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch &lt; 10 – Local Transport</del>
737	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch &lt; 10 – UNE-Line Splitting</del>
738	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch &lt; 10 – UNE-Other Design</del>
739	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch &lt; 10 – UNE-Other Non-Design</del>
740	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch &lt; 10 – EELs</del>
741	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – Resale Residence</del>
742	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – Resale Business</del>
743	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – Resale Design</del>
744	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – Resale PBX</del>
745	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – Resale Centrex</del>
746	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – Resale ISDN</del>
747	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – LNP Standalone</del>
748	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – INP Standalone</del>
749	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – 2 w Analog Loop Design</del>
750	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – 2 w Analog Loop Non-Design</del>
751	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – 2 w Analog Loop w/LNP Design</del>
752	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – 2 w Analog Loop w/LNP Non-Design</del>
753	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 – 2 w Analog Loop w/INP Design</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
754	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – w Analog Loop w/INP Non-Design</del>
755	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE Digital Loop &lt; DS1</del>
756	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE Digital Loop <math>\geq</math> DS1</del>
757	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE Switch ports</del>
758	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE Combo Other</del>
759	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE xDSL (ADSL, HDSL, UCL)</del>
760	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE ISDN (includes UDC)</del>
761	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE Line Sharing</del>
762	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – Local Transport</del>
763	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE Line Splitting</del>
764	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE Other Design</del>
765	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – UNE Other Non-Design</del>
766	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch <math>\geq</math> 10 – EELs</del>
767	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in <math>\geq</math> 10 – UNE Loop and Port Combo</del>
768	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based <math>\geq</math> 10 – UNE Loop and Port Combo</del>
769	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10 – Resale Residence</del>
770	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10 – Resale Business</del>
771	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10 – Resale Design</del>
772	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10 – Resale PBX</del>
773	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10 – Resale Centrex</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
774	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Resale ISDN</del>
775	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- LNP Standalone</del>
776	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- INP Standalone</del>
777	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2 w Analog Loop Design</del>
778	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2 w Analog Loop Non-Design</del>
779	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2 w Analog Loop w/LNP Design</del>
780	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2 w Analog Loop w/LNP Non-Design</del>
781	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2 w Analog Loop w/INP Design</del>
782	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2 w Analog Loop w/INP Non-Design</del>
783	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Digital Loop &lt; DS1</del>
784	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Digital Loop ≥ DS1</del>
785	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Switch ports</del>
786	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Combo Other</del>
787	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE xDSL (ADSL, HDSL, UCL)</del>
788	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE ISDN (includes UDC)</del>
789	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Line Sharing</del>
790	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Local Transport</del>
791	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Line Splitting</del>
792	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Other Design</del>
793	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Other Non-Design</del>
794	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- EELs</del>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
795	<u>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch-in &lt; 10 - UNE Loop and Port Combo</u>
796	<u>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch-Based &lt; 10 - UNE Loop and Port Combo</u>
797	<u>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection-Trunks</u>
798	<u>FGP-2 Trunk Group Performance - ALEC Specific</u>
1	<u>Loop Makeup - Response Time - Manual</u>
2	<u>Loop Makeup - Response Time - Electronic</u>
3	<u>Acknowledgment Message Timeliness</u>
4	<u>Acknowledgment Message Completeness</u>
5	<u>Percent Flow-Through Service Requests (Detail)</u>
6	<u>Reject Interval</u>
7	<u>Firm Order Confirmation Timeliness</u>
8	<u>Firm Order Confirmation and Reject Response Completeness - Fully Mechanized</u>
9	<u>Percent Missed Installation Appointments - Resale POTS</u>
10	<u>Percent Missed Installation Appointments - Resale Design</u>
11	<u>Percent Missed Installation Appointments - UNE Loop and Port Combinations</u>
12	<u>Percent Missed Installation Appointments - UNE Loops</u>
13	<u>Percent Missed Installation Appointments - UNE xDSL</u>
14	<u>Percent Missed Installation Appointments - UNE Line Sharing</u>
15	<u>Percent Missed Installation Appointments - Local IC Trunks</u>
16	<u>Percent Missed Installation Appointments - UNP</u>
17	<u>Average Completion Interval - Resale POTS</u>
18	<u>Average Completion Interval - Resale Design</u>
19	<u>Average Completion Interval - UNE Loop and Port Combinations</u>
20	<u>Average Completion Interval - UNE Loops</u>
21	<u>Average Completion Interval - UNE xDSL</u>
22	<u>Average Completion Interval - UNE Line Sharing</u>
23	<u>Average Completion Interval - Local IC Trunks</u>
24	<u>Coordinated Customer Conversions Interval - Unbundled Loops</u>
25	<u>Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops</u>
26	<u>Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops</u>
27	<u>Cooperative Acceptance Testing - Percent of xDSL Loops Tested</u>
28	<u>Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS</u>
29	<u>Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design</u>
30	<u>Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations</u>



