State of Florida

Public Service Commission

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-M-E-M-O-R-A-N-D-U-M-

CASE BACKGROUND

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

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

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

This recommendation addresses the proposed establishment and implementation of operations support systems permanent performance measures for the Verizon Track, Docket Number 000121C-TP. On May 17, 2002, Verizon filed its initial response to staff's data request for proposed permanent performance measures in Florida. On June 28, 2002, initial comments on Verizon's proposal were filed by interested parties.

Taking into consideration the information provided by Verizon and the comments provided by interested parties, staff developed an independent proposal for Verizon OSS permanent performance measurements and submitted it for comment on November 15, 2002. Comments on staff's proposal were filed December 4, 2002, and supplemental comments were filed with the Commission on December 18, 2002.

JURISDICTION

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

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission adopt a Performance Measurement Plan (PMP) for Verizon?

RECOMMENDATION: Yes. Staff believes the Commission should approve the Performance Measurement Plan for Verizon Florida as outlined in Staff's Revised Proposal in Section III. (**BROUSSARD**)

STAFF ANALYSIS:

I. OVERVIEW

A Performance Measurement Plan (PMP) should include several key elements including service quality measures, business rules, reporting requirements, auditing provisions and statistical methodology. On November 15, 2002, staff issued a proposal that addressed these elements for a Verizon PMP. Staff's proposal for Verizon's PMP was a hybrid of the plan filed by the company in this docket that included 17 measurements (essentially the FCC plan required in the GTE/Bell Atlantic merger), plus seven additional measurements staff believed were necessary to add adequate breadth and depth sufficient to comprehensively assess OSS performance.

On December 4 and 18, 2002, Verizon and the Joint ALECs filed their comments and supplemental comments, respectively, on staff's proposal.

Verizon agreed, in part, with staff's proposal, supporting the original 17 measures that comprised the Florida Carrier-to-Carrier Guidelines and Performance Standards the company originally proposed. However, Verizon disagreed with staff's inclusion of seven supplemental metrics on the grounds that they were largely redundant and unjustified. Verizon also proposed changes regarding the effective date of the PMP, and the monthly reporting cycle. In addition, Verizon proposed that staff clarify that industry-agreed changes to the plan may be flowed through automatically, upon 30 days' advance notice to the Commission and all affected carriers.

The Joint ALECs generally agreed with staff's proposal, but believed an additional six performance measures were needed to supplement the 24 proposed by staff. In addition, the Joint ALECs argued that the entire cost of annual audits should be borne by Verizon and not be allocated 50 percent to ALECs. Finally, the

Joint ALECs disagreed with Verizon and proposed that any future changes to the plan not be automatically flowed through, and instead suggested a period for comment by both interested ALECs and the Commission.

Based on the analysis in Section II, staff revised the original proposal to reflect necessary changes. The revised proposal is included in Section III.

II. ARGUMENTS

The areas of concern identified by Verizon and the Joint ALECs in their filed comments involve the following areas:

1. Performance Metrics
2. Implementation of Plan Changes
3. Allocation of the Cost of Annual Audits
4. Time Frame for Posting Performance Reports and for the Plan's Effective Date

The position of each party and staff's analysis are presented below.

A. Performance Metrics

Verizon's Preliminary Comments-December 4, 2002
Verizon disagreed with staff's inclusion of seven supplemental metrics on the grounds that they were largely redundant and unjustified, while adding unnecessary complexity and difficulty to the calculation and monitoring of the plan. Verizon stated that the additional seven metrics proposed by staff would, considering the submetrics, increase the items measured from 157 to 209, representing an increase in detail over the company's proposed plan of more than 30 percent.

Verizon argues that its proposed 17 measures are the same ones the FCC requires the company to report as a condition of the GTE/Bell Atlantic merger. According to Verizon, those measures address all unbundled network elements (UNEs), resale and local interconnection services that ALECs purchase. Verizon adds that its proposed measurements are reported for all key transaction areas, including preordering, ordering, provisioning, maintenance, network performance, and billing.

Joint ALECs' Preliminary Comments-December 4, 2002
The Joint ALECs recommend that Verizon be required to implement the same measures for which it currently reports performance in California and North Carolina. The Joint ALECs argue that reporting at this level will bring Verizon's reporting requirements close to those proposed by Sprint for reporting its performance, will include more BellSouth-equivalent measures, and as a result will provide greater consistency for ALECs monitoring ILEC performance in Florida.

As a result, the Joint ALECs proposed an additional six performance metrics to supplement the 24 metrics proposed by staff (detailed explanations of these measures can be found in Attachment "A" and are indexed on page nine of that attachment):

1.   Average Jeopardy Notice Interval
2.   Held Order Interval
3.   POTS Out of Service <24 Hours
4.   Usage Completeness
5.   Recurring Charge Completeness
6.   Non-recurring Charge Completeness

According to the Joint ALECs, these measures monitor key areas of ILEC service to ALECs and are reported by Verizon in other states, including California and North Carolina. The Joint ALECs further point out that equivalent measures are reported by both Sprint and BellSouth in Florida and were approved for Sprint's performance measurement plan in Florida.

Verizon's Supplemental Comments-December 18, 2002
Verizon stated in its supplemental comments that it opposes the Joint ALECs' suggested addition of six more performance measures for the same reasons it rejects staff's additional seven measures. Verizon states that the Joint ALECs have not explained how Verizon's plan is incomplete or inadequate without the proposed revisions, and have made no attempt to justify inclusion of the specific suggested measures.

Verizon also states that the Joint ALECs failed to point out that several components of the California and North Carolina plans are in dispute as explicitly recognized by those commissions. Verizon argues that it would be inappropriate to adopt measures here on the basis that they are reported elsewhere without an understanding of the ongoing process there. Verizon states that if the Commission is inclined to adopt the additional measures proposed by the Joint ALECs, it should also explicitly recognize that a number of them are subject to ongoing disputes and may be modified as a result of the continued collaborative process in California.

Joint ALECs Supplemental Comments-December 18, 2002
On December 18, 2002, the Joint ALECs filed their supplemental comments on staff's proposal. The Joint ALECs commented that staff's proposal is a hybrid of Verizon's "FCC" plan and the plan Verizon has implemented in California. The Joint ALECs argued that

because the additional seven measures proposed by staff, and the additional six they proposed are already reported by Verizon in California, it is difficult to understand why Verizon would find them unduly complex or difficult to administer in Florida. The Joint ALECs state this argument extends to the ability of the Commission and the industry to monitor and understand the additional measures. The ALECs argue this should be the case since these same measures are already in use in Florida by other ILECs, and for other ILECs, including Verizon, in other states.

The Joint ALECs recommend that the California plan, which Verizon already has implemented in other states, be adopted for Florida. According to the Joint ALECs, this duplication of another state's plan for initial reporting purposes should mitigate any administrative burden on Verizon in reporting its performance in Florida. The Joint ALECs further suggest that, after implementation of the California Plan in Florida, any changes could be taken up in the review process established in staff's proposal.

Staff Analysis

Staff agrees with the Joint ALECs that the simplest and most effective solution to address the concerns raised by Verizon regarding the complexity of implementing a hybrid PMP is to recommend adoption of the performance metrics included in the California plan. Staff agrees adoption of the California plan would also satisfy its desire for a more comprehensive performance measurement plan than that originally proposed by Verizon, while simplifying the process for Verizon since it already implemented this plan in California, North Carolina, and other states.

Staff also points out that the California plan closely mirrors, in every major respect, the performance measurement plan recently Ordered by this Commission for Sprint in Docket NO. 000121B-TP.

Staff recognizes Verizon's concern that a number of measurements in the California plan are subject to ongoing disputes and may be modified as a result of the continued collaborative process in that state. Staff further points out that California is currently engaged in its six-month review of this process.

B. Implementation of Plan Changes

Verizon's Preliminary Comments-December 4, 2002
    Verizon proposes that staff clarify that industry agreed upon changes to the plan may be flowed through automatically, upon 30 days advance notice to the Commission and all affected carriers. Verizon argues that this is the most efficient process for both ILECs and ALECs and that it will ensure the industry in Florida quickly receives the benefits of the most recent updates to the plan.

Joint ALECs Supplemental Comments-December 4, 2002
    The Joint ALECs state that they oppose automatic adoption of plan changes from other states. The Joint ALECs express their opposition "even though Verizon appears to specify these changes would only include industry-agreed changes, thus not applicable to Commission-ordered changes from other states."

    The Joint ALECs state their position in this area is because the make-up of industry participation varies from state-to-state, and ALECs participating in Florida may not have participated in the state in which the changes originated. The Joint ALECs argue that interested ALECs and Commission staff should be allowed an opportunity to review such changes, and that a recommendation should be brought before the Commission.

Staff Analysis
    Staff agrees with the Joint ALECs and recommends that the ALECs and Commission staff be allowed the opportunity to notice, review, and comment on any such changes before they are implemented as described in Section III, Item F, below.

C. Allocation of Cost of Annual Audits

Joint ALEC Preliminary Comments-December 4, 2002
    In their comments filed on December 4, 2002, the Joint ALECs requested modifications to staff's proposal regarding allocation of costs for annual audits of Verizon's performance reporting systems and processes. As stated by the ALECs, staff's original proposal recommended that the costs of these audits be split 50 percent to Verizon, and 50 percent to the ALECs.

    The Joint ALECs take the position that Verizon should be responsible for all costs associated with audits of Verizon's performance data and reports. The Joint ALECs argue that Verizon

has the obligation to provide accurate reports and, therefore, has an obligation to demonstrate those reports are accurate.

According to the Joint ALECs, as the incumbent LEC and dominant market provider with the ability and the incentive to discriminate, Verizon should be required by the Commission to provide independent validation that it is providing non-discriminatory access to its OSS through accurate reporting of its performance results.

Finally, the Joint ALECs urge consistency with the process adopted for other ILECs in Florida, whereby the ILEC is responsible for all costs associated with audits of its performance data and reports.

Verizon Supplemental Comments-December 18, 2002

In its supplemental comments filed December 18, 2002, Verizon opposes the Joint ALECs' claim that all such costs should be borne by Verizon. Pointing to the Joint ALECs' argument that Verizon "has an obligation to demonstrate that its performance reports are accurate" and that it should be required "to provide independent validation that it is providing nondiscriminatory access to its OSS through accurate reporting of its performance results," Verizon states that the ALECs are the cause and primary beneficiaries of audits. As such, Verizon argues that the ALECs should pay their fair share of the costs. In addition, Verizon states that aside from being fair, sharing costs would help ensure the scope of an audit is no broader than necessary to satisfy the ALECs' legitimate needs for verifying Verizon's reporting.

Staff Analysis

Staff agrees with the arguments of the Joint ALECs and recommends that Verizon be required to bear the entire costs of audits of its performance data and reports. Staff concedes that there is no overwhelming reason to break precedent with this issue by recommending allocation of such costs in a manner other than what is currently required for other ILECs doing business in Florida. Staff believes that Verizon has an obligation to ensure the data it is reporting are accurate.

D.   Time Frame for Posting Performance Reports and for the Plan's Effective Date

Verizon also commented on two timing-related issues contained in staff's proposal: the time frame for submitting performance

reports, and the plan's effective date. Staff recommended in its original proposal that performance reports be provided to the ALECs and the Commission by the fifteenth calendar day of the month following the reporting period. Staff's proposal represented that this time frame was consistent with Verizon's present practices as state-ordered in California, and FCC-ordered in other former GTE states.

In its comments, Verizon implies staff erred and states that except where noted otherwise, the FCC requires it to report performance metrics and analysis on the twenty-fifth day of the month succeeding the reporting period. In addition, Verizon explained that the processes involved in production of necessary data make it impossible to report on the fifteenth of each month, as proposed by staff.

Regarding the plan effective date, Verizon commented that staff's proposal recommends that the Performance Measurement Plan should take effect within 30 days of the Commission's Order approving the plan. Verizon explained in its comments that performance data is tied to complete data months. As such, if an order approving the plan were to be issued, for example, on the fifteenth of the month, Verizon would be required to launch the plan in middle of the data month. According to Verizon, this would be incompatible with the nature of the plan. Verizon also commented that in addition to needing a full month of data, time would also be needed to accommodate necessary system programing and testing in implementing the plan. As a result, Verizon requests that the plan effective date be the first full month commencing 90 days after the Commission's final order.

Staff Analysis

Staff agrees with granting Verizon's comments in these two areas and has reflected these changes in the proposed PMP accordingly.

III. STAFF'S REVISED PROPOSAL

Staff recommends adoption of the California plan as modified administratively in this section and Attachment "B." Staff recommends no modifications to the actual performance measures contained in the California plan and recommends they be adopted as presented in Attachment "A." Staff's revised proposal addresses the following areas which are discussed below:

1. Service Quality Measures and Business Rules
2. Performance Data and Reports
3. Penalties for Not Posting Data by the Due Date
4. Penalties for Incomplete or Inaccurate Data
5. Plan Effective Date
6. Six-Month Review Process
7. Root Cause Analysis
8. Statistical Methodology
9. Penalties for Noncompliant Performance
10. Third-party Audits of Plan Data and Reports
11. Audit Cost Responsibility
12. Selection of Third-Party Auditor
13. Retention of Performance Measurement Data
14. Affiliate Data

A. Service Quality Measures and Business Rules

Staff believes adopting the performance metrics included in the California plan will provide adequate coverage that is comprehensive enough for this Commission to initially measure and assess the adequacy of Verizon's operations support systems performance in Florida.

Staff also believes that adoption of the performance metrics contained in the California plan should alleviate Verizon's concerns that staff's original hybrid plan is too difficult to implement and manage. Since Verizon already administers the metrics contained in the California plan in California, North Carolina, and other states, a consistent approach will benefit the company. It will also bring the performance measurement plan more in line with what is required of BellSouth in Florida.

B. Performance Data and Reports

Staff recommends adoption of data and reporting parameters consistent with Verizon's present practices as ordered in

California. Staff believes performance reports should be provided to the ALECs and the Commission by the twenty-fifth calendar day of the month following the reporting period. The reporting period is the calendar month.

Staff believes authorized users should have access to monthly reports through an interactive website, as currently provided via Verizon's Wholesale Internet Search Engine (WISE). Each ALEC should have access to its own data, aggregate ALEC data, Verizon data and Verizon Affiliate data.

In addition to the performance measure results themselves, staff believes the raw data supporting the results, for the current and prior month, should be available to the ALECs and the Commission. Additional raw data should be available where measure results have been changed and the raw data has been affected. Raw data should be archived for a period of 24 months to provide an adequate audit trail and should be retained with sufficient detail so that an ALEC can reasonably reconcile the data captured by Verizon (for the ALEC) with its own internal data. Furthermore, data that relates to Verizon's own performance would be retained at a consistent level of disaggregation comparable to that reported for the ALECs.

C.   Penalties for Not Posting Data by the Due Date

Staff does not recommend penalty provisions at this time for failure to post performance data to the website by the due date. Staff believes an analysis period of at least six months should be considered before such actions should be taken. A six-month review of the measures adopted in this proceeding should be conducted by staff, at which time the necessity of penalty provisions may be considered.

D.   Penalties for Incomplete or Inaccurate Data

Staff does not recommend any penalty provisions at this time. A six-month review should be conducted by staff, at which time the necessity of penalty provisions for incomplete and inaccurate performance data may be considered. Staff believes the severity of outlying performance in this area by Verizon should also be taken into consideration before recommending penalty provisions.

E.   Plan Effective Date

The Performance Measurement Plan should become effective with the first full month ninety days following the Final Order by this Commission.

F.   Six-Month Review Process

Staff recommends that a formal review be conducted six months after the date of the Commission-ordered implementation, to be repeated each six months thereafter during the first two years of implementation. After two years the Commission could, at its discretion, decide to reduce the frequency of scheduled reviews.

Regarding the scheduled review cycles, any proposed revisions to the adopted performance plan should be required to be filed by Verizon or ALECs at least one month prior to the beginning of each review period.

Aside from the periodic reviews, nothing should preclude any party from participating in any proceeding or making any filing with the Commission related to Verizon's performance in Florida or the performance plan adopted by the.

On occasion, the Commission may order Verizon, separate from the six-month review cycle, to modify or amend certain portions of the Performance Measurement Plan. In the event disputes should arise regarding ordered modifications or amendments to the performance plan measures, that cannot be resolved between the parties in collaboration, staff should bring the dispute to the Commission for resolution.

G.   Root Cause Analysis

Staff believes that, upon request, Verizon should provide an individual ALEC a root cause analysis of data and underlying causes contributing to any measure not meeting parity or benchmark levels. Additionally, staff believes that three consecutive months of performance measure failures at the state wide level, for a given level of disaggregation, should require Verizon to prepare a root cause analysis and report it to the Commission.

H. Statistical Methodology

Staff believes the Commission should approve the statistical methodology presented in Attachment "B." Verizon states that statistical testing is conducted on a metric-by-metric basis at the aggregate level (all ALECs) for the state. The types of tests performed break down into two general categories, tests for 1) measured variables, and 2) counted variables. The test statistic used for measured variables (metrics of means or averages, such as mean time to repair, or average interval) is referred to as the "modified Z statistic." The test's statistical significance is determined in one of two ways. First, for large samples ($N_{vz}>=30$ and $N_{clec}>=30$), significance is determined by reference to the normal distribution. Second, for small samples, significance is determined by performing a permutation test.

The test statistic used for counted variables (metrics of proportion, such as percentages) is the Z-statistic and its formula is also given in Attachment B. There are also two methods for determining the statistical significance of the result. For counted variables, the small sample criteria is determined by whether $n*p*(1-p)<5$ (see "Attachment A-3" of Staff's Attachment B). When the small sample criteria is not met, then a normal distribution is used to estimate significance. Otherwise, Fisher's Exact Test is used to calculate statistical significance.

Sample Sizes	Measured:	Counted:
Small	Permutation Testing	Fisher's Exact Test
Large	Normal Distribution	Normal Distribution
All	Test Statistic	Modified Z

There are two possible outcomes: pass or fail. In the case of large samples, for measured metrics, if the "modified Z" statistic is less than or equal to -1.645, then the metric fails the test for that month. If the value of the test statistic is greater than -1.645 then the metric passes. For small samples, the p-value is computed from the permutation distribution and its value is used in computing a comparable t-statistic.

Similarly, there are two possible outcomes for counted variables: pass or fail. The same value, -1.645, is used to determine pass/fail for large sample data. In the case of small

sample counted data, the p-value is calculated using the exact distribution, and, again, the p-value is mapped to a comparable t-statistic.

I.   Penalties for Noncompliant Performance

Staff does not recommend enforcement measures, incentives, or penalty plans for noncompliant performance at this time.   Staff believes an analysis period of at least six months should be considered before such action is taken.   Staff should reevaluate this issue during the proposed six-month review.

J.   Third-party Audits of Plan Data and Reports

This issue addresses whether third-party audits should be performed on performance data and reports.   Staff believes that third-party audits should be conducted and reported annually. Staff believes the audit provisions of the California Verizon plan are appropriate for Florida as well.   Those provisions are presented below and include the establishment of an Audit Steering Committee to be comprised of designated representatives from Verizon and the ALEC community.   For Florida, staff recommends that the committee initially consist of representatives of each ALEC that is a party to this docket.

Annual Audits:
Staff believes a comprehensive annual audit should be conducted of Verizon's reporting procedures and reportable data. The annual audit should include all systems, processes and procedures associated with the production and reporting of performance measurement results.

Staff believes that a Joint Steering Committee ("Committee") comprised of Verizon and ALEC representatives should be responsible for the following:

1. Jointly defining the Request for Proposal (RFP);
2. Jointly selecting a third-party auditor;
3. Determining the scope and timing of the annual audit;
4. Providing guidance to the auditor, as requested; and
5. Reviewing the auditor's compliance with the RFP.

Staff believes that the Committee should convene every six months to discuss the annual audit.   In the event that the Committee cannot agree on defining the RFP, selecting an auditor,

or determining the scope or timing of the annual audit, the parties agree to submit their disputes to the Commission for resolution.

At its completion, Verizon should submit its annual comprehensive audit to the Commission, and distribute copies (which include only nonproprietary information) to parties of record for this docket or any successor docket.

Annual audits should not commence within twelve months of the commencement of the previous annual audit. Notwithstanding any other provisions, the scope of the annual audit should not exceed the previous twelve months. In addition, staff believes that at least one comprehensive annual audit should be conducted every three years.

Mini-audits:

In addition to an annual audit, staff believes that ALECs should have the right to request mini-audits of individual performance measures/submeasures during the year. When an ALEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it should have the right to request a mini-audit be performed on the specific measure/submeasure upon written request (including e-mail). This request should include the designation of an ALEC representative to engage in discussions with Verizon about the requested mini-audit. If, thirty days after the ALEC's written request, the ALEC believes that the issue has not been resolved to its satisfaction, the ALEC may commence the mini-audit upon providing Verizon five business days' advance written notice. Each ALEC should be limited to auditing three single measures/submeasures during the audit year. The mini-audit year should be based on a calendar year. Mini-audits cannot be requested by an ALEC while an annual audit is being conducted (i.e., before completion). Mini-audits may be requested for months including and subsequent to the month in which an annual audit was initiated. Other provisions for mini-audits are described on page 110 of Attachment "A."

K.   Audit Cost Responsibility

The California plan calls for Verizon to share the costs of an audit with ALECs. However, staff believes all costs for a comprehensive annual audit should be borne entirely by Verizon. This approach is consistent with past Commission decisions in similar proceedings. Mini-audits authorized within the auditing

provisions adopted under this plan would be funded totally by the ALEC requesting the audit, unless Verizon is found therein to be materially misreporting or misrepresenting data or to have non-compliant procedures. In the latter cases, Verizon would be required to pay the costs of the mini-audit. Each party to the mini-audit should bear its own internal administrative costs, regardless of which party ultimately bears the costs of the third party auditor.

L.   Selection of Third-party Auditor

The California plan specifies that the Audit Steering Committee should select the third-party auditor. Staff believes the audit provisions of the California plan are appropriate for Florida as well. Those provisions are presented in Issue "J", above, and include the establishment of an Audit Steering Committee to be comprised of designated representatives from Verizon and the ALEC community. For Florida, staff recommends that committee initially include representatives of each ALEC that is a party of record under this docket.

M.   Retention of Performance Measurement Data

The California plan's provisions relative to retention of performance measurement data are recommended for adoption with the exception of the paragraph speaking to root cause analysis, which is addressed for Florida above in Issue "G". Staff believes data should be retained for 24 months, with the raw data maintained and available in sufficient detail to provide an adequate audit trail and to facilitate an ALEC's reconciliation of Verizon-reported data for that ALEC with its own internal data.

In addition to the performance measure results themselves, the raw data supporting the results for the current and prior month should be available to the ALECs and the Commission. Additional raw data should be available where measure results have been changed and the raw data has been affected. Raw data should be retained for a period of 24 months to provide an adequate audit trail and should be retained with sufficient detail so that an ALEC can reasonably reconcile the data captured by Verizon (for the ALEC) with its own internal data. Furthermore, data that relates to Verizon's own performance should be retained at a consistent level of disaggregation comparable to that reported for the ALECs.

N.   Affiliate Data

Any Verizon Florida, Inc., affiliate, as defined in the 1996 Telecommunications Act, that is functioning as an ALEC and making use as such of Verizon's wholesale services and systems should report its data. This affiliate data should be included in the aggregate results for Florida. Additionally, each affiliate ALEC's results should be available for purposes of monitoring by the Commission via access provided to Verizon's WISE system. Staff believes this reporting is appropriate and should be consistent with the Commission's position on this issue in other performance measurement proceedings and decisions.

IV. CONCLUSION: Staff recommends that the Commission approve a Performance Measurement Plan for Verizon as outlined in staff's revised proposal in Section III. Staff's proposal includes the administrative provisions listed above, as well as the adoption of the October 27, 2000 California plan measures and statistical methods (Attachments A and B). The plan should be effective the first full month 90 days after the Commission's Final Order.

Staff further recommends that Verizon be required to prepare the Performance Measurement Plan document associated with any Commission Order pursuant to Issue I of this recommendation, and that it contain, at minimum, the required administrative provisions, statistical methodology and performance measures in accordance with the Commission's Order and submit that plan for the Commission's approval within 30 days of the Commission's Final Order.

ISSUE 2: Should this docket be closed?

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

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

Attachment A

Revised
As Of 10/27/00

California OSS OII
Performance Measurements

Joint Partial Settlement Agreement

INTRODUCTION

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS OII") to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown[1].

Pursuant to the Commission's issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission's stated goals.[1] The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as approved by the Commission in August 1999, called for a periodic review commencing in February 2000. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

The issue of performance incentives is pending before the Commission.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

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

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[1] A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Pacific and GTEC to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves[2]. The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of§251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[3] The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[4]

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

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

[3] See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region , InterLATA Service in the State of New York, CC Docket No.99-295. See also, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

> "Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

[4] See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region , InterLATA Service in the State of New York, CC Docket No.99-295. See also, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

- "to determine reasonable standards of performance for **Pacific Bell (Pacific)** and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),
- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."[5]

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

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

- **Pre-Ordering**

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

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

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has

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[5] Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

• been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

• **Provisioning**

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

• **Maintenance**

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

• **Network Performance**

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

• **Billing**

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

• **Collocation**

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

• **Data Base Updates**

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

- **Interfaces**

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

Auditing and Review Procedures

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

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

Reservation of Rights

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

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

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

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

- reserve the right to contend that any resulting penalties should viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,

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

CLECs

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

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

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

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

Measure Number	*PRE-ORDERING*	Page Number

1	Average Response Time (to Pre-Order Queries)	11
	ORDERING	
2	Average FOC/LSC Notice Interval	15
3	Average Reject Notice Interval	19
4	Percent of Flow Through Orders	21

PROVISIONING

5	Percentage of Orders Jeopardized	22
6	Average Jeopardy Notice Interval	25
7	Average Completed Interval	28
8	Percent Completed within Standard Interval	32
9	Coordinated Customer Conversion	35
9A	Frame Due Time (FDT) Conversions as a Percentage on Time (Pacific Bell Only)	37
10	LNP Network Provisioning	38
11	Percent of Due Dates Missed	39
12	Percent Due Dates Missed Due to Lack of Facilities	43
13	Delay Order Interval to Completion Date	46
14	Held Order Interval	49
15	Provisioning Trouble Reports	53
15A	Average Time to Restore Provisioning Troubles	55
16	Percent Troubles in 30 days for New Orders (Specials)	57
17	Percent Troubles in 7 (10) days for New Orders (Non-Specials)	60
18	Completion Notice Interval	63

MAINTENANCE

19	Customer Trouble Report Rate	65
20	Percent of Customer Trouble not Resolved within Estimated Time	68
21	Average Time to Restore	72
22	POTS Out of Service less than 24 Hours	75
23	Frequency of Repeat Troubles in 30 day period	77

NETWORK PERFORMANCE

24	Percent Blocking on Common Trunks	80
25	Percent Blocking on Interconnection Trunks	81
26	NXX Loaded by LERG Effective Date	82
27	*Measure Deleted*	83

BILLING

28	Usage Timeliness	84
29	Accuracy of Usage Feed	86
30	Wholesale Bill Timeliness	88
31	Usage Completeness	89
32	Recurring Charge Completeness	90
33	Non-Recurring Charge Completeness	91

Measure Number		Page Number
34	Bill Accuracy	92
35	(replaced with)Billing Completion Notice Interval (Pacific Bell only)	93

NOTES:

1. *Not all measures apply to both ILECs.*

2. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.*

3. *Details regarding implementation schedules for new measures are documented in Section VI (Implementation Schedules).*

OSS OII Performance Measurements
Report Requirements

Pre-Ordering   Measure 1

Title: Average Response Time (to Pre-Order Queries)

Area	Requirement Description
Description:	This measure captures the response interval for each pre-ordering query. It is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC. • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Record • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquires • Facility Availability (Pacific Bell Only) • Loop qualification • Loop Qual (Mechanized) • K1023 loop qualification (Pacific Bell) • xDSL and High Bandwidth line sharing UNE loop qualification • All Other loop qualification

Method of Calculation:	Mechanized:
1	**Pre - Order Query Transaction Time** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)
2	**Legacy System Transaction Time (GTE only)** Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System)) / (Number of Queries Returned to Legacy System in Reporting Period)
3	**Loop Qualification/Facility Availability Transaction Time (Pacific Bell Only)** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)
4	**Loop Qualification Transaction Time (GTE Only)** Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)
5	**Manual CSRs (Pacific Bell and GTE)** (# of CSR's Returned within "X" Business Hours) / (# of CSRs Returned) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide

5

Measurable Standard:	**Mechanized:**

Mechanized:

	Pacific Bell	GTE
Standard:		
Address Verification	av. 4.5 seconds	Legacy Time + 5 seconds
TN Selection	av. 4.5 seconds	Legacy Time + 5 seconds
CSR	av. 10.0 seconds	98% within 3 hrs. (WISE) TBD (EDI/CORBA)
Service Availability	av. 8.0 seconds	Legacy Time + 5 seconds
Due Date	av. 2.0 seconds	Legacy Time + 5 seconds
Reject/Failed Inquiries		
Dispatch	av. 11.0 seconds	N/A (Inc. in Address Verification)

Manual CSRs:
Pacific Bell:
Benchmark:
- Standard - 95% in 4 hours

GTE:
Benchmark:
- Standard - 98% in 24 hours

Mechanized Loop Qualification:
- Standard - Parity (Pacific Bell)
- Standard - Benchmark - TBD (GTE)

Manual Loop Qualification (K1023) Process (Pacific Bell only)
- Standard - Parity

Business Rules:	• Pre-order query transaction time intervals are measured as total transaction time.
	• For Pacific Bell, excludes CSR requests (both manual and mechanized) for greater than 50 working telephone numbers
	• For Pacific Bell, fully electronic pre-order query response times will be measured for the Verigate, Datagate and Loop Qual systems. Pre-ordering functionality only recently made available for EDI/CORBA. Benchmarks will be established by November 15, 2000.
	• For GTE fully electronic pre-order query response times will be measured for the WISE and CORBA systems.
	• For GTE, manual CSRs measured in clock hours; excludes non-business days.
	• Elapsed time for fully electronic sub-measures tracked during published system hours.
	• Mechanized Loop Qualification measured in seconds. (Pacific Bell only)
	• Elapsed time for manual processes tracked during published business hours.(Pacific Bell only)
	• Response time for Pacific Bell's Starwriter system is measured at parity based on % within 4 seconds.
	• GTE does not report Legacy System Transaction Time for rejected/failed inquiries.
	• Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries.
Notes:	• The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period.
	• GTE will supply all available loop qualification data, however GTE will not support manual engineering query for loop qualification.
	• Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.
	•

OSS OII Performance Measurements
Report Requirements

Ordering   Measure 2

Title: Average FOC/LSC Notice Interval

Area	Requirement Description
Description:	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).
Method of Calculation:	**Mechanized:** Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period) **Held and Denied Interconnection Trunk Requests:** [(Sum (Date Request is Released) – (Date Request is Originally Received)]/ (Number of Requests Held and Released)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
Reported By:	• Electronically received/electronically handled • Electronically received and manually handled • Manually received and manually handled • By service group type and Stand Alone Directory Listings (GTE only)
Geographic Level:	Statewide

Measurable Standard:	Service Group Types: Pacific Bell	GTE

	• Resale Residential POTS
	• Resale Business POTS
	• Resale ISDN BRI
	• Resale CENTREX
	• Resale PBX
	• Resale DDS
	• Resale DS1/ISDN-PRI
	• Resale DS3
	• Resale VGPL/DS0
	• 2/4w (8db) analog loop (incl. Coin/analog PBX)
	• 2w digital loop(ISDN capable)
	• 2w digital loop(xDSL capable)
	• High Bandwidth Line Sharing UNE
	• 4w digital loop DS1
	• UNE loop – DS3
	• UNE Loop – OC level
	• UNE Dark Fiber
	• UNE Port– Non-Specials)
	• UNE Port–Specials
	• UNE Dedicated Transport
	   • DS1
	   • DS3
	   • OC level
	• Enhanced Extended Links
	   • VG
	   • DS1
	   • DS3
	   • OC level
	• UNE Platform
	   • Basic port and loop
	   • Special port and basic loop
	   • ISDN BRI port and loop
	   • ISDN PRI port and loop
	• Standalone LNP
	• Interconnection Trunks
		• Resale POTS- Residence
		• Resale POTS-Business
		• Resale Specials
		• UNE loop Nondesigned
		• UNE loop Designed
		• UNE loop xDSL capable
		• UNE loop IDSL capable
		• UNE Port
		• UNE Transport
		• UNE Platform
		• UNE-P Res
		• UNE-P Bus
		• UNE-P PRI
		• Interconnection Trunks
		• Line Sharing - Conditioned
		• Line Sharing - Non -Conditioned
		• LNP
		• EEL (Diagnostic)
		• Subloop (Diagnostic)
		• Dark Fiber (Diagnostic)

Measurable Standard:	Benchmark:

	Fully Electronic/Flow Through:
	• Standard - average of 20 minutes
	
	Electronically Received/Manually Handled
	• Standard - average of 6 hours
	
	Manually received/Manually Handled
	• Standard - average of 12 hours
	
	Projects:
	• Standard -90% within 72 hours (Pacific Bell)
	
	Interconnection Trunks
	• Standard:
	    Pacific Bell: **GTE:**
	Average 7 business days (New) Average 5 business day (All)
	Average 4 business days (Augment)
	
	Interconnection Trunk Requests:
	  Held and Denied – Average Interval
	• Standard - Parity (Pacific Bell only)
	• Standard – Average 13 days (GTE only)

Business Rules:	• The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.
	   • Business day = Monday through Friday, excluding weekends and ILEC published holidays
	• Excludes non-business days.
	• Excludes delays caused for customer reasons
	• Elapsed time for fully electronic sub-measures tracked during system hours.
	• Loop qualification/availability of facilities interval is excluded from overall FOC interval for the following products: (Pacific Bell only)
	   • xDSL and High Bandwidth line sharing UNE
	   • ISDN
	   • Channelized DS1
	   • DS3
	   • Dark Fiber
	   • Unbundled Dedicated Transport - DS3
	• ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required
	• Projects are defined as POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(Pacific Bell only)

Notes:	• Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.