**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
31	<u>Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops</u>
32	<u>Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL</u>
33	<u>Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing</u>
34	<u>Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks</u>
35	<u>Missed Repair Appointments - Resale POTS</u>
36	<u>Missed Repair Appointments - Resale Design</u>
37	<u>Missed Repair Appointments - UNE Loop and Port Combinations</u>
38	<u>Missed Repair Appointments - UNE Loops</u>
39	<u>Missed Repair Appointments - UNE xDSL</u>
40	<u>Missed Repair Appointments - UNE Line Sharing</u>
41	<u>Missed Repair Appointments - Local IC Trunks</u>
42	<u>Customer Trouble Report Rate - Resale POTS</u>
43	<u>Customer Trouble Report Rate - Resale Design</u>
44	<u>Customer Trouble Report Rate - UNE Loop and Port Combinations</u>
45	<u>Customer Trouble Report Rate - UNE Loops</u>
46	<u>Customer Trouble Report Rate - UNE xDSL</u>
47	<u>Customer Trouble Report Rate - UNE Line Sharing</u>
48	<u>Customer Trouble Report Rate - Local IC Trunks</u>
49	<u>Maintenance Average Duration - Resale POTS</u>
50	<u>Maintenance Average Duration - Resale Design</u>
51	<u>Maintenance Average Duration - UNE Loop and Port Combinations</u>
52	<u>Maintenance Average Duration - UNE Loops</u>
53	<u>Maintenance Average Duration - UNE xDSL</u>
54	<u>Maintenance Average Duration - UNE Line Sharing</u>
55	<u>Maintenance Average Duration - Local IC Trunks</u>
56	<u>Percent Repeat Troubles within 30 days - Resale POTS</u>
57	<u>Percent Repeat Troubles within 30 days - Resale Design</u>
58	<u>Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations</u>
59	<u>Percent Repeat Troubles within 30 days - UNE Loops</u>
60	<u>Percent Repeat Troubles within 30 days - UNE xDSL</u>
61	<u>Percent Repeat Troubles within 30 days - UNE Line Sharing</u>
62	<u>Percent Repeat Troubles within 30 days - Local IC Trunks</u>
63	<u>Invoice Accuracy</u>
64	<u>Mean Time to Deliver Invoices</u>
65	<u>Usage Data Delivery Accuracy</u>
66	<u>Trunk Group Performance - ALFA Specific</u>
67	<u>Collocation Percent of Due Dates Missed</u>

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
68	LNP - Percent Out of Service < 60 Minutes
69	LNP - Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date
70	LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger)

## 2. Tier 2 Submetrics

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

**Table B-2: Tier 2 Submetrics**

Item No.	Tier 2 Sub Metrics
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices – CRIS
5	B-2 Mean Time to Deliver Invoices – CABS
6	B-3 Usage Data Delivery Accuracy
7	C-3 Collocation Percent of Due Dates Missed Physical Caged – Augment
8	C-3 Collocation Percent of Due Dates Missed Physical Caged – Initial
9	C-3 Collocation Percent of Due Dates Missed Physical Cageless – Augment
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless – Initial
11	C-3 Collocation Percent of Due Dates Missed – State
12	C-3 Collocation Percent of Due Dates Missed Virtual – Augment
13	C-3 Collocation Percent of Due Dates Missed Virtual – Initial
14	CM-1 Timeliness of Change Management Notices
15	CM-3 Timeliness of Documents Associated with Change
16	CM-6 Percent of Software Errors Corrected in X (10, 30, 45) Business Days
17	CM-7 Percent of Change Requests Accepted or Rejected Within 10 Days
18	CM-11 Percent of Change Requests Implemented Within 60 Weeks of Prioritization
19	MR-1 Percent Missed Repair Appointments Dispatch – 2 w Analog Loop Design
20	MR-1 Percent Missed Repair Appointments Dispatch – 2 w Analog Loop Non-Design
21	MR-1 Percent Missed Repair Appointments Dispatch – Resale Business
22	MR-1 Percent Missed Repair Appointments Dispatch – Resale Centrex
23	MR-1 Percent Missed Repair Appointments Dispatch – Resale Design
24	MR-1 Percent Missed Repair Appointments Dispatch – Resale ISDN
25	MR-1 Percent Missed Repair Appointments Dispatch – Local Transport
26	MR-1 Percent Missed Repair Appointments Dispatch – Local Interconnection Trunks
27	MR-1 Percent Missed Repair Appointments Dispatch – Resale PBX
28	MR-1 Percent Missed Repair Appointments Dispatch – Resale Residence
29	MR-1 Percent Missed Repair Appointments Dispatch – UNE Combo Other
30	MR-1 Percent Missed Repair Appointments Dispatch – UNE Digital Loop ≥ DS1
31	MR-1 Percent Missed Repair Appointments Dispatch – UNE Digital Loop < DS1
32	MR-1 Percent Missed Repair Appointments Dispatch – UNE ISDN (includes UDC)
33	MR-1 Percent Missed Repair Appointments Dispatch – UNE Loop and Port Combo
34	MR-1 Percent Missed Repair Appointments Dispatch – UNE Line Sharing

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

Table B-2: Tier 2 Submetrics (Continued)

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

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
183	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design
184	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale ISDN
185	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport
186	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks
187	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX
188	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Residence
189	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Combo Other
190	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop ≥ DS1
191	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1
192	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)
193	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo
194	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing
195	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports
196	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
197	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Other - Design
198	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Other - Non Design
199	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Design
200	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
201	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
202	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
203	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Design
204	0-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Non Design
205	0-11 FOC & Reject Completeness Fully Mechanized Resale Business
206	0-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
207	0-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
208	0-11 FOC & Reject Completeness Fully Mechanized EEL's
209	0-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
210	0-11 FOC & Reject Completeness Fully Mechanized UNE Line Splitting
211	0-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
212	0-11 FOC & Reject Completeness Local Interconnection Trunks
213	0-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
214	0-11 FOC & Reject Completeness Fully Mechanized INP Standalone
215	0-11 FOC & Reject Completeness Fully Mechanized Line Sharing
216	0-11 FOC & Reject Completeness Fully Mechanized Resale PBX
217	0-11 FOC & Reject Completeness Fully Mechanized Resale Residence
218	0-11 FOC & Reject Completeness Fully Mechanized Switch Ports
219	0-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other



Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
220	0-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop ≥ DS1
221	0-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop < DS1
222	0-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop
223	0-11 FOC & Reject Completeness Fully Mechanized UNE Loop - Port Combos
224	0-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
225	0-11 FOC & Reject Completeness Fully Mechanized UNE Other Non-Design
226	0-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, VU)
227	0-11 FOC & Reject Completeness Non-Mechanized 2W Analog Loop Design
228	0-11 FOC & Reject Completeness Non-Mechanized 2W Analog Loop w/LNP Design
229	0-11 FOC & Reject Completeness Non-Mechanized 2W Analog Loop w/LNP Non-Design
230	0-11 FOC & Reject Completeness Non-Mechanized 2W Analog Loop Non-Design
231	0-11 FOC & Reject Completeness Non-Mechanized 2W Analog Loop w/LNP Design
232	0-11 FOC & Reject Completeness Non-Mechanized 2W Analog Loop w/LNP Non-Design
233	0-11 FOC & Reject Completeness Non-Mechanized Resate Business
234	0-11 FOC & Reject Completeness Non-Mechanized Resate Centrex
235	0-11 FOC & Reject Completeness Non-Mechanized Resate Design (Special)
236	0-11 FOC & Reject Completeness Non-Mechanized EBL's
237	0-11 FOC & Reject Completeness Non-Mechanized Resate ISDN
238	0-11 FOC & Reject Completeness Non-Mechanized UNE Line Splitting
239	0-11 FOC & Reject Completeness Non-Mechanized Local Interoffice Transport
240	0-11 FOC & Reject Completeness Non-Mechanized LNP Standalone
241	0-11 FOC & Reject Completeness Non-Mechanized LNP Standalone
242	0-11 FOC & Reject Completeness Non-Mechanized Line Sharing
243	0-11 FOC & Reject Completeness Non-Mechanized Resate PBX
244	0-11 FOC & Reject Completeness Non-Mechanized Resate Residence
245	0-11 FOC & Reject Completeness Non-Mechanized Switch Ports
246	0-11 FOC & Reject Completeness Non-Mechanized UNE Combo Other
247	0-11 FOC & Reject Completeness Non-Mechanized UNE Digital Loop ≥ DS1
248	0-11 FOC & Reject Completeness Non-Mechanized UNE Digital Loop < DS1
249	0-11 FOC & Reject Completeness Non-Mechanized UNE ISDN Loop
250	0-11 FOC & Reject Completeness Non-Mechanized UNE Loop - Port Combos
251	0-11 FOC & Reject Completeness Non-Mechanized UNE Other Design
252	0-11 FOC & Reject Completeness Non-Mechanized UNE Other Non-Design
253	0-11 FOC & Reject Completeness Non-Mechanized UNE xDSL (ADSL, HDSL, VU)
254	0-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
255	0-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design
256	0-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non-Design

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
405	0-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Design
406	0-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Non Design
407	0-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business
408	0-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Centrex
409	0-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Design (Special)
410	0-9 Firm Order Confirmation Timeliness Non Mechanized - EELs
411	0-9 Firm Order Confirmation Timeliness Non Mechanized - Resale ISDN
412	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting
413	0-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
414	0-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
415	0-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone
416	0-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
417	0-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
418	0-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
419	0-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
420	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
421	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop ≥ DSL
422	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop < DSL
423	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN Loop
424	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos
425	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
426	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
427	0-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
428	0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
429	0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design
430	0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design
431	0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
432	0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design
433	0-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design
434	0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
435	0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex
436	0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
437	0-9 Firm Order Confirmation Timeliness Partially Mechanized EELs
438	0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
439	0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting
440	0-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
441	0-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
442	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone</del>
443	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing</del>
444	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX</del>
445	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence</del>
446	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports</del>
447	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other</del>
448	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop ≥ DS1</del>
449	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop &lt; DS1</del>
450	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop</del>
451	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combo</del>
452	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design</del>
453	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non-Design</del>
454	<del>0-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, U-C)</del>
455	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS ATLAS</del>
456	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS DSAP</del>
457	<del>OSS-1 Average Response Interval and Percent Within Interval, DST performance in OASISBIG compared to ALEC performance in PSIMS/ORB (includes COFFIA/SOC), PARITY + 2 SEC LENS</del>
458	<del>OSS-1 Average Response Interval and Percent Within Interval, DST performance in OASISBIG compared to ALEC performance in PSIMS/ORB (includes COFFIA/SOC), PARITY + 2 SEC TAG</del>
459	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-ADDR</del>
460	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-TN</del>
461	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG ATLAS</del>
462	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS CRIS-CRESCRL</del>
463	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG CRIS-TAG-CSR</del>
464	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG DSAP</del>
465	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-ADDR</del>
466	<del>OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-TN</del>
467	<del>OSS-2 OSS Availability (Pre-Ordering) EDI</del>
468	<del>OSS-2 OSS Availability (Pre-Ordering) LENS</del>
469	<del>OSS-2 OSS Availability (Pre-Ordering) LEO MAINFRAME</del>
470	<del>OSS-2 OSS Availability (Pre-Ordering) LESOG</del>
471	<del>OSS-2 OSS Availability (Pre-Ordering) PSIMS</del>
472	<del>OSS-2 OSS Availability (Pre-Ordering) TAG</del>
473	<del>OSS-2 OSS Availability (Pre-Ordering) LNP (Gateway)</del>
474	<del>OSS-2 OSS Availability (Pre-Ordering) COG</del>
475	<del>OSS-2 OSS Availability (Pre-Ordering) SOG</del>