OSS OII Performance Measurements
Report Requirements

Ordering	Measure 3

Title: Average Reject Notice Interval

Area	*Requirement Description*
Description:	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation:	**Mechanized:** Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (Number of MechanizedOrders Rejected in the Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of fax service request)) / (Number of Faxes Rejected in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

Reported By:	• Electronically received, electronically handled
	    • All interfaces
	    →• **Syntax(edit** engine) and content errors (other edits)
	    • **Resale orders,** High Bandwidth line sharing UNE, other Facility based/UNE orders and standalone Directory Listings
	• Electronically received, manually handled
	    • All interfaces
	    • **Syntax (edit** engine) and content errors (other edits)
	    • **Resale orders,** High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only)
	• Manually received and handled (fax)
	    • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only)

Geographic Level:	Statewide

Measurable Standard:	Pacific Bell and GTE: Benchmark:
	Fully Electronic/Flow Through:
	• Standard - average of 20 minutes
	Electronically Received/Manually Handled:
	• Standard - average of 5 hours
	Manually received/Manually Handled:
	• Standard - average of 10 hours
	Projects:
	• Standard -90% within 72 hours (Pacific Bell only)
Business Rules:	• Elapsed time for fully electronic sub-measures tracked during system hours
	• For manually handled requests: Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC.
	• Business day = Monday through Friday, excluding weekends and ILEC published holidays
	• • Excludes non-business days
	• Excludes delays caused for customer reasons
	• Loop qualification/facility availability interval is removed from the overall reject interval for the following products: (Pacific Bell only)
	• XDSL
	• High Bandwidth line sharing UNE
	• ISDN
	• Channelized DS1
	• DS3
	• Dark Fiber
	• Unbundled Dedicated Transport - DS 3
	• ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required.
	• Projects are defined as POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(Pacific Bell only)
Notes:	• All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000(Benchmarks for GTE are still interim.)
	• Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.

OSS OII Performance Measurements
Report Requirements

Ordering   Measure 4

Title: Percentage of Flow-Through Orders

Area	Requirement Description
Description:	Measures the percentage of electronically received orders processed on a flow through basis.
Method of Calculation:	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received orders)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	Orders that flow through as a percentage of: • All electronically received orders programmed to flow through, by service group type and/or service order type. • All electronically received orders, by service group type and/or service order type.
Geographic Level:	Statewide
Measurable Standard:	**Diagnostic only** *Issue of how to evaluate performance will be reconsidered at next Performance Measurement Plan review.*
Business Rules:	• Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors.
Notes:	

OSS OII Performance Measurements
Report Requirements

Provisioning

Measure 5

Title: Percentage of Orders Jeopardized

Area	Requirement Description
Description:	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.
Method of Calculation:	((Number of Orders Jeopardized) / (Number of Orders Confirmed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and ILEC Affiliates
Reported By:	• By service group type
Geographic Level:	Statewide

| Measurable Standard: | Pacific Bell:
Parity for Resale is Retail Parity measured
for the following UNEs:
• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)
   • UNE Subloop

• 2w digital loop(ISDN capable)
   • UNE Subloop

• 2w digital loop(xDSL capable)
   • UNE Subloop

• 2w digital loop(IDSL capable)
   • UNE Subloop

• High Bandwidth Line Sharing UNE
   • Conditioned
   • Non-Conditioned

• 4w digital loop (DS1)
   • UNE Subloop
• UNE loop – DS3

• UNE Loop – OC level

• Dark Fiber

• UNE Port–(Non-Specials)

• UNE Port–Specials

• UNE Dedicated Transport
   • DS1
   • DS3
   • OC level

• Enhanced Extended Links
   • VG - Conversion
   • DS1 - New
   • DS1 -Conversion
   • DS3- New
   • DS3-Conversion
   • OC level – New
   • OC level - Conversion

• UNE Platform
   • Basic port and loop
   • Special port and basic loop
   • ISDN BRI port and loop
   • ISDN PRI port and loop

• Interconnection Trunks | Retail

• POTS - Business (fielded)

• ISDN(BRI)

• 2w digital loop(xDSL capable) provided to ASI

• ISDN(BRI)

• High Bandwidth Line Sharing UNE provided to ASI

• DS1

• DS3

• Retail OC level service

(*Diagnostic*)

• POTS - Business (non-fielded)

• Retail Specials (non-fielded)

• HICAP
   • DS1
   • DS3
   • Retail OC level service

(*TBD*)

• Business POTS FW/NFW
• Retail Voice Grade Specials FW/NFW
• ISDN BRI FW/NFW
• ISDN PRI FW/NFW

• ILEC Dedicated Trunks |

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE Loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE-P Res	• Retail POTS
	• UNE-P Bus	• Business POTS
	• UNE-P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS -*Total Business & Residence, Non-Dispatched*
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
Business Rules:	• Excludes delays for customer reasons. • Raw data will include jeopardy codes. • For Pacific Bell results for UNE Subloop will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review	
Notes:	• Does not include missed commitments.	

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 6**

Title: Average Jeopardy Notice Interval

Area	Requirement Description
Description:	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	**Assignment:** *Jeopardies identified during the initial assignment process* Sum ((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of Assignment Jeopardy Notices) **Installation:** *Jeopardies identified during the installation process prior to due time* Sum ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices) **Notification of Missed Commitments** Sum(Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	• By service group type, with same service group type disaggregation as Measure 5.
Geographic Level:	Statewide

Measurable Standard:	**Service Group Types:** **Pacific Bell**	**GTE**

	• Resale Residential POTS
	• Resale Business POTS
	• Resale ISDN BRI
	• Resale CENTREX
	• Resale PBX
	• Resale DDS
	• Resale DS1/ISDN-PRI
	• Resale DS3
	• Resale VGPL/DS0
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)
	  • UNE Subloop
	• 2w digital loop(ISDN capable)
	  • UNE Subloop
	• 2w digital loop(xDSL capable)
	  • UNE Subloop
	• High Bandwidth Line Sharing UNE
	  • Conditioned
	  • Non-Conditioned
	• 4w digital loop DS1
	  • UNE Subloop
	• UNE Loop – DS3
	• UNE Loop –OC level
	• UNE Dark Fiber
	• UNE Port– Non-Specials
	• UNE Port–Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 - Conversion
	  • DS3 -New
	  • DS3 - Conversion
	  • OC Level – new
	  • OC level - conversion
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Interconnection Trunks
		• Resale POTS- Residence
		• Resale POTS-Business
		• Resale Specials
		• UNE loop Nondesigned
		• UNE loop Designed
		• UNE loop xDSL capable
		• UNE loop lDSL capable
		• UNE Port
		• UNE Transport
		• UNE Platform
		  • UNE-P Res
		  • UNE-P Bus
		  • UNE-P PRI
		• Interconnection Trunks
		• Line Sharing - Conditioned
		• Line Sharing - Non -Conditioned
		• LNP
		• EEL (Diagnostic)
		• Subloop (Diagnostic)
		• Dark Fiber (Diagnostic)

Measurable Standard:	**Benchmark (Pacific Bell only)**

	• Standard - Assignment Jeopardies 90% within 1 day
	     Install. Jeopardies (POTS) 95% within 15 minutes
	     Install. Jeopardies (Specials) 95% within 3 hours
	     Missed Commit Notices 95% within 24 hours
	
	 GTE began reporting June 2000 data on July 15, 2000. GTE will propose benchmark after four months of data collection.

Business Rules:	• Excludes delays for customer reasons. • Raw data will include jeopardy codes. • Pacific Bell tracks assignment jeopardies by due date only, installation jeopardies by business days/hours and notifications of missed commitments by clock hours. • GTE tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/hours.
Notes:	• If the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for analog. • For GTE, jeopardies issued on the due date are considered either installation or notifications of missed commitments.

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 7**

Title: Average Completed Interval

Area	Requirement Description
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation:	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders / Total new, move and change orders
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type and field work/no field work where applicable.
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	Pacific Bell Parity for Resale is Retail for Parity for UNE measured for the following UNEs:	Retail
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)

	• 2w digital loop(xDSL capable)
	    • Conditioned
	    • Non-Conditioned
	    • UNE Subloop
		• 2w digital loop (xDSL capable) provided to ASI
		    • Conditioned
		    • Non-Conditioned

	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)

	• High Bandwidth line sharing
	    • Conditioned
	    • Non-Conditioned
		• High Bandwidth line sharing provided to ASI
		    • Conditioned
		    • Non-Conditioned

	• 4w digital loop (DS1)	• DS1
	• UNE Loop – OC level	• Retail – OC level service
	• UNE Port– Non-Specials	• POTS - Business (non -fielded)
	• UNE Port–Specials	• Retail Special Services

	• UNE Dedicated Transport
	    • DS1
	    • DS3
	    • OC level
		• HICAP
		    • DS1
		    • DS3
		    • Retail OC level service

	• Dark Fiber	(Diagnostic)

	• Enhanced Extended Links
	    • VG - Conversion
	    • DS1 - New
	    • DS1 -Conversion
	    • DS3- New
	    • DS3-Conversion
	    • OC level – New
	    • OC level - Conversion
		(TBD)

	• UNE Platform • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	• Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW
	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE-P Res	• Residential POTS
	• UNE-P Bus	• Business POTS
	• UNE-P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non -Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS -Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*

Business Rules:	• Excludes customer requested due dates other than interval offered, and orders delayed for customer reasons. (Pacific Bell only)
	• Excludes customer due dates beyond interval offered, and orders delayed for customer reasons. (GTE)
	• For UNE loop services, feature-only orders are excluded from retail analog.(Pacific Bell only)
	• Excludes projects. (Pacific Bell only)
	• GTE will not exclude projects.
	• Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI (Pacific Bell only)
	• Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.
	• The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only)
	• Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 8**

Title: Percent Completed Within Standard Interval

Area	Requirement Description
Description:	Measures of orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation:	Sum (Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type excluding services with flexible due dates.
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity for UNE measured** **for the following UNEs:**	**Pacific Bell Retail**
	• 2w digital loop(ISDN capable) • UNE subloop	• ISDN(BRI)

	• 2w digital loop(xDSL capable)
	  • Conditioned
	  • Non-Conditioned
	  • UNE subloop
		• 2w digital loop (xDSL capable) provided to ASI
		  • Conditioned
		  • Non-Conditioned

	• 2w digital loop(IDSL capable) • UNE subloop	• ISDN (BRI)

	• High Bandwidth line sharing
	  • Conditioned
	  • Non-Conditioned
		• High Bandwidth line sharing provided to ASI
		  • Conditioned
		  • Non-Conditioned

	• 4w digital loop (DS1)	• DS1
	• UNE loop – OC level	• Retail – OC level service
	• Dark Fiber	*Diagnostic*
	• UNE Port– Specials	• Retail Specials

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level - New
	  • OC level -Conversion
		(TBD)

	• UNE Dedicated Transport
	  • . DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	UNE Platform • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	• Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW
	• Interconnection Trunks	• ILEC Dedicated Trunks
	GTE Resale Specials	 Retail Specials

Business Rules:	• Excludes customer requested due dates other than the standard interval, and orders delayed for customer reasons. (Pacific Bell only)
	• Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. (GTE only)
	• Excludes services with flexible due date i.e., Basic Exchange services/POTS (Pacific Bell only)
	• For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only)
	• Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI. (Pacific Bell only).
	• Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. (Pacific Bell only)
	• The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only)
	• Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.

OSS OII Performance Measurements
Report Requirements

Provisioning   Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	Requirement Description
Description:	**Pacific Bell:** Measures the percentage of coordinated cutovers (TBCC/CHC) completed by Committed time* where CLEC has requested coordination (including LNP). * _Note: "Committed time" means within one hour of committed order due time_ **GTE:** Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP) *_Note: "Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour._
Method of Calculation:	**Pacific Bell** ((Number of coordinated cutovers completed by committed time) / (Count of coordinated cutovers scheduled in reporting period)) x 100 **GTE** (Number of coordinated orders completed by committed due date and time) / (Count of coordinated orders completed in reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• Residence and Business conversions and LNP (PB only) • Coordinated Conversions and Coordinated Hot Cuts (GTE only)
Geographic Level:	Statewide

Measurable Standard:	**Parity for Pacific Bell:**
	
	                                        Pacific Bell Retail
	Coor. Conversions (Res.) Coor. Conv. -Res
	Coor. Conversions (Bus.) Coor. Conv. -Bus
	Coor. Conversions Coor. Conv. - -
	(LNP-Port Out) (LNP-Port In/Back)
	
	Benchmark for GTE: 90% On Time
	
	Coordinated Conversion (CC)
	Designed and Non-designed
	
	              Line Size **Committed Completion Interval**
	
	From 1 to 49 lines: 1 Work Hour
	          50 to 99 lines: 2 Work Hours
	      100 to 199 lines: 3 Work Hours
	      200 plus lines: 4 Work Hours
	
	Coordinated Hot Cut (CHC)
	Designed and Non-designed
	
	             Line Size *Committed Completion Interval*
	
	From 1 to 20 lines: 1 Work Hour
	       21 to 30 lines: 1½ Work Hours
	       31 to 40 lines: 2 Work Hours
	       41 to 50 lines: 2½ Work Hours
	       51 to 60 lines: 3 Work Hours
	       61 to 70 lines: 3½ Work Hours
	       71 to 80 lines: 4 Work Hours
	       81 to 90 lines: 4½ Work Hours
	       91 to 100 lines: 5 Work Hours
	
	Add an additional ½ Hour for each additional 10 lines or increment thereof.

Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. (Pacific Bell only)

OSS OII Performance Measurements
Report Requirements

Provisioning   Measure 9A

Title: Frame Due Time Conversions as a Percentage On-Time - Pacific Bell only

Area	Requirement Description
Description:	Measures the percentage of Frame Due Time cutovers completed by Committed time* for all orders where CLEC has requested FDT. _* Note: "Committed time" means within 1 hour of confirmed frame due time (example: order with 4pm due time will be completed by 5pm)._
Method of Calculation:	(Number of frame due time cutovers completed by Committed time) / (Count of frame due time cutovers scheduled in reporting period)x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	Basic loops with LNP, Basic loops without LNP, Standalone LNP.
Geographic Level:	Statewide
Measurable Standard:	**Benchmark** • Standard 95% in 1 hour
Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested FDT orders only
Notes:	• "Cutovers" include initial and subsequent attempts to complete a cutover. • Up to 19 loops, or up to 99 telephone numbers on standalone LNP.