**Table B-2: Tier 2 Submetrics (Continued)**

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



**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
604	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - Resale Business</del>
605	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - Resale Design</del>
606	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - Resale PBX</del>
607	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - Resale Centrex</del>
608	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - Resale ISDN</del>
609	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - LNP Standalone</del>
610	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - INP Standalone</del>
611	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - 2 w Analog Loop Design</del>
612	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - 2 w Analog Loop Non-Design</del>
613	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - 2 w Analog Loop w/LNP Design</del>
614	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - 2 w Analog Loop w/LNP Non-Design</del>
615	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - 2 w Analog Loop w/INP Design</del>
616	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - 2 w Analog Loop w/INP Non-Design</del>
617	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - UNE Digital Loop &lt; DS1</del>
618	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - UNE Digital Loop <math>\geq</math> DS1</del>
619	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - UNE Switch ports</del>
620	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - UNE Combo Other</del>
621	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning</del>
622	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - UNE xDSL (ADSL, HDSL, UCL) with conditioning</del>
623	<del>P-4A Average Order Completion and Completion Notice Interval (AOCANI) Distribution Dispatch <math>\geq</math> +0 - UNE ISDN (includes UDC)</del>

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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



**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
665	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - 2 w Analog Loop Design</del>
666	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - 2 w Analog Loop Non-Design</del>
667	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - 2 w Analog Loop w/LNP Design</del>
668	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - 2 w Analog Loop w/LNP Non-Design</del>
669	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - 2 w Analog Loop w/INP Design</del>
670	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - 2 w Analog Loop w/INP Non-Design</del>
671	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Digital Loop &lt; DSL</del>
672	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Digital Loop <math>\geq</math> DSL</del>
673	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Switch ports</del>
674	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Combo Other</del>
675	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning</del>
676	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE xDSL (ADSL, HDSL, UCL) with conditioning</del>
677	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE ISDN (includes UDC)</del>
678	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Line Sharing</del>
679	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - Local Transport</del>
680	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Line Splitting</del>
681	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Other Design</del>
682	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - UNE Other Non-Design</del>
683	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch <math>\geq 10</math> - EELs</del>
684	<del>P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch Dispatch in <math>\geq 10</math> - UNE Loop and Port Combo</del>

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

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

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
812	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Resale Residence</del>
813	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Resale Business</del>
814	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Resale Design</del>
815	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Resale PBX</del>
816	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Resale Centrex</del>
817	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Resale ISDN</del>
818	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- LNP Standalone</del>
819	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- INP Standalone</del>
820	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2-w Analog Loop Design</del>
821	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2-w Analog Loop Non-Design</del>
822	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2-w Analog Loop w/LNP Design</del>
823	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2-w Analog Loop w/LNP Non-Design</del>
824	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2-w Analog Loop w/INP Design</del>
825	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- 2-w Analog Loop w/INP Non-Design</del>
826	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Digital Loop &lt; DS1</del>
827	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Digital Loop ≥ DS1</del>
828	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Switch ports</del>
829	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Combo Other</del>
830	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE xDSL (ADSL, HDSL, UCL)</del>
831	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE ISDN (includes UDC)</del>
832	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Line Sharing</del>



**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
833	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- Local Transport</del>
834	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Line Splitting</del>
835	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Other Design</del>
836	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- UNE Other Non-Design</del>
837	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch &lt; 10- EELs</del>
838	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in &lt; 10- UNE Loop and Port Combo</del>
839	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based &lt; 10- UNE Loop and Port Combo</del>
840	<del>P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection Trunks</del>
841	P-11 Service Order Accuracy - Resale
842	P-11 Service Order Accuracy - UNE
843	P-11 Service Order Accuracy - UNE-P
844	PO-1 Loop Makeup - Average Response Time - Manual
845	PO-2 Loop Makeup - Average Response Time - Electronic
846	FGP-1 Trunk Group Performance ALEC Aggregate
1	<u>Average Response Time - Pre-Ordering/Ordering</u>
2	<u>Interface Availability - Pre-Ordering/Ordering</u>
3	<u>Interface Availability - Maintenance &amp; Repair</u>
4	<u>Loop Makeup - Response Time - Manual</u>
5	<u>Loop Makeup - Response Time - Electronic</u>
6	<u>Acknowledgement Message Timeliness - EDI</u>
7	<u>Acknowledgement Message Timeliness - TAG</u>
8	<u>Acknowledgement Message Completeness - EDI</u>
9	<u>Acknowledgement Message Completeness - TAG</u>
10	<u>Percent Flow-through Service Requests (Summary)</u>
11	<u>Reject Interval</u>
12	<u>Firm Order Confirmation Timeliness</u>
13	<u>Firm Order Confirmation and Reject Response Completeness - Fully Mechanized</u>
14	<u>Percent Missed Installation Appointments - Resale POTS</u>
15	<u>Percent Missed Installation Appointments - Resale Design</u>
16	<u>Percent Missed Installation Appointments - UNE Loop and Port Combinations</u>
17	<u>Percent Missed Installation Appointments - UNE Loops</u>