OSS OII Performance Measurements
Report Requirements

Provisioning   Measure 10

Title: LNP Network Provisioning

Area	Requirement Description
Description:	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation:	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Pacific Bell** • Standard - no more than .25% failure **Benchmark for GTE** • Standard - no more than 2% failure
Business Rules:	• Provisioning failure data will be collected as follows: • Will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP) • Excludes total failures from the NPAC to *all* LSMS systems. • Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC) (Pacific Bell only) • Excludes large porting activities (500 TNs or greater) (Pacific Bell only)
Notes:	

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 11**

Title: Percent of Due Dates Missed

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

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity for UNE measured** **for the following UNEs:**	◄
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop	**Pacific Bell Retail** • POTS - Business (fielded)
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)
	• 2w digital loop(xDSL capable) • UNE Subloop	• 2w digital loop (xDSL capable) provided to ASI
	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)
	• High Bandwidth line sharing UNE • Conditioned • Non-Conditioned	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop(DS1)	• DS1
	• UNE loop – DS3	• UNE loop – DS3
	• UNE loop – OC level service	• Retail OC level service
	• UNE Port–Non-Specials	• POTS - Business (non-fielded)
	• UNE Port– Specials	• Retail Specials (non-fielded)
	• UNE Dedicated Transport • DS1 • DS3 • OC level	• HICAP • DS1 • DS3 • Retail OC level service
	• Dark Fiber	*Diagnostic*
	• Enhanced Extended Links • VG - Conversion • DS1 - New • DS1 -Conversion • DS3- New • DS3-Conversion • OC level - New • OC level - Conversion	*(TBD)*
	• UNE Platform • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	• Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW
	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS - Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*

Business Rules:	• Excludes customer misses • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog. (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • Excludes record only and ILEC official orders. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request. • For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 12**

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

Area	Requirement Description
Description:	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"
Method of Calculation:	(Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type and Field Work/No Field Work as appropriate
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail Parity measured for the following UNEs:**	
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)	**Retail** • POTS - Business (fielded)
	• 2w digital loop(ISDN capable)	• ISDN(BRI)
	• 2w digital loop(xDSL capable)	• 2w digital loop(xDSL capable) provided to ASI
	• 2w digital loop(IDSL capable)	• ISDN (BRI)
	• High Bandwidth line sharing UNE • Conditioned • Non-Conditioned	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service
	• UNE Dedicated Transport • DS1 • DS3 • OC level	• HICAP • DS1 • DS3 • Retail OC level service
	• Enhanced Extended Links • DS1 - New • DS3 – New • OC level - New	*(TBD)*
	• UNE Platform • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	• Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW
	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
Business Rules:	• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE loop services, feature-only orders are excluded from retail analog.	
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.	

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 13**

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

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

Measurable Standard:	Pacific Bell Parity for Resale is Retail Parity measured for the following UNEs:	Retail
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable)	• ISDN(BRI)
	• 2w digital loop(xDSL capable)	• 2w digital loop (xDSL capable) provided to ASI
	• 2w digital loop (IDSL capable)	• ISDN(BRI)

	• High Bandwidth line sharing UNE
	  • Condition
	  • Non-Condition
		• High Bandwidth line sharing UNE provided to ASI

	• 4w digital loop (DS1)	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Enhanced Extended Links
	  • DS1 - New
	  • DS3 – New
	  • OC level - New
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
Business Rules:	• For UNE loop services, feature-only orders are excluded from retail analog.	
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.	

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 14**

Title: Held Order Interval

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

Measurable Standard:	Pacific Bell Parity for Resale is Retail	*
	Parity for UNE measured for the following UNEs:	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)
	• 2w digital loop(xDSL capable) • UNE Subloop	• 2w digital loop(xDSL capable) provided to ASI
	• 2w digital loop (IDSL capable) • UNE Subloop	• ISDN(BRI)

	• High Bandwidth line sharing UNE
	    • Conditioned
	    • Non-Conditioned
		• High Bandwidth line sharing UNE provided to ASI

	• 4w digital loop (DS1) • UNE Subloop	• DS1
	• UNE loop – DS3	• DS3
	• UNE loop – OC level	• Retail OC level service
	• UNE Port–Non-Specials	• POTS - Business (non-fielded)
	• UNE Port– Specials	• Retail Specials

	• UNE Dedicated Transport
	    • DS1
	    • DS3
	    • OC Level
		• HICAP
		    • DS1
		    • DS3
		    • Retail OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	    • VG - Conversion
	    • DS1 - New
	    • DS1 -Conversion
	    • DS3- New
	    • DS3-Conversion
	    • OC level – New
	    • OC level - Conversion
		(TBD)

	• UNE Platform (PB only)
	    • Basic port and loop
	    • Special port and basic loop
	    • ISDN BRI port and loop
	    • ISDN PRI port and loop
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non-Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS - Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
Business Rules:	• Excludes customer caused misses. • For UNE loop services, feature-only orders are excluded from retail analog. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)	

Notes:	• ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request.
	• Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.
	• Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only)
	• For GTE results for UNE subloop will be tracked diagnostically.
	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN capable loops which have similar characteristics.

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 15**

Title: Provisioning Trouble Reports (Prior to Service Order Completion)

Area	Requirement Description
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
Method of Calculation:	**Parity:** (Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period) **Benchmark:** [(Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, High Bandwidth line sharing UNE, UNE Loop, and LNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity** **Resale** **Retail services** UNE Loop Retail services (outside plant disposition codes and central office wiring disposition codes) High Bandwidth High Bandwidth line sharing UNE provided to ASI Line sharing UNE **Benchmark:** LNP - Port Out • Standard - 1% or less

	GTE:	
	- Resale POTS (Residence) - Resale POTS (Business) - Resale Specials - UNE,Loop Non-designed - UNE Loop Designed - UNE Loop xDSL Capable - UNE Loop IDSL Capable - LNP	- Residence POTS - Business POTS - Retail Specials - B1 Dispatched Non Designed - Dispatched Designed Service (excludes HICAPs) *(TBD until SDA is established)* *(TBD until SDA is established)* *(TBD- will propose benchmark standard after 4 months of data collection).*
Business Rules:	- Excludes CPE and IEC/CLEC caused troubles - Excludes Subsequent reports - Excludes Message Reports (circuit reports for which ILEC has no records) - Excludes ILEC employee generated reports *6	
Notes:	ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

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[6] The language "excludes new service installations" first contained in the JPSA filed July 18, 2000 has been removed pending resolution by the Commission of the open issue identified by some DSL CLECs.

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 15A**

Title: Average Time to Restore Provisioning Troubles (Prior to Service Order Completion)

Area	Requirement Description
Description:	Measures the average duration of the troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.
Method of Calculation:	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared.)/ (Total Number of Provisioning Trouble Reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, UNE Loop, UNE Port and LNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity:** **Resale** **Retail services** UNE Loop Retail services (outside plant disposition codes and Central Office wiring disposition codes) **Benchmark:** LNP - Port Out • Standard - average of 4 hours

Measurable Standard:	**GTE**	⸲ **Retail**
	• Resale POTS- Residence	• Residence POTS
	• Resale POTS-Business	• Business POTS
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is implemented)*
	• UNE loop IDSL capable	• *(TBD until SDA is implemented)*
	• LNP	• *(TBD)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 16**

Title: Percentage Troubles in 30 Days for Special Services Orders

Area	*Requirement Description*
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion
Method of Calculation:	**Pacific Bell:** (Total Number of Customer Trouble reports received within 30 calendar days of special service order completion / Total Number of new, move and change completed special services orders) x 100 **GTE:** (Total Number of Special Service Orders that receive a Network Customer Trouble Report within 30 calendar days of service order completion / Total new, move and change completed Special Service orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell**
	Parity for Resale is Retail
	
	Parity for UNE measured for the following UNEs:
	• 2w digital loop(ISDN capable)
	  • UNE Sub -Loop
	
	• 2w digital loop(xDSL capable)
	  • UNE Sub-Loop
	
	• High Bandwidth line sharing UNE
	
	• 4w digital loop (DS1)
	
	• UNE loop – DS3
	
	• UNE loop –OC level
	
	• UNE Port– Specials
	
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	
	• Dark Fiber
	
	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
	
	• UNE Platform
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	
	• Interconnection Trunks
		Retail
		
		• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
		
		• 2w digital loop(xDSL capable) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
		
		• High Bandwidth line sharing UNE provided to ASI
		
		• DS1 (outside plant disposition codes and central office wiring disposition codes)
		• DS3 (outside plant disposition codes and central office wiring disposition codes)
		
		• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
		
		• Retail Special (non-dispatched)
		
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level
		
		Diagnostic
		
		(TBD)
		
		• Retail Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)
		
		• ILEC Dedicated Trunks

Measurable Standard:	GTE:	Retail
	• Resale Specials • UNE Loop Designed • UNE loop xDSL capable • UNE loop IDSL capable • UNE Transport • UNE - Platform PRI • Line Sharing – Conditioned • Line Sharing - Non - Conditioned • Interconnection Trunks • EEL	• Retail Specials • Dispatch Designed Service (excludes HICAPs) • (TBD until SDA is established) • (TBD until SDA is established) • HICAP Designed • ISDN PRI • (TBD until SDA is established) • (TBD until SDA is established) • ILEC Dedicated Trunks • *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	

OSS OII Performance Measurements
Report Requirements

Provisioning   Measure 17

Title: Percentage Troubles in 7 Days for Non-Special Orders - GTE only
Percentage Trouble in 10 Days for Non-Special Orders - Pacific Bell only

Area	Requirement Description
Description:	Measures the percent of network customer trouble reports received within 7 (GTE) or 10 (Pacific Bell) calendar days of service order completion.
Method of Calculation:	**GTE:** (Total Number of non-special Service Orders that receive a Network Customer Trouble Report within 7 calendar days of service order completion / Total new, move and change completed Non-Special Service orders) x 100 **Pacific Bell:** (Total Number of Customer Trouble reports received within 10 calendar days of non-special service order completion / Total Number of new, move and change completed non-special orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type (including LNP) and Field Work/No Field Work as appropriate
Geographic Level:	Statewide

| Measurable Standard: | Pacific Bell
Parity for Resale is Retail (non-special services only)

Parity for UNE measured for the following UNEs:
• 2/4w (8db and 5.5 db) loop (incl. Coin/analog PBX)
  • UNE Sub-Loop

(and for Pacific Bell only)
  • FDT orders
  • TBCC orders

• UNE Port – Basic analog/Coin

• UNE Platform -Basic port and basic loop

• LNP (Port Out) | Retail

• Business POTS (outside plant disposition codes and central office wiring disposition codes)

• Business POTS (non-disp)

• Business POTS (disp/non-disp)

• Benchmark of no more than 1% troubles. |
| | GTE
• Resale POTS- Residence
• Resale POTS-Business
• UNE loop Nondesigned
•
• UNE Port
• UNE Platform
  • UNE - P Res
  • UNE - P Bus

• LNP

• Subloop | Retail
• Retail POTS - Residence
• Retail POTS - Business
• B1 Dispatched Non Designed
• CentraNet - Simple

• Residential POTS
• Business POTS

• Retail POTS- Total Business & Residence, Non-Dispatched

• (Diagnostic) |

Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Trouble Reports Received on the Due Date • Excludes Subsequent reports • Excludes ILEC employee generated reports • Excludes troubles associated with inside wiring. • If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity. (Pacific Bell only) • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type. • Pacific Bell will track FDT and TBCC diagnostically until the next review cycle.

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 18**

Title: Completion Notice Interval

Area	Requirement Description
Description:	Measures the percent of completion notices returned within the time specified in the measurable standard.
Method of Calculation:	**Fully Electronic:** (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100 **All Other Interfaces:** (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Returned Using All Other Processes) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:** **Fully electronic(LEX, EDI) -** • Standard -95% within 1hour **Fully electronic Fallout:** • Standard is 95% within 24 hours with a fallout maximum of 5% for each system reported. If LASR shows a reduction in fallout level (an average to nearest 0.5%) for three reported months, then Pacific Bell will lower fallout level to match. **All other interfaces** • Standard– 90% within 24 hours **GTE:** **Fully Electronic (EDI)** • Standard - 95% within 1 hour Electronic Batch • Standard – 95% within 12 hours **All other interfaces** • Standard – 90% within 24 hours
Business Rules:	• 24 hour clock is used to measure interval for all other interfaces. • Excludes weekends and ILEC published holidays • System hours will be used for fully electronic sub-measures • GTE will report on the industry standard of SAR Version 4 only. • For GTE, fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. • For GTE, Electronic Batch represents all electronic interfaces that include some form of batch processing. • For GTE, all other interfaces represent manual processes. • For GTE, Electronic Batch will use the same calculation method as Fully Electronic
Notes:	• Completion Notices on disconnect orders are only for CLEC disconnect orders (not on ILEC retail disconnect orders, except for LNP disconnect orders).

OSS OII Performance Measurements
Report Requirements

Maintenance   **Measure 19**

Title: Customer Trouble Report Rate

Area	*Requirement Description*
Description:	Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/ circuits/UNEs.
Method of Calculation:	(Total Number of Customer initial and repeat network trouble reports / Number of local exchange lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of the prior reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including LNP) & NXX Code Opening Troubles
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell** **Parity for Resale is Retail** **Parity for UNE measured for the following UNEs:**	**Retail**
	• 2/4w (8db and 5.5db) analog loop	• POTS - Business (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN)	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL)	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1(outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials (dispatch in)

	• UNE Dedicated Transport
	   • DS1
	   • DS3
	   • OC level
		• HICAP
		   • DS1
		   • DS3
		   • Retail OC level service

	• Dark Fiber	Diagnostic

	• Enhanced Extended Links
	   • VG
	   • DS1
	   • DS3
	   • OC level
		(TBD)

	• UNE Platform
	   • Basic port and loop
	   • Special port and basic loop
	   • ISDN BRI port and loop
	   • ISDN PRI port and loop
		• Business POTS (non-disp, disp)
		 • Retail Voice Grade Specials (non-disp, disp)
		 • ISDN BRI (non-disp, disp)
		 • ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark: .35%

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than .35% of total trouble reports received for LNP
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Access line/circuit count taken from previous month • Excludes ILEC employee generated reports • For GTE - excludes provisioning trouble reports. • Include Test okay (TOK) and Found Okay (FOK) reports.	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type. (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	

OSS OII Performance Measurements
Report Requirements

Maintenance   Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*
Description:	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation:	(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100
Report Period:	Monthly
Report Structure :	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	• By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

Measurable Standard:	Pacific Bell Parity for Resale is Retail	ᵃ
	Parity for UNE measured the following UNEs: 2/4w (8db and 5.5db) analog loop • UNE Sub-Loop	**Retail** • POTS - Business (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN) • UNE Sub-Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL) • UNE Sub-Loop	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1) • UNE Subloop	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop –DS3	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials(dispatch in)
	• UNE Dedicated Transport • DS1 • DS3 • OC level	• HICAP • DS1 • DS3 • Retail OC level service
	• Dark Fiber	Diagnostic
	• Enhanced Extended Links • VG • DS1 • DS3 • OC level	*(TBD)*
	• UNE Platform • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	 • Business POTS non-disp,disp) • Retail Voice Grade Specials (non-disp, disp) • ISDN BRI (non-disp, disp) • ISDN PRI (non-disp,disp)
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark: No more than 1 missed commit per month per CLEC

Measurable Standard:	**GTE**	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business)
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than 1 missed commit per month per CLEC
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Excludes customer caused misses • Results include Test okay (TOK) and Found Okay (FOK) reports. • For GTE - excludes provisioning trouble reports.	

Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.

OSS OII Performance Measurements
Report Requirements

Maintenance   Measure 21

Title: Average Time to Restore

Area	Requirement Description
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type (including LNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide

Measurable Standard:	Pacific Bell Parity for Resale is Retail	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 2/4w (8db and 5.5 db) analog loop • UNE Sub-Loop	• POTS - Business (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN) • UNE Sub-Loop	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL) • UNE Sub-Loop	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1) • UNE Sub-Loop	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE Loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port – Specials	• Retail Specials (dispatch in)

	• UNE Dedicated Transport
	    • DS1
	    • DS3
	    • OC level
		• HICAP
		    • DS1
		    • DS3
		    • Retail OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	    • VG
	    • DS1
	    • DS3
	    • OC level
		(TBD)

	• UNE Platform
	    • Basic port and loop
	    • Special port and basic loop
	    • ISDN BRI port and loop
	    • ISDN PRI port and loop
		
		• Business POTS (non-disp, disp)
		• Retail Voice Grade Specials (non-disp, disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark: avg. 4 hours

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• *Retail POTS – Total Business & Residence, Non-Dispatched*
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • For GTE - excludes provisioning trouble reports. • Results include Test okay (TOK) and Found Okay (FOK) reports.	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity ASI (Pacific Bell only) • Results for UNE Subloops will be tracked diagnostically (GTE only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	

OSS OII Performance Measurements
Report Requirements

Maintenance   **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	Requirement Description
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 *Note: For non-design services only*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By POTS Residence and Business (Resale and UNE)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale (POTS) for Pacific Bell** **Parity for UNEs (Basic)** • **2/4w (8db and 5.5 db) analog loop** • UNE Sub-Loop • UNE Port – Basic Analog • UNE Platform – Basic Port and Loop

(cont.)		
		Retail • POTS - Business (dispatch) (outside plant disposition codes and central office wiring disposition codes) • POTS - Business (dispatch in) • Business POTS (non-disp/dispatch)_

GTE	**Retail**

• Resale POTS- Residence
• Resale POTS-Business
• UNE loop Non-designed
• UNE Port
• UNE Platform
  • UNE - P Res
  • UNE - P Bus
	• Retail POTS - Residence
	• Retail POTS - Business
	• B1 Dispatched Non Designed
	• CentraNet - Simple
	
	• Residential POTS
	• Business POTS

Business Rules:	• Residential and Business POTS only
	• Excludes no access
	• Interval for tickets received Saturday and Sunday begins no later than Monday morning
	• Excludes CPE and IEC/CLEC caused troubles
	• Excludes Subsequent reports
	• Excludes Message Reports (circuit reports for which ILEC has no records)
	• Excludes ILEC employee generated reports
	• Results include Test okay (TOK) and Found okay (FOK) reports.
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.
	• Results for UNE Subloops will be tracked diagnostically, by UNE loop type (Pacific Bell only).

OSS OII Performance Measurements
Report Requirements

Maintenance   Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

Area	*Requirement Description*
Description:	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
Method of Calculation:	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including LNP) & NXX Code Opening Troubles
Geographic Level	Statewide

Measurable Standard:	Pacific Bell	
	Parity for Resale is Retail	
	Parity for UNE measured for the following UNEs:	**Retail**
	• 2/4w (8bd and 5.5db) analog loop	• POTS - Business (fielded) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (ISDN)	• ISDN(BRI) (outside plant disposition codes and central office wiring disposition codes)
	• 2w digital loop (xDSL)	• 2w digital loop (xDSL) provided to ASI (outside plant disposition codes and central office wiring disposition codes)
	• High Bandwidth line sharing UNE	• High Bandwidth line sharing UNE provided to ASI
	• 4w digital loop (DS1)	• DS1 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – DS3	• DS3 (outside plant disposition codes and central office wiring disposition codes)
	• UNE loop – OC level	• Retail OC level service (outside plant disposition codes and central office wiring disposition codes)
	• UNE Port – Non-Specials	• POTS - Business (dispatch in)
	• UNE Port –Specials	• Retail Specials (non-dispatch)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Dark Fiber	• Diagnostic

	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS (non-disp, disp)
		• Retail Voice Grade Specials (non-disp,disp)
		• ISDN BRI (non-disp, disp)
		• ISDN PRI (non-disp, disp)

	• Interconnection Trunks	• ILEC Dedicated Trunks
	• LNP - Port Out	• Benchmark: No more than 2 repeat troubles per month per CLEC

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE - P Res	• Residential POTS
	• UNE - P Bus	• Business POTS
	• UNE - P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non - Conditioned	• *(TBD until SDA is established)*
	• LNP	• No more than 2 repeat trouble per month per CLEC
	• EEL	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
	• UNE Subloop	• *(Diagnostic)*
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring • Excludes Subsequent reports • Excludes Message Reports • Excludes ILEC employee generated reports	
Notes:	• ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

OSS OII Performance Measurements
Report Requirements

Network Performance   **Measure 24**

Title: Percent Blocking on Common Trunks

Area	Requirement Description
Description:	Measures the percent of common and shared transport trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	
Report By:	By total trunk groups.
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 2% of trunk groups blocking at no more than 2%
Business Rules:	• GTE reports provided 45 days after close of data month. • ILEC will make available detailed information for all trunk groups not meeting 2% blocking level with the monthly report
Notes:	

OSS OII Performance Measurements
Report Requirements

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Network Performance   Measure 25

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of final dedicated interconnection trunk groups exceeding 2% blockage / Total number of final dedicated interconnection trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	- Total trunk groups - ILEC end office to CLEC end office - ILEC tandem to CLEC end office
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE – comparison made to ILEC final trunk groups
Business Rules:	- Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. - GTE reports provided 45 days after close of data month. - Excludes blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date. - Excludes blocking due to CLEC putting trunks in a "make busy" state. - Applies to those trunks where the ILEC has augmentation control. - Does not apply when trunks are provisioned as two-way trunks
Notes:	ILEC will provide detail available regarding exclusions in raw data.

OSS OII Performance Measurements
Report Requirements

Network Performance   **Measure 26**

Title: NXX Loaded by LERG Effective Date

Area	Requirement Description
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE – comparison made to results for loading ILEC NXX codes by the LERG effective date.
Business Rules:	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days). • Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed. • Includes both additions and deletions to NXX codes.
Notes:	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. • TRUCALL billing validation testing is not used unless maintenance trouble is reported (Pacific Bell only)

OSS OII Performance Measurements
Report Requirements

Network Performance   **Measure 27**

Title: **MEASURE DELETED**

Area	*Requirement Description*
Description:	*Measure deleted - process is parity by design.*
Method of Calculation:	
Report Period:	
Report Structure:	
Report By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Billing   Measure 28

Title: Usage Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is successfully transmitted to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	**Pacific Bell:** • Resale • UNE (IntraLATA and InterLATA, combined) • Jointly provided switched access (associated with meet point billing) **GTE** • Resale Local • Resale Toll • UNE (IntraLATA and InterLATA combined)(excluding UNE Platform) • UNE Platform – Local • UNE Platform - Access • Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for Resale UNE, and Jointly provided switched access: **GTE:** Parity for Resale - Local, Resale - Toll and UNE Parity for UNE Platform – Local is Resale – Local Parity for UNE Platform – Access is IXC switched access Benchmark for Jointly provided switched access: Standard – 95% in 6 Days
Business Rules:	
Notes:	• GTE bills local/toll through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.

OSS OII Performance Measurements
Report Requirements

Billing   Measure 29

Title: Accuracy of Usage Feed

Area	*Requirement Description*
Description:	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. *Note: This data will be collected by CLECs and reported by the ILECs.*
Method of Calculation:	((Number of Total Correct Usage Records Processed in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Received and Processed)) x 100 *Note: Total usage records includes detail data records, headers and trailers*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	Total Records
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE *Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Performance Measurement Plan Review or after three months of data are available, which ever occurs first.*
Business Rules:	• Report will be by calendar month • Usage files included in the reporting month will be those processed by the CLEC in that month • Usage feed will include Resale, UNE and Meet Point Billing usage • Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month. Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.

•		• If the data received by the ILEC from the CLEC are incomplete or corrupted, the ILEC will return the data file to the CLEC. The ILEC will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th calendar day at 7p.m. (EST) to re-submit the file to the ILEC for inclusion in the monthly reported results. • Usage files by the ILEC will be considered non-compliant if the ILEC has changed its file criteria without providing the CLEC notice of the change 60 days prior to implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal ILEC format standards. For changes to internal ILEC format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60 day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to ILEC prior to the implementation of the change. • Changes to the ILEC-specific implementation guide and the ILEC reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium for the minimum notice period. The layout of the records exchanged between companies shall be the EMI record as described in the current edition of the EMI manual published by ATIS on behalf of the Ordering and Billing Forum, as supplemented by GTE's or Pacific Bell's specific requirements. This will include record length, field descriptions, and dataset characteristics. • Validation of accuracy and completeness of the files will be accomplished by means of pack invoice checking for proper sequencing. Further validation will occur by balancing of the record count and revenue total contained in the pack trailer to the detail records. • A record is correct if it is of the correct length, all of its fields are of correct length and mode (alpha or numeric), and it is a valid EMI record type. • A header is correct if: 1) the invoice number is correct if it is of proper sequence (the sequence is 1 greater than the previous header invoice number or it is 1 if the previous sequence was 99); 2) the trailer count and the count of detail records agree and ; 3) the trailer revenue total agrees with the total of the revenue fields within each detail record within the pack.

Notes:	• The ILEC will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of ILEC data. • The ILEC can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to the ILEC's provision of raw data. • Raw data includes header, trailer and detail records, for the report period in question.

OSS OII Performance Measurements
Report Requirements

Billing · **Measure 30**

Title: Wholesale Bill Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC.
Method of Calculation:	(Count of Invoices Transmitted by ILEC in 10 calendar days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100 *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATAcombined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** **Benchmark:** • Standard – 99% within 10 calendar days
Business Rules:	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	• GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements

Report Requirements

Billing   Measure 31

Title: Usage Completeness

Area	Requirement Description
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	- Resale - UNE (IntraLATA and InterLATAcombined) - Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection** Standard - 95%
Business Rules:	Excludes summarized charges
Notes:	- For Pacific Bell, for CABS billed charges (UNE and Facilities/Interconnection), dataset will be defined as charges occurring in past 30 days and processed within 3 calendar days of the end of the month. - GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements
Report Requirements

Billing   **Measure 32**

Title: Recurring Charge Completeness

Area	Requirement Description
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	**Pacific Bell:** (Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100 *Correct bill = next available bill **GTE:** (Dollar amount of fractional recurring charges that are on the correct bill*/ total dollar amount of fractional recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA combined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity for Resale and UNE POTS** **Benchmark for Facilities/Interconnection and UNE Specials** • Standard – 90% **GTE:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection** • Standard – 90%
Business Rules:	• The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
Notes:	• GTE will compare CLEC results to a statistically valid sample of GTE results. • Pacific will continue to report this measure until sixty days following the implementation of Measure 35.

OSS OII Performance Measurements
Report Requirements

Billing   Measure 33

Title: Non-Recurring Charge Completeness

Area	Requirement Description
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	**Pacific Bell:** (Count of non-recurring charges that are on the correct bill* / total count of non-recurring charges that are on the bill) x 100 *Correct bill = next available bill **GTE:** (Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATAcombined) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** **Parity for Resale and UNE POTS** **Benchmark for Facilities/Interconnection and UNE Specials** • Standard - 90% **GTE:** **Parity for Resale and UNE** **Benchmark for Facilities/Interconnection:** • Standard – 90%
Business Rules:	• The effective date of the non-recurring charge must be within one month of the bill date for the charge to appear on the correct bill. • Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
Notes:	• Pacific will continue to report this measure until sixty days following the implementation of Measure 35.

OSS OII Performance Measurements
Report Requirements

Billing   Measure 34

Title: Bill Accuracy

Area	*Requirement Description*
Description:	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
Method of Calculation:	(Total monies billed without corrections/total monies billed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates

Report By:	• Resale
	    • Usage
	    • Recurring Charges
	    • Non-Recurring Charges
	 • UNE (IntraLATA and InterLATA combined)
	    • Usage
	    • Recurring Charges
	    • Non-Recurring Charges
	 • Facilities/Interconnection
	    • Usage
	    • Recurring Charges
	    • Non-Recurring Charges

Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:**
	Parity for Resale and UNE POTS
	Benchmark for Facilities/Interconnection and UNE Specials
	    • Standard - 95%
	
	GTE:
	Benchmark for Resale and UNE:
	    • Standard - 97%
	Benchmark for Facilities/Interconnection:
	    • Standard - 95%

Business Rules:	• Excludes late charges resulting from externally mandated billing changes that the ILEC can not reasonably implement in a timely manner.
Notes:	• GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.

OSS OII Performance Measurements
Report Requirements

Provisioning   **Measure 35**

Title: Timeliness of Billing Completion Notices - Pacific Bell Only

Area:	*Requirement Description*
Description:	Measures the percent of completed orders that had a billing completion notice sent to the CLEC in 3 business days.
Method of Calculation:	Interim Method of Calculation: Sum (Number of Orders Completed in Billing Systems within 3 Business Days) / (Number of Orders Completed) x 100 As of TBD Date: Sum (Number of Billing Completion Notices Sent to CLEC within X Business Days after Work Completion) / (Number of Orders Completed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	**Benchmark** • Standard - 95% in 3 business days
Business Rules:	• Excludes weekends and ILEC published holidays.
Notes:	• Until the billing completion notice process has been developed Pacific will report the percentage of orders completed in the billing systems within 3 business days.

OSS OII Performance Measurements
Report Requirements

Billing   **Measure 36**

Title: Accuracy of Mechanized Bill Feed

Area	Requirement Description
Description:	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. *Note: This data will be collected by CLECs and reported by the ILECs.*
Method of Calculation:	BOS-BDT Format: (Total # of correct records + correct trailers balanced to count of records that passed / Total # of records + trailers processed in that reporting period) x 100 EDI Format: (Total # of correct segments +correct bills + correct transmissions that passed / Total # of records + bills + transmissions processed in that reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC. CLECs in the aggregate
Report By:	BOS-BDT format and EDI format, as supplemented by GTE's or Pacific Bell's specific requirements.
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE *Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Performance Measurement Plan Review or after three months of data are available, which ever occurs first.*

Business Rules:	• Report will be by calendar month
	• Transmissions included in the reporting month will be those processed by the CLEC in that month. Usage feed will include Resale, UNE and Meet Point Billing usage
	• Results will be supplied by the CLEC to the ILEC by the 7th calendar day by 7p.m. (EST) after the end of the month under report
	• If no report data is received by the ILEC from the CLEC by required date, no results will be reported by the ILEC for the CLEC for that reporting month.
	• Report Data must be supplied by the CLEC to the ILEC in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.
	• If the report data received by the ILEC from the CLEC are incomplete or corrupted, the ILEC will return the data file to the CLEC. The ILEC will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th calendar day at 7p.m. (EST) to re-submit the file to the ILEC for inclusion in the monthly reported results.
	• Mechanized bill feed transmissions by the ILEC will be considered non-compliant if the ILEC has changed its transmission criteria without providing the CLEC notice of the change 60 days prior to implementation of the change.
	• Changes to the ILEC-specific implementation guide and the ILEC reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium 60 days prior to the implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal ILEC format standards. For changes to internal ILEC format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60 day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to ILEC prior to the implementation of the change.
	• A record is accurate if the billing data meets the published specifications meaning that each field of each record is of proper length and style (numeric or alpha), and it is a valid BOS-BDT or EDI file type.
	• A BOS-BDT record is accurate if a 99-99-99 record is included with every transmission.
	• A record is accurate if the bill format complies with both X12 industry guidelines and the ILEC-specific implementation guide.
	• A record is accurate if the codes contained I the transmission agree with the codes contained in the ILEC Reference Table
	• A record is accurate if the billed service type matches the service types that have been communicate tot he CLEC.
	• An EDI transmission is accurate if the enveloping starting segments provide accurate send/receive information and the envelope ending segments provide accurate counts.

Notes:	• BOS-BDT and EDI Billing data is considered compliant if they meet published specifications. This means that each field of each record is of proper length and style (numeric or alpha).
	• The ILEC will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of ILEC data.
	• The ILEC can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to the ILEC's provision of raw data.

OSS OII Performance Measurements
Report Requirements

Database Updates   **Measure 37**

Title: Database Update Interval - Pacific Bell Only

Area	*Requirement Description*
Description:	Measures the average time to update databases. Reported for: • *DA/Listings Database* • *LIDB (service order generated updates only)*
Method of Calculation:	**Parity Sub-measures (Service Order generated updates)** [(Completion Date & Time) – (Update Submission Date & Time)] / Count of Updates Completed in Reporting Period **Benchmark Sub-measures (Direct gateway updates)** [(Count of updates completed within 8 days)/ (Total Updates completed with in the Reporting Period)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	**Parity for service order generated updates** **Benchmark for direct gateway input updates** • Standard - 95% in 8 calendar Days
Business Rules:	
Notes:	• CLECs reserve the right to request additional databases be included in this measure. •

OSS OII Performance Measurements
Report Requirements

Database Updates   Measure 38

Title: Percent Database Accuracy - Pacific Bell Only

Area	Requirement Description
Description:	Measures the percentage of database updates completed without error. Reported for: • *911 Databases* • *DA/Listings Database* • *LIDB*
Method of Calculation:	((Count of Updates Completed without error) / (Count of Updates Completed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	**DA/Listings:** • Service Order generated updates • Direct gateway input **E911 Database:** • Service Order generated updates • Direct gateway input **LIDB Database** • Service Order generated updates
Geographic Level:	Statewide
Measurable Standard:	Parity for service order generated updates Direct Gateway Input
Business Rules:	• Excludes CLEC caused errors
Notes:	• CLECs reserve the right to request additional databases be included in this measure. • Pacific Bell shall report information on direct gateway updates as a special report until Emergency 911/Listings Fix-It Team completes its work.

OSS OII Performance Measurements
Report Requirements

Database Updates   **Measure 39**

Title: E911/911 MS Database Update

Area	*Requirement Description*
Description:	Measures the percentage of E911/911database updates completed within 48 hours.
Method of Calculation:	(Number of valid records updated within 48 hours / Total number of valid records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Service order generated updates (Pacific Bell Only) • Direct gateway input updates
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell** Parity for service order generated updates **Pacific Bell and GTE:** Direct gateway input Standard - 48 hours
Business Rules:	• For service order generated updates, 48 hour interval begins when service order is completed in SORD (Pacific Bell) • For direct gateway updates, the processing interval is measured from the time the update enters the gateway until it posts in the 911 database. If the update rejects, the new interval starts when the update is re-submitted to the gateway.
Notes:	

OSS OII Performance Measurements
Report Requirements

Collocation   **Measure 40**

Title: Time to Respond to a Collocation Request

Area	Requirement Description
Description:	Measures the interval it takes an ILEC takes to respond to a CLEC's collocation request.
Method of Calculation:	Space Availability (# of Requests Completed in 15 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100 Price and Schedule Quote (# of Requests Completed in 30 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates
Report By:	• All Collocation • Space Availability • Price and Schedule Quote
Geographic Level:	Statewide

Measurable Standard:	**Space Availability –**
	    Standard –100% in 15 calendar days
	Price and Schedule Quote –
	    Standard - 100% in 30 calendar days

Business Rules:	• Excludes orders canceled by CLEC
	• If the CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within 15-day period or after the 15 day period, the 15-day clock is restarted from the revised application receipt date
	
	Following are the types of changes that trigger the restarting of the 15 day clock:
	
	   • Power Upgrades - Increasing the DC power by adding a generator, rectifiers, batteries; changing power feeds; or installing a new service entrance from the electrical utility.
	   • HVAC Upgrades - Changing the existing cooling unit to a larger one; adding an additional cooling unit; or replacing the existing HVAC duct system to obtain additional capacity from existing units.
	   • Major Building Modifications - Construction activity that is required to convert space that is not suitable for housing telecommunications equipment (administrative and unconditioned space) into space that is suitable for telecommunications equipment and meets local building code. Examples of Major Building Modifications construction activities are as follows:
	     1. Asbestos abatement on a room or floor of a building
	     2. Construction of new interior partitions (walls) and doors to accommodate new HVAC system
	     3. Construction required to accommodate restroom access or modifications per code.
	     4. Construction or modification of building to facilitate proper emergency egress from the space per code.
	     5. Electrical wiring of space per code requirements.
	
	• For cageless collocation, if more than 10 collocation requests are submitted per region by one CLEC within 10 calendar days, the response interval for each additional 10 requests (by region) will extend by 10 calendar days. (Pacific Bell only)

Notes:	• Interval for both sub-measures to begin upon receipt of valid request per published ILEC guidelines. • If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. Pacific Bell/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

OSS OII Performance Measurements
Report Requirements

Collocation   **Measure 41**

Title: Time to Provide a Collocation Arrangement

Area	Requirement Description
Description:	Measures the interval it takes an ILEC to complete (build) a collocation arrangement.
Method of Calculation:	(# of Collocation Arrangements Completed in "X" Interval) / (Total Number of Collocation Arrangements Completed During the Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by ILEC Affiliates

Report By:	• All Collocation
	  • New
	    • Cageless
	  • Augment
	    • Cageless

Geographic Level:	Statewide

Measurable Standard:	**Benchmark for Pacific Bell:**
	  • New - 100% compliance within time intervals set in its tariffs
	  • Augmentation - 100% in 80 calendar days
	
	Benchmark for GTE:
	  • New - 90% compliance within 90 calendar days
	  • Augmentation - 100% in 80 calendar days

Business Rules:	• Excludes orders canceled by CLEC • Excludes CLEC requested due dates greater than the standard interval. • Applies to all requests for physical collocation space. Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond. • For cageless collocation, if more than 10 collocation arrangements are requested per region by one CLEC within 10 calendar days, the construction interval for each additional 10 requests (by region) will extend by 10 calendar days.(Pacific Bell only) • A change in a collocation request shall not trigger a restarting of the clock on the collocation interval. If, however, a CLEC delays the collocation installation, the collocation interval shall be increased by the number of days of CLEC delay (resulting in an adjusted interval). If the ILEC completes the requisite installation by the adjusted interval, it will have met its obligation under Measure 41.(Pacific Bell only).
Notes:	If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. Pacific Bell/GTE shall file by Advice Letter compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

OSS OII Performance Measurements
Report Requirements

Interfaces   Measure 42

Title: Percentage of Time Interface is Available

Area	Requirement Description
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	[(Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours)] / Scheduled System Available Hours) x 100
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by ILEC (if analog applies), ILEC Affiliate
Reported By:	By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Pacific Bell for interfaces used by both ILEC and CLEC** **Benchmark for Pacific Bell (for all otherinterfaces)and GTE (all interfaces)** • Standard – 99.25%
Business Rules:	• Outage hours are obtained from outage reports • Any change requests for extended availability during the reporting period are added to the scheduled hours.
Notes:	• GTE captures data on a nationwide basis and reports national results at a state level.

OSS OII Performance Measurements
Report Requirements

___Interfaces___   **Measure 43**

Title: **MEASURE DELETED**

Area	Requirement Description
Description:	*Measure deleted - process is parity by design.*
Method of Calculation:	
Report Period:	
Report Structure:	
Reported By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Interfaces   **Measure 44**

Title: Center Responsiveness

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

Measurable Standard:	**Repair Centers**
	   Parity - Pacific Bell
	   Benchmark – GTE
	      Standard – average 17 seconds
	
	Benchmark for Pacific Bell and GTE (Ordering Centers)
	      Standard – average 15 seconds (Pacific Bell)
	      Standard – average 17 seconds (GTE)
	
	Benchmark for Pacific Bell Provisioning Center
	      Standard - average of 90 seconds

Business Rules:	
Notes:	• Measured by individual queue, if applicable, in each ILEC center. • GTE captures data on a nationwide basis and reports national results at a state level. • GTE reports two repairs centers: 1) Designed Engineered Services; and 2) Non-designed (Non-Engineered) Services

REPORTING PROCESS

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the fifteenth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Reporting will be activity based , i. e. where there is reportable data for the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, ILEC data and ILEC Affiliate data. ILEC Affiliate data will be reported, at a minimum, separately for the ILEC Data subsidiary and all other ILEC Affiliates (in the aggregate). The ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by Pacific Bell and GTE with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results, for the current and prior month, will be available to the CLECs and the Public Utilities Commission. Additional raw data will be available where measure results have been changed and the raw data has been affected. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

ILEC will provide data which comprise the results and which are readily available from the systems which provide the reportable data. ILEC will provide PON information associated with Ordering and Provisioning measures. CLECs should request raw data on an as-needed basis. Pacific Bell will produce the current month's raw data within 15 days and the prior within 30 days. GTE will provide the requested data within 30 days.

Upon approval of the JPSA filed on July 18, 2000, Pacific will begin reporting performance reports to the CLECs and the Public Utilities Commission by the twentieth calendar day of the month succeeding the reporting period. Pacific expects to implement an upgrade to its reporting procedures that provides the CLECs with direct, real time access to their raw data electronically by the end of first quarter, 2001. In the event that Pacific does not implement such upgrade in the expected time frame, the CLECs may elect to have Pacific revert to reporting performance reports by the fifteenth of the month. In the interim, Pacific and CLECs will meet, on or about the tenth of each month, to discuss the feasibility of shortening Pacific's response time to CLEC requests for

raw data and whether allowing Pacific to report on the twentieth of the month has reduced the number of changes necessary to the website and raw data. Pacific expects the extension in reporting time to reduce changes by as much as 25%. In the event that the extension in time does not result in a reduction in changes within 90 days, Pacific will revert to reporting performance reports by the fifteenth of the month. Until Pacific implements its upgrade, CLECs may request raw data from Pacific as early as the date Pacific reports its performance reports. Pacific will provide the requested raw data for the current reported month within fifteen days and for prior months within 30 days (or less upon agreement of the parties).

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

SERVICE ORDER TYPES

- **New Service Installations**

- **Service Migrations without Changes**

- **Service Migrations with Changes**

- **Move and Change activities**

- **Feature Changes**

- **Service Disconnects**

AUDITING

Initial Audit:
(See prior versions of the JPSA for discussion on Initial Audit).

Annual Audits:
A comprehensive Annual Audit will be conducted of the ILECs' reporting procedures and reportable data. The Annual Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results, except as noted below A Joint Steering Committee ("Committee") comprised of ILEC and CLEC representatives will be responsible for:

1. Jointly defining the Request for Proposal;
2. Jointly selecting a third party auditor;
3. Determining the scope and timing of the Annual Audit;
4. Providing guidance to the auditor, as requested; and
5. Reviewing the auditor's compliance with the Request for Proposal.

The Committee will convene every six months to discuss the Annual Audit. In the event that the Committee cannot agree on defining the Request for Proposal, selecting an auditor, or determining the scope or timing of the Annual Audit, the parties agree to submit their disputes to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys fees, to the prevailing party.

At its completion, the ILEC shall submit its annual comprehensive audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the OSS OII service list.

No Annual Audit shall commence within 12 months of the commencement of the previous Annual Audit. Notwithstanding any other provisions herein, the scope of the Annual Audit shall not exceed the previous 12 months. In addition, at least one comprehensive Annual Audit will be conducted every three years.

The costs of the Annual Audit will be divided 50% to the ILEC and 50% to the CLECs, in the proportion of each individual CLEC's volume to the aggregate CLEC volume. Volume for purposes of this allocation will be the number of local exchange lines, interconnection/interoffice trunks ('trunks"), circuits, and UNEs (as reported in the denominator of Measure 19, the "Customer Trouble Report Rate" measure) in service in the third reported month prior to the commencement of the Annual Audit. In order to assign weight to the different local exchange lines/trunks/circuits and UNEs reported in Measure 19, the Committee shall develop and approve a conversion table based on a standard unit of weight, likely using a DS-0 equivalency, including appropriate consideration for collocation; provided, the ILEC shall not in any event have an obligation to provide data or perform calculations that are not part of its normal data reporting systems.

The estimated cost of the Annual Audit (based on the chosen vendor's response to the Request for Proposal) will be paid into escrow by the ILEC and the CLECs a reasonable period of time before the commencement of the Annual Audit and shall be a prerequisite for the commencement of the Annual Audit. Any disputes regarding payments owed by the respective CLECs for the Annual

Audit shall be submitted to the American Arbitration Association ("AAA") for expedited resolution. The AAA shall have discretion to award arbitration costs, excluding attorneys fees, to the prevailing party.

In the case of GTE, when the Annual Audit is performed at the national level for systems, processes and procedures associated with the production and reporting of performance measurement results, the Annual Audit cost in California associated with the audit of GTE's national systems, processes and procedures shall be determine on a pro-rated basis as follows: The California portion shall be based on the volume of CLEC activity in California as compared to the total CLEC volume in all GTE states. Volume for purposes of this allocation will be the number of local exchange lines, trunks, circuits, and UNEs (as reported in Measure 19) in service in third reported month prior to the commencement of the Annual Audit. Audit costs specific to California shall be shared by GTE and the CLECs as set forth in the paragraph above.

Mini – Audits:
In addition to an annual audit, Pacific Bell, GTE and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC is limited to auditing three single measures/sub-measures during the audit year. The Mini-audit year will be based on a calendar year. Mini-audits cannot be requested by a CLEC while an Annual Audit is being conducted (i.e. before completion). Mini-Audits may be requested for months including and subsequent to the month in which an Annual Audit was initiated.

Mini-Audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-Audits will include two (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section (Section II.c) of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC wants the same measure/sub-measure audited at the same time, in which case, Mini-Audits of the same measure/sub-measure shall count as one Mini-Audit for the purposes of this paragraph only.

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the Annual Audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless the ILEC is found to be "materially" misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. Parties agree that the issue of whether the ILEC is "materially" at fault will be based on the parameters of failure to perform: "materially" at fault means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists. Each party to the

Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a Mini-Audit, it is found that for more than 50% of the measures in a major service category the ILEC is "materially" at fault (i.e., a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

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

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

The ILEC will provide notification to the CLECs of any Mini-Audit requested when the request for the audit is made.

REVIEW PROCEDURES

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene on or around March 1, 2001 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. The parties will conclude the review within 90 days of its commencement and will submit the revisions to the Partial Settlement Agreement to the Commission within the 90 day review period. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

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

Implementation Timeline for Pacific Bell Changes to JPSA

Item No.	Measure	Sub-Measure	Change	Date of Change*
		*Note: Implementation interval begins when revised JPSA is ordered by the Commission		
1	1	Electronic Pre-order Queries	Measure as total transaction time	Completed
2		Electronic loop qual sub-measure	New sub-measure	Completed
3		Manual loop qualification	New sub-measure	Completed
4		CSR sub-measures	Change project limit to 50 TNs	30 Days
5	2	Projects	New sub-measure	30 Days
6		Sub-measures associated with xDSL and Line /Sharing, ISDN, channelized DS1, DS3 and Unbundled Ded. Transport (DS3)	Exclude pre-qual time	Completed
7		Held and Denied Interconnection Trunk reports	Measure at parity with retail	90 Days
8	3	Line Sharing	New sub-measure	Completed
9		Standalone Directory Listings	New sub-measure	90 Days
10		Projects	New sub-measure	30 Days
11		Sub-measures associated with xDSL and Line /Sharing, ISDN, channelized DS1, DS3 and Unbundled Ded. Transport (DS3)	Exclude pre-qual time	Completed
12	4			
13	5	"Electronic interface" disaggregation	Eliminate disaggregation	60 Days
14		"Lack of facilities and all other" disaggregation	Eliminate disaggregation	60 Days
15		2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
16	5	Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
17		UNE Platform sub-measures	New Sub-measures	90 Days
18		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
19		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
20		Raw Data	Include jeopardy codes	60 Days
21	6	"Electronic interface" disaggregation	Eliminate disaggregation	60 Days
22		"Lack of facilities and all other" disaggregation	Eliminate disaggregation	60 Days
23		2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
24		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
25		UNE Platform sub-measures	New Sub-measures	60 Days
26		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
27		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	60 Days
28		Raw Data	Include jeopardy codes	60 Days
29	7	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
30		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
31		UNE Platform sub-measures	New Sub-measures	90 Days
32		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 days
33	7	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days

34		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
35	8	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	90 Days
36		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
37		UNE Platform sub-measures	New Sub-measures	90 Days
38		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 days
39		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
40		UNE port sub-measures	Consolidate to UNE Port (special)	90 Days
41	9	Total measure	Base measures on total cutovers scheduled, not total coordinated conversion orders	Completed
42	9A	Total measure	Implement this new measure	180 Days
43	10	Total measure	Change to benchmark	Completed
44		Total measure	Exclude large ports (greater than 500 TNs)	30 Days
45	11	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
46		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
47		UNE Platform sub-measures	New Sub-measures	90 Days
48		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
49	11	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
50		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
51	12	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
52		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
53		UNE Platform sub-measures	New Sub-measures	90 Days

54		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
55		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
56	13	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
57		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
58		UNE Platform sub-measures	New Sub-measures	90 Days
59		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
60		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
61	14	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
62		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
63		UNE Platform sub-measures	New Sub-measures	90 Days
64		All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
65	14	UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
66		UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days

67	15	UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
68	15A	Total measure	Implement new measure	60 Days
69	16	UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
70		Total measure	Redefine measure to only include special service orders	30 Days
71	17	Total measure	Implement measure to only include non-special service orders	30 Days
72	18	Fully electronic sub-measures	Eliminate fallout results from sub-measures	30 Days
73		Fully electronic fallout sub-measures	Implement new sub-measures	30 Days
74	35	Total measure	Implement new measure (Phase 1) Implement billing notification process (Phase 2)	90 Days