**Table B-2: Tier 2 Submetrics (Continued)**

Tier 2 Sub Metrics	
Item No.	
18	Percent Missed Installation Appointments - UNE xDSL
19	Percent Missed Installation Appointments - UNE Line Sharing
20	Percent Missed Installation Appointments - Local IC Trunks
21	Percent Missed Installation Appointments - INP
22	Average Completion Interval - Resale POTS
23	Average Completion Interval - Resale Design
24	Average Completion Interval - UNE Loop and Port Combinations
25	Average Completion Interval - UNE Loops
26	Average Completion Interval - UNE xDSL
27	Average Completion Interval - UNE Line Sharing
28	Average Completion Interval - Local IC Trunks
29	Coordinated Customer Conversions Interval - Unbundled Loops
30	Coordinated Customer Conversions - Hot/Cie Timeliness Percent within interval - UNE Loops
31	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
32	Cooperative Acceptance Testing - Percent xDSL Loops Tested
33	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
34	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
35	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
36	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
37	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
38	Provisioning Troubles within 30 days of Service Order Completion - UNI Line Sharing
39	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
40	Missed Repair Appointments - Resale POTS
41	Missed Repair Appointments - Resale Design
42	Missed Repair Appointments - UNE Loop and Port Combinations
43	Missed Repair Appointments - UNE Loops
44	Missed Repair Appointments - UNE xDSL
45	Missed Repair Appointments - UNE Line Sharing
46	Missed Repair Appointments - Local IC Trunks
47	Customer Trouble Report Rate - Resale POTS
48	Customer Trouble Report Rate - Resale Design
49	Customer Trouble Report Rate - UNE Loop and Port Combinations
50	Customer Trouble Report Rate - UNE Loops
51	Customer Trouble Report Rate - UNE xDSL
52	Customer Trouble Report Rate - UNE Line Sharing
53	Customer Trouble Report Rate - Local IC Trunks

**Table B-2: Tier 2 Submetrics (Continued)**

Tier 2 Sub Metrics	
Item No.	
54	Maintenance Average Duration - Resale POIS
55	Maintenance Average Duration - Resale Design
56	Maintenance Average Duration - UNE Loop and Port Combinations
57	Maintenance Average Duration - UNE Loops
58	Maintenance Average Duration - UNE xDSL
59	Maintenance Average Duration - UNE Line Sharing
60	Maintenance Average Duration - Local K-Trunks
61	Percent Repeat Troubles within 30 days - Resale POIS
62	Percent Repeat Troubles within 30 days - Resale Design
63	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
64	Percent Repeat Troubles within 30 days - UNE Loops
65	Percent Repeat Troubles within 30 days - UNE xDSL
66	Percent Repeat Troubles within 30 days - UNE Line Sharing
67	Percent Repeat Troubles within 30 days - Local K-Trunks
68	Invoice Accuracy
69	Mean Time to Deliver Invoices
70	Usage Data Delivery Accuracy
71	Trunk Group Performance - Aggregate
72	Collaboration Percent of Due Dates Missed
73	Timeliness of Change Management Notices
74	Timeliness of Documents Associated with Change
75	Percent of Software Errors Corrected in X (10, 30, 45) Business Days
76	Percent of Change Requests Accepted or Rejected Within 10 Days
77	Percent of Change Requests Implemented Within 60 Weeks of Prioritization
78	Service Order Accuracy - Resale
79	Service Order Accuracy - UNE
80	Service Order Accuracy - UNE-P
81	LNP - Percent Out of Service < 60 Minutes
82	LNP - Percentage of Time BellSouth Annals the 10-digit Trunk Prior to the LNP Order Due Date
83	LNP - Average Disconnect Timeliness - Interval & Disconnect Timeliness Interval Distribution (Non-Trunks)

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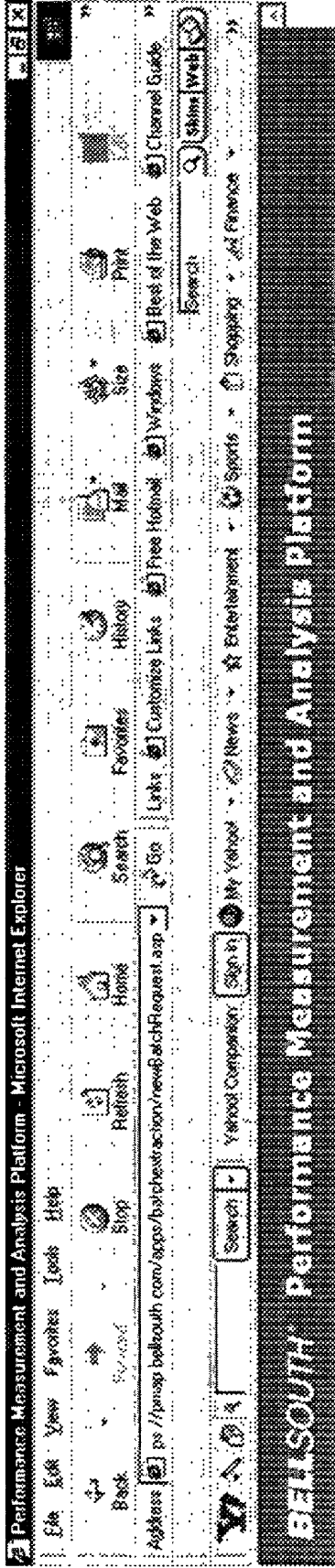
name > All > Legend > Print > ... > New Batch Request

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| <input type="checkbox"/> | CLEC 2, Ordering - LA                |
| <input type="checkbox"/> | CLEC 2, Ordering - LA                |
| <input type="checkbox"/> | CLEC 3, Provisioning                 |
| <input type="checkbox"/> | CLEC 3, Provisioning - LA            |
| <input type="checkbox"/> | CLEC 4, Maintenance & Repair         |
| <input type="checkbox"/> | CLEC 4, Maintenance & Repair - LA    |
| <input type="checkbox"/> | CLEC 5, Billing                      |
| <input type="checkbox"/> | CLEC 6, Trunk Group Performance - LA |
| <input type="checkbox"/> | CLEC 7, Database Updates             |
| <input type="checkbox"/> | CLEC 1, Pre-Ordering                 |
| <input type="checkbox"/> | CLEC 2, Ordering - FL                |
| <input type="checkbox"/> | CLEC 4, Maintenance & Repair - FL    |
| <input type="checkbox"/> | CLEC 5, Billing - FL                 |
| <input type="checkbox"/> | CLEC 3, Provisioning - FL            |
| <input type="checkbox"/> | State Aggregate Reports              |
| <input type="checkbox"/> | CLEC Specific Reports                |
| <input type="checkbox"/> | PARIS                                |
| <input type="checkbox"/> | SQM 1, Pre-Ordering                  |
| <input type="checkbox"/> | SQM 2, Ordering                      |
| <input type="checkbox"/> | SQM 2, Ordering - LA                 |
| <input type="checkbox"/> | SQM 3, Provisioning                  |
| <input type="checkbox"/> | SQM 3, Provisioning - LA             |
| <input type="checkbox"/> | SQM 4, Maintenance & Repair          |
| <input type="checkbox"/> | SQM 4, Maintenance & Repair - LA     |
| <input type="checkbox"/> | SQM 5, Billing                       |
| <input type="checkbox"/> | SQM 6, Operator Services             |
| <input type="checkbox"/> | SQM 7, E911 Database Updates         |
| <input type="checkbox"/> | SQM 8, Trunk Group Performance - LA  |
| <input type="checkbox"/> | SQM 9, Database Updates              |
| <input type="checkbox"/> | SQM 2, Ordering - FL                 |
| <input type="checkbox"/> | SQM 4, Maintenance & Repair - FL     |
| <input type="checkbox"/> | SQM 5, Billing - FL                  |
| <input type="checkbox"/> | SQM 3, Provisioning - FL             |

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 If you have updated your email in account management, you will receive a notification upon completion of the batch.