TBD |
75	19, 20, 21, 23	2/4w (5.5db) analog loop	Eliminate disaggregation -combine with basic (8db) UNE loops	60 Days
76		Advanced Services sub-measures (UNE Subloop, Dark Fiber, EELs)	New sub-measures	90 Days
77		UNE Platform sub-measures	New Sub-measures	90 Days
78		All UNE Loop sub-measures	Exclude feature only orders from Retail analog	60 Days
79		UNE Ded. Transport sub-measure	Disaggregate by DS1 and DS3	30 Days
80	19, 20, 21, 23	UNE port sub-measures	Consolidate to UNE Port (non special) and UNE Port (special)	90 Days
81		UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
82	22	All UNE Loop submeasures	Exclude feature only orders from Retail analog	60 Days
83		UNE Loop sub-measure	Include central office wiring code troubles in retail analog	Completed
84	24	Total measure	Report at statewide level and make available detail at trunk group level for not meeting 2% or less blocking level	Completed
85	25	Total measure	Report at statewide level and make available detail at trunk group level for not meeting parity	Completed
86		Total measure	Exclude performance failures caused by CLEC not completing growth provisioning on time	30 Days
87	26	Total Measure	Exclude performance failures where no test number provided or interconnection facilities not installed	30 Days
88	27	Total Measure	Eliminate measure	30 Days
89	28	Jointly provided switched access sub-measure	Change from benchmark to parity comparison	30 Days
90	29, 36	Total measure	Report results using new business rules	Completed CLEC Provided Data
91	31	UNE and Facilities/Interconnect sub-measures	Redefine data collection period to collect all usage data occurring in past 30 days and processed within 3 business days of the end of the month	180 Days

92	32,33	Total measure	Exclude late charges resulting from mandated billing changes that cannot be implemented in a timely manner	30 Days
93	34	Total measure	Exclude late charges resulting from mandated billing changes that cannot be implemented in a timely manner	30 Days
94	37, 38	LIDB sub-measure (service order generated updates)	Implement new sub-measure	180 Days
95	43	Total Measure	Eliminate measure	Completed
96	44	ILEC Prov. Center sub-measure	Implement new sub-measure	Completed

• *Implementation Timeline for GTE Changes Due To JPSA Changes*

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
1	1	Average Response Time OSS	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
2		Average Response Time- Legacy (GTE and CLEC)	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
3		Average Response Time- CSR	New Rule: "Clock Hours Excludes Non-Business Days"	120 Days
4		Average Response Time- CSR	New Rule: "Elapsed Time For Manual Processes Tracked During Published Business Hours"	Complete
5		Average Response Time- CSR WISE	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
6		Average Response Time- CSR Fully Electronic	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
7		Loop Qualification Transaction Time	New Rule: "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours"	Complete
8		Average Response Time OSS	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
9		Average Response Time- Legacy (GTE and CLEC)	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
10		Average Response Time- CSR	Replace "X Business" with "24 Clock"	120 Days
11		Average Response Time- CSR	Change "Number of Queries Submitted" to "Number of Queries Returned"	30 Days
12		Average Response Time- CSR WISE	Replace "X Business" with "3 System"	120 Days
13		Loop Qualification Transaction Time	Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)	30 Days
14		Average Response Time- Legacy (GTE and CLEC)	Insert "To Legacy System" In Denominator	30 Days
15		Average Response Time OSS	Legacy Result + 5 Seconds	150 Days
16		Average Response Time- CSR	Change to "98% in 24 Hours"	120 Days
17		Average Response Time- CSR WISE	Change to "98% in 3 System Hours"	120 Days
18		Average Response Time OSS	Title should be Pre-Order Query Transaction Time	30 Days
19		Average Response Time- Legacy (GTE and CLEC)	Title should be Legacy System Transaction Time	30 Days
20		Average Response Time- CSR	Replace Title with "Response Time- Manual CSRs"	30 Days
21		Average Response Time- Legacy (GTE and CLEC)	Display Legacy Results Only In GTE Columns (No Information To Be Displayed Under CLEC-Related Columns)	30 Days
22	2	Average FOC Notice Interval	1) Excludes delays caused for customer reasons; 2) Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours; 3) Business day = Monday through Friday, excluding weekends and ILEC published holidays.	150 Days

[7] "Date of Change" field explanation. Assuming a PUC order on 7/31/2000, 30 Days=Aug. report month, 60 Days = Sept. report month, 90 Days = Oct. report month, 120 Days = Nov. report month, 150 Days = Dec. report month.

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
23		Average LSC Notice Interval	1) Excludes delays caused for customer reasons; 2) Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours; 3) Business day = Monday through Friday, excluding weekends and ILEC published holidays.	150 Days
24		Average FOC Notice Interval	Change benchmark for Interconnection Trunks from "Average 5 Days" to "Average 5 Business Days"	150 Days
25		Average LSC Notice Interval	Standalone Directory Listings as a separate disaggregation.	120 Days
26	3	Average Reject Notice Interval	New Rules: 1) "Elapsed Time For Fully Electronic Sub-Measures Tracked During Published System Hours;" 2) Business day = Monday through Friday, excluding weekends and ILEC published holidays; 3) Excludes delays caused for customer reasons.	150 Days
27		Average Reject Notice Interval	Clarify "Mechanized" denominator calculation from "# of Orders Rejected" to "(Number of Mechanized Orders Rejected in the Reporting Period)"	30 Days
28		Average Reject Notice Interval	Clarify "Manual" denominator from "Number of Faxes Submitted" to "Number of Faxes Rejected"	30 Days
29		Average Reject Notice Interval	Add UNE line sharing (total of conditioned and non-conditioned) and stand alone directory listings.	120 Days
30	4	Percentage of Flow Through Orders Currently Programmed	Add "Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors."	150 Days
31		Percentage of Flow Through Orders	Add "Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors."	150 Days
32		Percentage of Flow Through Orders Currently Programmed	Change numerator from "mechanized orders" to "electronically received orders" and change denominator from "mechanized service request" to "electronically received orders."	30 Days
33		Percentage of Flow Through Orders	Change numerator from "mechanized orders" to "electronically received orders" and change denominator from "mechanized service request" to "electronically received orders."	30 Days
34		Percentage of Flow Through Orders	Remove SGT/SOT requirements; replace with "All electronically received orders."	120 Days
35		Percentage of Flow Through Orders Currently Programmed	Remove SGT/SOT requirements; replace with "All electronically received orders programmed to flow through."	120 Days
36	5	Percentage of Orders Jeopardized	Raw data will include jeopardy codes- LSRs.	Complete
37		Percentage of Orders Jeopardized	Raw data will include jeopardy codes- ASRs.	Complete
38		Percentage of Orders Jeopardized	Remove "By electronic interface" and "By lack of facilities and all other"- LSRs.	120 Days
39		Percentage of Orders Jeopardized	Remove "By electronic interface" and "By lack of facilities and all other"- ASRs.	120 Days
40		Percentage of Orders Jeopardized	Reference SGT Table- LSRs.	150 Days
41		Percentage of Orders Jeopardized	Reference SGT Table- ASRs.	150 Days
42		Percentage of Orders Jeopardized	Change title from "Percentage of Orders (LSRs) Given Jeopardy" to "Percent of Orders Jeopardized"- LSRs.	30 Days
43		Percentage of Orders Jeopardized	Change title from "Percentage of Orders (ASRs) Given Jeopardy" to "Percent of Orders Jeopardized"- ASRs.	30 Days
44	6	Average Jeopardy Notice Interval	Raw data will include jeopardy codes.	30 Days
45		Average Jeopardy Notice Interval	Change denominator from "Order Jeopardized" to "Assignment Jeopardy Notices" for the assignment calculation.	30 Days

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
46		Average Jeopardy Notice Interval	Remove "By electronic interface" and "By lack of facilities and all other." Note: this applies to all three "Methods of Calculation."	150 Days
47		Average Jeopardy Notice Interval	Reference SGT Table; note: SGT applies to all three "Methods of Calculation"	150 Days
48	7	Average Completed Interval	Add 1) GTE will not exclude projects; 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review	Complete
49		Average Completed Interval	Reference SGT Table	150 Days
50	8	Percent Completed within Standard Interval	Add 1) GTE will not exclude projects; 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
51		Percent Completed within Standard Interval	Remove Excludes services with flexible due date i.e., B1/R1 Service (GTE).	Complete
52		Percent Completed within Standard Interval	Reference SGT Table	Complete
53	10	PNP Network Provisioning	Change all references from PNP to LNP.	120 Days
54		PNP Network Provisioning	New business rule reads: "Provisioning failure data will be collected as follows: • Will be tracked for individual network database failures - failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)."	120 Days
55		PNP Network Provisioning	Change from parity to benchmark of 2% failure.	120 Days
56	11	Percent of Due Dates Missed	Add business rules: 1) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review; 2) Excludes records only ILEC official orders.	Complete
57		Percent of Due Dates Missed	Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data" to "ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request."	30 Days
58		Percent of Due Dates Missed	Reference SGT Table	150 Days
59	12	Percent of Due Dates Missed Due to Lack of Facilities	Reference SGT Table	150 Days
60	13	Delay Order Interval to Completion Date (For Lack of Facilities)	Reference SGT Table	150 Days
61	14	Held Order Interval	Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data" to "ILECs will provide disaggregation by Jeopardy Code as diagnostic data upon raw data request."	30 Days
62		Held Order Interval	Reference SGT Table	150 Days
63	15	Provisioning Trouble Reports	New Business rule: Excludes new service installations. Change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
64	15A	Average Time To Restore Provisioning Troubles (Prior To Service Order Completion)	New Measure. Same business rules (with modifications) on PM 15 apply to PM15A.	120 Days
65		Average Time To Restore Provisioning Troubles (Prior	New Measure (Total duration of provisioning trouble measured from the time the trouble was initiated or called in to the ILEC until cleared. and verified with the CLEC)/ (Total Number of Provisioning Trouble Reports)	120 Days

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
		To Service Order Completion)		
66		Average Time To Restore Provisioning Troubles (Prior To Service Order Completion)	New Measure Reference SGT Table; also by "Affecting Service" and Out of Service."	120 Days
67	16	Percentage Troubles in 30 days for New Orders	Change from 1) "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
68		Percentage Troubles in 30 days for New Orders	Reference SGT Table	150 Days
69		Percentage Troubles in 30 days for New Orders	Change title from "New Orders" to "Designed Service Orders"	30 Days
70	17	Percentage Troubles in 7 Days for New Orders- GTE Only	Change from 1) "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 2) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
71		Percentage Troubles in 7 Days for New Orders- GTE Only	Change denominator from "Total new, move and change orders" to "Total new, move and change completed orders"	30 Days
72		Percentage Troubles in 7 Days for New Orders- GTE Only	Reference SGT Table	150 Days
73	18	Average Completion Notice Interval	New rules: Completion Notices on disconnect orders are only on CLEC disconnect orders (not on ILEC retail disconnect orders) For All Other Interfaces.	Complete
74		Average Completion Notice Interval	New rules: 1) System hours will be used for fully electronic sub-measures; 2) Completion Notices on disconnect orders are only on CLEC disconnect orders (not on ILEC retail disconnect orders) for Fully Electronic.	Complete
75		Average Completion Notice Interval	Change from "Sum (# of Completion Notices Returned within "X" Interval) / (# of Orders Completed) x 100 to "(Number of Completion Notices Returned within "X" Interval) / (Number of Orders Returned Using All Other Processes) x 100 For All Other Interfaces	30 Days
76		Average Completion Notice Interval	Change from "Sum ((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed) to (Number of Completion Notices Returned within "X" Interval) / (Number of Orders Completed where the Completion Notice is Returned Using Electronic Process) x 100 for Fully Electronic	120 Days
77		Average Completion Notice Interval	Change from "Average Completion Notice Interval" to "Completion Notice Interval" for All Other Interfaces.	30 Days
78		Average Completion Notice Interval	Change from "Average Completion Notice Interval" to "Completion Notice Interval" for Fully Electronic.	120 Days
79		Average Completion Notice Interval	Change from "Average Completion Notice Interval (LSC)" to "Completion Notice Interval" for the WISE Web Display.	120 Days
80	19	Customer Trouble Report Rate	New business rules: 1) Excludes provisioning trouble reports; 2) Include Test okay (TOK) and Found Okay (FOK) reports; 3) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 4) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
81		Customer Trouble Report Rate	Reference SGT Table	150 Days
82	20	Percentage of Customer Trouble not Resolved within Estimated Time	New business rules: 1) Include Test okay (TOK) and Found Okay (FOK) reports; 2) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 3) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review; 4) Excludes provisioning trouble reports.	Complete
83		Percentage of Customer Trouble not Resolved within Estimated Time	Reference SGT Table	150 Days
84	21	Average Time to Restore	New business rules: 1) Excludes provisioning trouble reports; 2) Include Test okay (TOK) and Found Okay (FOK) reports; 3) change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request;" 4) Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review.	Complete
85		Average Time to Restore	Reference SGT Table	150 Days
86	22	POTS Out of Service less than 24 Hours	Business rule change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
87		POTS Out of Service less than 24 Hours	Reference SGT Table	150 Days
88	23	Frequency of Repeat Troubles in 30 day period	Business rule change from "When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data" to "ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request."	Complete
89		Frequency of Repeat Troubles in 30 day period	Reference SGT Table	150 Days
90	24	Percent Blocking on Common Trunks	ILEC will make available detailed information (trunk group identifier, CLLI A, CLLI Z, blocking level) for all trunk groups not meeting 2% blocking level with the monthly report.	120 Days
91	24	Percent Blocking on Common Trunks	Remove "Includes Histogram Distribution Chart" and performance measure 24b.	120 Days
92		Percent Blocking on Common Trunks	Report by Total Trunk Groups.	120 Days
93	25	Percent Blocking on Interconnection Trunks	Add new business rule "Excludes blocking failures caused by the CLEC not completing growth trunk provisioning by scheduled due date."	120 Days
94		Percent Blocking on Interconnection Trunks	Remove: 1) Includes histogram distribution chart and move to Business Rules "2) Applies to those trunks where the ILEC has augmentation control; 3) Does not apply when trunks are provisioned as two-way trunks."	Complete
95		Percent Blocking on Interconnection Trunks	Remove "Includes Histogram Distribution Chart" and performance measure 25b.	120 Days
96		Percent Blocking on Interconnection Trunks	Report by Total trunk groups, ILEC end office to CLEC end office, and ILEC tandem to CLEC end office.	120 Days
97	26	NXX Loaded by LERG Effective Date	Add new business rule: Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.	Complete
98		NXX Loaded by LERG Effective Date	Add business rule: NXX activity includes additions and deletions (being returned to industry for reuse).	Complete
99	27	Network Outage	Delete PM.	30 Days

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
		Notification		
100	30	Wholesale Bill Timeliness	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.	Complete
101		Wholesale Bill Timeliness	Change "X" to "10 calendar."	30 Days
102		Wholesale Bill Timeliness	Clarify benchmark to 99% within 10 calendar days.	Complete
103	31	Usage Completeness	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result.	Complete
104	32	Recurring Charge Completeness	Change from "The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill" to "The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill." New business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	120 Days
105		Recurring Charge Completeness	Clarify calculation to "(Dollar amount of fractional recurring charges that are on the correct bill */ total dollar amount of fractional recurring charges that are on bill) x 100"	30 Days
106	33	Non-Recurring Charge Completeness	Change from "The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill" to "The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill." New business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	120 Days
107		Non-Recurring Charge Completeness	Clarify calculation to "(Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100"	120 Days
108	34	Bill Accuracy	Clarify with following: GTE legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. GTE will report the results for Resale and UNE service group types as a total result; new business rule: "Excludes late charges resulting from mandated billing changes that the ILEC can not reasonably implement in a timely manner."	Complete
109	40	Time to Respond to a Collocation Request - Space Availability	If CLEC makes a change to size, location, additional AC or DC or HVAC, in their application within 15-day period, 15-day clock is restarted from revised application receipt date- Open Issue.	30 Days
110		Time to Respond to a Collocation Request - Price and Schedule Quote	Change from (# of Requests Returned in "X" Interval) / (Count of Requests Submitted in Reporting Period) x 100 to (# of Requests Completed in 30 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100	30 Days
111		Time to Respond to a Collocation Request - Space Availability	Change from (# of Requests Returned in "X" Interval) / (Count of Requests Submitted in Reporting Period) x 100 to (# of Requests Completed in 15 Calendar Days Interval) / (Count of Requests Completed in Reporting Period) x 100	30 Days
112		Time to Respond to a Collocation Request - Price and Schedule Quote	Clarify benchmark to 100% in 30 calendar days.	Complete
113		Time to Respond to a Collocation Request - Space Availability	Clarify benchmark to 100% in 15 calendar days.	Complete
114		Time to Respond to a Collocation Request - Price and Schedule Quote	Change title to "Time To Respond To A Collocation Request - Price and Schedule Quote"	30 Days
115		Time to Respond to a Collocation Request – Space	Change title to "Time To Respond To A Collocation Request - Space Availability"	30 Days

Item No.	Measure	Sub-Measure (From 9-7-99 JPSA)	Change	Date of Change[7]
		Availability		
116	41	Time to Provide a Collocation Arrangement – New	New business rule: Excludes CLEC requested due dates greater than the standard interval.	120 Days
117		Time to Provide a Collocation Arrangement - Augment	New business rule: Excludes CLEC requested due dates greater than the standard interval.	120 Days
118		Time to Provide a Collocation Arrangement - New	Clarify benchmark to 90% compliance within 90 calendar days.	Complete
119		Time to Provide a Collocation Arrangement - Augment	Clarify benchmark to 100% in 80 calendar days.	Complete
120		Time to Provide a Collocation Arrangement - New	Change to "Time To Provide A Collocation Arrangement - New"	30 Days
121		Time to Provide a Collocation Arrangement - Augment	Change to "Time to Provide a Collocation Arrangement - Augment"	30 Days
122	42	Percent of Time Interface is Available	Clarification: Change from ((Number of Scheduled System Available Hours) - (Number of Unscheduled System Unavailable Hours)) / Scheduled System Available Hours) x 100 to [(Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours)] / (Scheduled System Available Hours) x 100	30 Days
123		Percent of Time Interface is Available	Clarify: GTE captures data on a nationwide basis and reports national results at a state level.	Complete
124		Percent of Time Interface is Available	Clarify: change from GTE (all systems) Standard – 99.25% to GTE (All Interfaces) Standard - 99.25%	Complete
125		Percent of Time Interface is Available	Add ILEC affiliate.	Complete
126	43	Notification of Interface Outages	Delete PM.	30 Days
127	44	Center Responsiveness	Clarify GTE captures data on a nationwide basis and reports national results at a state level.	Complete
128		Center Responsiveness	Change benchmark from Standard – average 20 seconds to Standard – average 17 seconds for both repair and ordering centers.	30 Days

DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Cageless Collocation	Shall have meaning set forth in FCC 1st Report and Order on Deployment of Wireline Services Offering Advanced Telecommunications Capability or any future, assoc. orders
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.
TERM	DEFINITION

Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
High Bandwidth Line Sharing UNE	The frequency range above the voiceband on a copper loop facility that is being used to carry analog circuit switched voiceband transmissions.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order.
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.

DEFINITION OF TERMS

TERM	DEFINITION
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

DEFINITION OF TERMS

TERM	DEFINITION
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the CPUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises Address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals;, their installation intervals are based on force available and workload. They may change as frequently as twice a day.

DEFINITION OF TERMS

TERM	DEFINITION
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
ASI	Advanced Services Inc. (data subsidiary of SBC)
ATIS	Alliance For Telecommunications Industry Solutions
BDT	Billing Data Tape
BOS	Billing Output Specifications
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
EMI	Exchange Message Interface
EUCL	End User Carrier Line charge
FDT	Frame Due Time
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install-GTE), N(new-PB), T(to or transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide

CALIFORNIA OSS OH
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination center for CLEC activity)
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PICC	Primary Interexchange Carrier Charges
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SDA	Separate Data Subsidiary
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

MISSED APPOINTMENT CODES – PACIFIC BELL
MAC – COMPANY REASONS

CB	Marketing Error. LSC/ Business Office gave wrong due date or ordered incorrect product/service
CO91	No Access to Terminal Or Protector
CO92	No Electrical Permit-Company
CO93	All Other Company Reasons (Tone Back)
CO94	Joint Marketing Contractor
CO95	Civil Unrest, No Access
CO96	National 800 database to Facilities
CO97	Malfunction of Mechanized Service Order Systems i.e. SORD, COSMOS, FACS, MARCH, PBOD
CO98	NFWK Service Order Sent To Field and Due Date Missed
CO99	Missed Appointment Window - Senate Bill 101 (System Failure)

COMPANY WORK LOAD

CL71	Installation-Force/Load Imbalance
CL72	Weather Conditions
CL73	Sanctioned Work Stoppage Against Pacific Bell
CL74	Emergency Conditions, Earthquakes, Floods
CL75	800 Service Center Work Load Imbalance
CL79	Missed Appointment Window - Senate Bill 101 (Work Load)

EQUIPMENT SUPPLY

CE81	Lack of Normally Ordered Facility Equipment or Supplies
CE82	Lack of Specially Ordered Facility Equipment or Supplies
CE83	Other Facility Equipment Problems

COMPANY FACILITIES

CF61	Lack of Outside Plant
CF62	Lack of C/O Facilities
CF63	BSW
CA	Lack of Assignment
CS	Switching Error

MISSED APPOINTMENT CODES – PACIFIC BELL

MAC – CUSTOMER REASONS

NO ACCESS	DESCRIPTION
SA01	None on Prem Left Notice
SA02	Agent/Mgr Not On Prem Left Notice
SA03	Denied Access To Term. On Cust. Prem Left Notice
SA04	Manager Refused Access Left Notice
SA05	Manager Had No Key Left Notice
SA06	Security Type Building
SA07	Unable to Locate Other Designated Party
SA08	Dog/Other Safety Hazard On Premises
SA09	No Response To Call Before Going Number (3 Or More Attempts Made)
SR20	Subscriber In Independent Company No Facility In Independent Company
SR21	No Pole
SR22	No Conduit
SR23	Conduit Plugged
SR24	inc. Full No Spares, Referred to Building Owner, No Authorization./Pre-Authorization to Repair
SR25	No Trench
SR26	Not Authorized To Sign Labor Receipt
SR27	Customer Requests Later Due Date From Tech.
SR28	Building Not Ready
SR29	Electric Power Not Available

CUSTOMER REQUESTS LATER DUE DATES

SL31	Customer Called Company before Tech. Arrived
SL32	Pre-Survey Contact Customer Requests Changing of Due Date

ALL OTHER CUSTOMER REASONS

SO41	Minor Daily Access
SO42	Customer Requested Additional Work
SO43	Customer Gave Wrong Address
SO44	Access Refused
SO45	Access Didn't Know Installation Locations
SO46	Mgr./Owner OK Needed For Exposed Wiring
SO47	Mgr./Owner OK Needed To Drill Hole
SO48	Customer Required To Pay Deposit
SO49	Missed Appointment Window- Senate Bill 101 (Customer Gave Wrong Address)
SO50	Vendor Problem Regarding CPE Term Equipment Either Not Delivered/Installed or Removed

JEOPARDY
MISSED APPOINTMENT CODES -GTE

Standard OBF Jeopardy Code	Description
1A	Inter Office Facility Shortage
1B	Scheduling/Work Load
1C	Customer Not Ready
1D	No Loop Available
1E	End User Not Ready
1F	Provider Missed Appointment
1G	No Access to End User Premise
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1L	Frame Due Time Cannot Be Met
1M	Requested Due Date Is Not Available
1N	Due Date and Frame Due Time Cannot Be Met
1P	Other
1Q	Assignment Problem
1R	Customer Could Not Be Reached at the Can Be Reached Number (CBR)
1S	Building Not Ready, Customer Will Advise
1T	Pole At Site Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible
1Y	No Central Office Equipment Available
1Z	Other Local Exchange Company Not Ready
2A	CLEC order request error
2B	Work order pending

Verizon has adopted standard OBF jeopardy codes, listed above.

DISPOSITION CODES

	PACIFIC BELL		GTE
01	TERMINAL EQUIPMENT	04	NETWORK FACILITIES
02	COMMUNICATIONS EQUIPMENT	05	COIN/COINLESS
02	OTHER STATION EQUIPMENT	05	E911
02	TERMINAL EQUIPMENT	06	OUTSIDE PLANT
03	NETWORK TERMINATING FACILITIES	07	INTEROFFICE FACILITIES
04	OUTSIDE PLANT	09	SERVICE ORDER
05	CENTRAL OFFICE	10	RECORDS
06	CUSTOMER MISUSE	11	CARRIER (FIELD) OR CONCENCENTRATOR
07	TEST OK	12	CENTRAL OFFICE
08	FOUND OK - IN	13	TEST OKAY
09	FOUND OK – OUT	15	CAME CLEAR
10	REFERRED OUT	16	CUSTOMER
12	NON-TELCO PROVIDED	17	EXCLUDE
13	INTER-EXCHANGE CARRIER/INDEPENDENT COMPANY	18	REFERRED OUT
		19	CPE
	PACIFIC BELL CAUSE CODES		
1	TELCO EMPLOYEE		
2	NON-EMPLOYEE		
3	PLANT OR EQUIPMENT		
4	WEATHER		
5	OTHER		
6	UNKNOWN		

Attachment B

ATTACHMENT A-3

CALCULATION OF
PARITY AND BENCHMARK PERFORMANCE

Statistical Methodologies:

Verizon will use statistical methodologies as one means to determine if "parity" exists, or if the performance for CLECs is equivalent to the performance for Verizon. For performance measures where "parity" is the standard and sufficient sample size exists, Verizon will use the "modified Z statistic" (modified t statistic for measured variables) proposed by a number of CLECs in LCUG (Local Competitors User Group). The specific formulas are detailed below:

Where A Lower Mean or Lower Percentage Signifies a Better Performance

Measured (Mean) Variables: (t statistic)	Counted (Percent) Variables: (Z statistic)
$$t = \frac{\overline{X}_{VZ} - \overline{X}_{CLEC}}{\sqrt{S^2_{VZ}\left(\dfrac{1}{n_{VZ}} + \dfrac{1}{n_{CLEC}}\right)}}$$	$$Z = \frac{P_{VZ} - P_{CLEC}}{\sqrt{P_{VZ}\left(1 - P_{VZ}\right)\left(\dfrac{1}{n_{VZ}} + \dfrac{1}{n_{CLEC}}\right)}}$$

Where A Higher Mean or Higher Percentage Signifies a Better Performance

Measured (Mean) Variables: (t statistic)	Counted (Percent) Variables: (Z statistic)
$$t = \frac{\overline{X}_{CLEC} - \overline{X}_{VZ}}{\sqrt{S^2_{VZ}\left(\dfrac{1}{n_{VZ}} + \dfrac{1}{n_{CLEC}}\right)}}$$	$$Z = \frac{P_{CLEC} - P_{VZ}}{\sqrt{P_{VZ}\left(1 - P_{VZ}\right)\left(\dfrac{1}{n_{VZ}} + \dfrac{1}{n_{CLEC}}\right)}}$$

Definitions:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.
Counted Variables are metrics of proportions, such as percent measures.

$\overline{X}$ is defined as the average performance or mean of the sample
S is defined as the standard deviation
n is defined as the sample size
p is defined as the proportion, for percentages 90% translates to a 0.90 proportion

A Z or t score of below −1.645 provides a 95% confidence level that the variables are different,

1

of that they come from different processes.[1]

Sample Size Requirements:

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for the Verizon observations and the CLEC aggregate observations is 30 ($n_{VZ} \geq 30$ and $n_{CLEC} \geq 30$). For counted variables, $n_{VZ}p_{VZ}(1-p_{VZ})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$ must be greater than or equal to 5.[2] When the sample size requirement is not met, Verizon will do the following:

If the absolute performance for the CLEC is better than the Verizon performance, no statistical analysis is required. If the performance is worse for the CLEC than Verizon, Verizon will use the t distribution for measured variables until such time as a permutation test can be run in an automated fashion. If the t distribution shows an "out of parity" result, Verizon will run the permutation test (described below). For counted variables, the binomial distribution will be used until such time as a hypergeometric function can be run automatically in Excel or a permutation test can be run in an automated fashion. If the permutation test shows an "out of parity" condition, Verizon will perform a root cause analysis to determine cause. If the cause is the result of "clustering" within the data, Verizon will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including Verizon troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon will identify such behavior and work with the respective CLEC on corrective action.

Exceptions:

A key assumption in using statistics to evaluate parity is that the data are independent. Events included in the performance measures of provisioning and maintenance of telecommunications services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, Verizon will file an exception to the performance data in the performance report if any of the following events occur:

- <u>Event Driven Clustering: Cable Failure</u>: If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon will provide the data demonstrating that all troubles within that failure, including Verizon troubles were resolved in an equivalent manner. Then, Verizon will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon and the remaining troubles compared according to normal statistical methodologies.

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[1]   The modified Z/t statistic will be replaced with the traditional Z/t statistic in circumstances where using the modified Z/t statistic cannot produce a result. For example, if the standard deviation for the ILEC is 0, the formula will not work.

[2]   In situations where either the Bell Atlantic/GTE or CLEC performance is 0% or 100%, this formula will trigger the process below regardless of sample size.

- • * <u>Location Driven Clustering: Facility Problems</u>: If a significant proportion (more than 30%)of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

- • <u>Time Driven Clustering: Single Day Events</u>: If significant proportion (more than 30%)of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity is in a single day, Verizon will provide the data demonstrating that the . activity is on that day. Verizon will compare that single day's performance for the CLEC to Verizon's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity".

Other Exceptions:

<u>CLEC Actions</u>: In addition, the key assumption of independence of data may be impacted by CLEC behavior such as order quality, causing excessive missed appointments; incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports; inappropriate appointment coding on orders, where extended due dates are desired; and delays in rescheduling appointments, when Verizon has missed an appointment. Verizon will bring such behavior to the attention of the CLEC to attempt resolution. If such action negatively impacts performance, Verizon will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

Verizon will provide all details, ensuring protection of customer proprietary information to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon and CLEC performance. For cable failures, Verizon will provide appropriate documentation detailing all other troubles associated with that cable failure.

Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Benchmark Standards

- • If less than 20 items, find volume of items measured in Sample Size Column.
- • If the number of misses falls under the "Allowed Misses" column, then the performance measure not included for remedies.

95% Standard:

Sample Size	Number of Allowed Misses
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1
10	1
11	1
12	1

13	1
14	1
15	1
16	1
17	1
18	1
19	1
20	NA

• Permutation analysis will be applied to calculate the z-statistic for measured variables using the following logic:

For testing differences in averages, a Monte Carlo procedure (sampling without replacement) will be used to estimate (with specified accuracy) the exact p-value for the test. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the Z_A value corresponding to the estimated p-value will be compared to the designated critical Z-value. If Z_A is greater than the critical Z-value, then the performance is non-compliant.

For testing differences in proportions or rates, the exact p-value will either be estimated with a Monte Carlo procedure or computed using an alternative algorithm. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the Z_A value corresponding to the estimated p-value will be compared to the designated critical Z-value. If Z_A is greater than the critical Z-value, then the performance is non-compliant.

Critical Z-Test Value

The critical Z test value will be −1.645 based on a 95% confidence level.

Methods Of Calculating Per Occurrence Voluntary Payments

Measurements For Which The Reporting Dimensions Are Averages Or Means.

Step 1: If the Z score is less than −1.645, determine the level of performance for the ILEC retail analog where 70% percent of observations show "better" performance and 30% of observations show "worse" performance (i.e., the ILEC retail 70th percentile level).

Step 2: Next determine the percentage of CLEC observations with "worse" performance than the ILEC 70th percentile level. If the service had been provided at parity, this number would be 30%, corresponding to the 30% for the ILEC observations. If the percentage for CLECs is less than 30%, no misses have occurred and no incentive payments apply. If the percentage for CLECs is greater than 30%, subtract 30% from the CLEC percentage.

Step 3: The difference in percentages determined above is then multiplied by the number of CLEC observations to determine the number of occurrences. Calculate the average for three months and multiply the result by $1500, $900, and $600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measures.

Example: There are 1600 total CLEC customers. The ILEC 70th percentile level is 4 hours. If CLEC performance were at parity with the ILEC's performance, we would expect 480 (30% of the 1600) CLEC customers to experience service times in excess of 4 hrs. If we observe 560 CLEC customers with service times greater than 4 hours, the percent difference from the expected 30% is calculated as (560/1600)–(480/1600) or 35%-30% = 5%. This percent difference is multiplied by the number of CLEC observations and the approporiate incentive amount (5% x 1600 x $ incentive per occurrence = incentive $ due).

Measurements For Which The Reporting Dimensions Are Percentages.

Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.

Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage (or benchmark value for benchmark measures) for each of the three non-compliant months.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by $1500, $900, and $600 for measurements that are designated High, Medium, and Low respectively: to determine the applicable assessment payable to the U.S. Treasury.

Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.

Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.

Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio (or benchmark value for benchmark measures) for each month of the non-compliant three-month period.

Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by $1500, $900, and $600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

Measurements for Which Payment Is Per Occurrence With A Cap

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

Methods Of Calculating Per Measurement Voluntary Payments

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value. (Section A.4)