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Name	Modified	Size	Ratio	Packed	Path
% Billing Errors Corrected in 45 Days SQM - FL.htm	10/22/2002 7:44 PM	1,541	64%	559	
% Completions LT24Hr Notice SQM Reg - FL.htm	10/22/2002 7:44 PM	19,440	91%	1,797	
% Completions LT24Hr Notice SQM SI - FL.htm	10/22/2002 7:44 PM	16,792	90%	1,600	
% Cooperative Testing - xDSL SQM Reg - FL.htm	10/22/2002 7:44 PM	1,162	59%	472	
% Cooperative Testing - xDSL SQM SI - FL.htm	10/22/2002 7:44 PM	1,156	60%	461	
% Daily Usage Feed Errs Corr in 4 Bus Days SQM - FL.htm	10/22/2002 7:44 PM	161	19%	131	
% Database Accuracy SQM Reg.htm	10/22/2002 7:44 PM	1,230	65%	430	
% Database Accuracy SQM.htm	10/22/2002 7:44 PM	5,502	91%	501	
% Missed Instal Appmts Incl Subsequents SQM - FL.htm	10/22/2002 7:45 PM	36,115	95%	1,834	
% Missed Instal Appmts Incl Subsequents SQM (Reg).htm	10/22/2002 7:45 PM	38,984	95%	1,932	
% Missed Instal Appmts Incl Subsequents Trunks SQM.htm	10/22/2002 7:45 PM	1,537	68%	499	
% Missed Installation Appmts SQM - FL.htm	10/22/2002 7:44 PM	36,242	95%	1,992	
% Missed Installation Appmts SQM (Reg) - FL.htm	10/22/2002 7:44 PM	39,112	94%	2,177	
% Missed Installation Appmts Trunks SQM.htm	10/22/2002 7:44 PM	1,531	68%	493	
% NXXLRNs Loaded by LERG SQM Reg.htm	10/22/2002 7:44 PM	877	58%	370	
% Prov. Trouble w/ 30 Days POTs SQM - FL.htm	10/22/2002 7:44 PM	3,928	82%	674	
% Prov. Trouble w/ 30 Days POTs SQM Reg - FL.htm	10/22/2002 7:44 PM	3,944	83%	678	
% Prov. Trouble w/ 30 Days SQM - FL.htm	10/22/2002 7:45 PM	43,389	95%	2,295	
% Prov. Trouble w/ 30 Days SQM (Region) - FL.htm	10/22/2002 7:45 PM	48,962	95%	2,489	
% Prov. Trouble w/ 30 Days Trunk SQM - FL.htm	10/22/2002 7:45 PM	1,497	68%	476	
% Rpt Trbls win 30 days SQM - FL.htm	10/22/2002 7:44 PM	6,666	82%	1,182	
% Rpt Trbls win 30 days SQM R&B - FL.htm	10/22/2002 7:44 PM	1,727	66%	590	
% Rpt Trbls win 30 days SQM R&B Reg - FL.htm	10/22/2002 7:44 PM	1,741	66%	590	
% Rpt Trbls win 30 days SQM Reg - FL.htm	10/22/2002 7:44 PM	7,012	82%	1,261	
% Rpt Trbls win 30 days SQM Sum R+B - FL.htm	10/22/2002 7:44 PM	1,090	57%	468	
% Rpt Trbls win 30 days SQM Sum R+B Reg - FL.htm	10/22/2002 7:44 PM	1,103	57%	473	
% Reject Svc Request Fully Mech SQM - FL.htm	10/22/2002 7:44 PM	2,950	75%	747	
% Reject Svc Request Fully Mech SQM Reg - FL.htm	10/22/2002 7:44 PM	3,340	77%	771	
% Reject Svc Request Non-Mech SQM - FL.htm	10/22/2002 7:44 PM	3,883	77%	875	
% Reject Svc Request Non-Mech SQM Reg - FL.htm	10/22/2002 7:44 PM	4,161	78%	917	
% Reject Svc Request Partly Mech SQM - FL.htm	10/22/2002 7:44 PM	2,825	74%	737	
% Reject Svc Request Partly Mech SQM Reg - FL.htm	10/22/2002 7:44 PM	3,467	77%	803	
Acknowledge Message Completeness SQM - FL.htm	10/22/2002 7:44 PM	848	51%	412	
Answer Time - Repair Center SQM - FL.htm	10/22/2002 7:44 PM	1,595	68%	508	
Completed 8 files: 8 bytes	10/22/2002 7:44 PM	1,370	60%	542	

Windows Explorer toolbar and status bar. Includes icons for Back, Forward, Stop, Refresh, Home, and Address Bar. The status bar shows the current directory path and file details.



FL Item 24.doc

## Appendix B: SEEM Submetrics

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## 1. Tier 1 Submetrics

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

**Table B-1: Tier 1 Submetrics**

Item No.	Submetric
1	Loop Makeup - Response Time - Manual
2	Loop Makeup - Response Time - Electronic
3	Acknowledgement Message Timeliness
4	Acknowledgement Message Completeness
5	Percent Flow-Through Service Requests (Detail)
6	Reject Interval
7	Firm Order Confirmation Timeliness
8	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
9	Percent Missed Installation Appointments - Resale POTS
10	Percent Missed Installation Appointments - Resale Design
11	Percent Missed Installation Appointments - UNE Loop and Port Combinations
12	Percent Missed Installation Appointments - UNE Loops
13	Percent Missed Installation Appointments - UNE xDSL
14	Percent Missed Installation Appointments - UNE Line Sharing
15	Percent Missed Installation Appointments - Local IC Trunks
16	Percent Missed Installation Appointments - LNP
17	Average Completion Interval - Resale POTS
18	Average Completion Interval - Resale Design
19	Average Completion Interval - UNE Loop and Port Combinations
20	Average Completion Interval - UNE Loops
21	Average Completion Interval - UNE xDSL
22	Average Completion Interval - UNE Line Sharing
23	Average Completion Interval - Local IC Trunks
24	<del>LNP - Percent Missed Installation Appointments - LNP</del>
25	Coordinated Customer Conversions Interval - Unbundled Loops
26	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
27	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
28	Cooperative Acceptance Testing - Percent of xDSL Loops Tested
29	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
30	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
31	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
32	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
33	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
34	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
35	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
36	Missed Repair Appointments - Resale POTS
37	Missed Repair Appointments - Resale Design
38	Missed Repair Appointments - UNE Loop and Port Combinations
39	Missed Repair Appointments - UNE Loops
40	Missed Repair Appointments - UNE xDSL
41	Missed Repair Appointments - UNE Line Sharing
42	Missed Repair Appointments - Local IC Trunks
43	Customer Trouble Report Rate - Resale POTS
44	Customer Trouble Report Rate - Resale Design
45	Customer Trouble Report Rate - UNE Loop and Port Combinations
46	Customer Trouble Report Rate - UNE Loops
47	Customer Trouble Report Rate - UNE xDSL
48	Customer Trouble Report Rate - UNE Line Sharing
49	Customer Trouble Report Rate - Local IC Trunks
50	Maintenance Average Duration - Resale POTS
51	Maintenance Average Duration - Resale Design
52	Maintenance Average Duration - UNE Loop and Port Combinations
53	Maintenance Average Duration - UNE Loops
54	Maintenance Average Duration - UNE xDSL
55	Maintenance Average Duration - UNE Line Sharing
56	Maintenance Average Duration - Local IC Trunks
57	Percent Repeat Troubles within 30 days - Resale POTS
58	Percent Repeat Troubles within 30 days - Resale Design
59	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
60	Percent Repeat Troubles within 30 days - UNE Loops
61	Percent Repeat Troubles within 30 days - UNE xDSL
62	Percent Repeat Troubles within 30 days - UNE Line Sharing
63	Percent Repeat Troubles within 30 days - Local IC Trunks
64	Invoice Accuracy
65	Mean Time to Deliver Invoices
66	Usage Data Delivery Accuracy
67	Trunk Group Performance - ALEC Specific
68	Collocation Percent of Due Dates Missed
69	LNP - Percent Out of Service < 60 Minutes

**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
70	LNP - Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date
71	LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger)

## 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	Average Response Time - Pre-Ordering/Ordering
2	Interface Availability - Pre-Ordering/Ordering
3	Interface Availability - Maintenance & Repair
4	Loop Makeup - Response Time - Manual
5	Loop Makeup - Response Time - Electronic
6	Acknowledgement Message Timeliness - EDI
7	Acknowledgement Message Timeliness - TAG
8	Acknowledgement Message Completeness EDI
9	Acknowledgement Message Completeness TAG
10	Percent Flow-through Service Requests (Summary)
11	Reject Interval
12	Firm Order Confirmation Timeliness
13	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
14	Percent Missed Installation Appointments - Resale POTS
15	Percent Missed Installation Appointments - Resale Design
16	Percent Missed Installation Appointments - UNE Loop and Port Combinations
17	Percent Missed Installation Appointments - UNE Loops
18	Percent Missed Installation Appointments - UNE xDSL
19	Percent Missed Installation Appointments - UNE Line Sharing
20	Percent Missed Installation Appointments - Local IC Trunks
21	Percent Missed Installation Appointments - LNP
22	Average Completion Interval - Resale POTS
23	Average Completion Interval - Resale Design
24	Average Completion Interval - UNE Loop and Port Combinations
25	Average Completion Interval - UNE Loops
26	Average Completion Interval - UNE xDSL
27	Average Completion Interval - UNE Line Sharing
28	Average Completion Interval - Local IC Trunks
29	LNP – Percent Missed Installation Appointments – LNP
30	Coordinated Customer Conversions Interval - Unbundled Loops
31	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops
32	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
33	Cooperative Acceptance Testing - Percent xDSL Loops Tested

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
34	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
35	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
36	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
37	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
38	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
39	Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
40	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
41	Missed Repair Appointments - Resale POTS
42	Missed Repair Appointments - Resale Design
43	Missed Repair Appointments - UNE Loop and Port Combinations
44	Missed Repair Appointments - UNE Loops
45	Missed Repair Appointments - UNE xDSL
46	Missed Repair Appointments - UNE Line Sharing
47	Missed Repair Appointments - Local IC Trunks
48	Customer Trouble Report Rate - Resale POTS
49	Customer Trouble Report Rate - Resale Design
50	Customer Trouble Report Rate - UNE Loop and Port Combinations
51	Customer Trouble Report Rate - UNE Loops
52	Customer Trouble Report Rate - UNE xDSL
53	Customer Trouble Report Rate - UNE Line Sharing
54	Customer Trouble Report Rate - Local IC Trunks
55	Maintenance Average Duration - Resale POTS
56	Maintenance Average Duration - Resale Design
57	Maintenance Average Duration - UNE Loop and Port Combinations
58	Maintenance Average Duration - UNE Loops
59	Maintenance Average Duration - UNE xDSL
60	Maintenance Average Duration - UNE Line Sharing
61	Maintenance Average Duration - Local IC Trunks
62	Percent Repeat Troubles within 30 days - Resale POTS
63	Percent Repeat Troubles within 30 days - Resale Design
64	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
65	Percent Repeat Troubles within 30 days - UNE Loops
66	Percent Repeat Troubles within 30 days - UNE xDSL
67	Percent Repeat Troubles within 30 days - UNE Line Sharing
68	Percent Repeat Troubles within 30 days - Local IC Trunks
69	Invoice Accuracy
70	Mean Time to Deliver Invoices

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
71	Usage Data Delivery Accuracy
72	Trunk Group Performance - Aggregate
73	Collocation Percent of Due Dates Missed
74	Timeliness of Change Management Notices
75	Timeliness of Documents Associated with Change
76	Percent of Software Errors Corrected in X (10, 30, 45) Business Days
77	Percent of Change Requests Accepted or Rejected Within 10 Days
78	Percent of Change Requests Implemented Within 60 Weeks of Prioritization
79	Service Order Accuracy - Resale
80	Service Order Accuracy - UNE
81	Service Order Accuracy - UNE-P
82	LNP - Percent Out of Service < 60 Minutes
83	LNP - Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date
84	LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger)