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June 20, 2003

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

Re: **Docket No. 000121A-TP (OSS)**

Dear Ms. Bayó:

Enclosed is an original and 15 copies of BellSouth's Performance Assessment Plan (including the SQM and SEEM), Special Access Measures and Reposting Policy, which, consistent with the Commission's Orders in this proceeding, are to become effective August 1, 2003. We ask that you file these documents in the referenced docket.

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

Sincerely,

J. Phillip Carver

J. Phillip Carver   (KA)

Enclosures

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

DOCUMENT NUMBER   DATE

05553 JUN 20 8

FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
Docket No. 000121A-TP

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

U. S. Mail this 20th day of June 2003 to the following:

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J. Phillip Carver   (KA)

**(+) Signed Protective
Agreement**

#237366

SQM – Florida

This version of the SQM reflects the Florida Public Service Commission Order
Nos. PSC-01-1819-FOF-TP, issued September 10, 2001. PSC-02-17-36-PAA-TP, issued
December 10, 2002, PSC-03-06-03-00-TP, May 15, 2003, PSC-03-0529-PAA-TP, issued
April 22, 2003.

Shows revisions compared to SQM of January 23, 2002

BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

Measurement Descriptions
Version ~~2.00~~ <u>3.00</u>

Issue Date: ~~January 23, 2002~~ <u>June 20, 2003</u>

Introduction

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

This plan results from the many divergent forces evolving from the 96 Act. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. **This version of the SQM reflects the Florida Public Service Commission Order** Nos. PSC-01-1819-FOF-TP, issued September 10, 2001. PSC-02-1736-PAA-TP, issued December 10, 2002, PSC-03-0529-PAA-TP, issued April 22, 2003 and PSC-03-0603-CO-TP, May 15, 2003.

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets for them develop and the processes stabilize. The measurements are also changed to reflect changes in systems, correct errors, and respond to both 3rd Party audit requirements and the Florida PSC.

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

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

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM web site (http://pmap.bellsouth.com) by 8:00 A.M. EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 A.M. on the last day of the month. Reports not posted by this time will be considered late for SEEM payment purposes. Validated SEEM reports will be posted on the 15th of the following month. SEEM payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June

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

21. Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month. BellSouth shall retain the performance measurement raw data files for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

Report Delivery Methods

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

Revision History

Version	Issue Date	Changes
V0.01	Feb. 27, 2001	Initial BellSouth Proposal
V1.00 DRAFT	Sep. 20, 2001	This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP.
V1.01	Oct. 25, 2001	This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP).
V1.02	Nov. 29, 2001	This version reflects the changes based on the FPSC Workshop held on Nov. 9, 2001 (Docket No. 000121-TP) and the Memorandum on the Motions For Reconsideration dated Nov. 19, 2001.
V2.00	Jan. 23, 2002	This version incorporates changes based on the PAP Changes document (Florida Self-Effectuating Enforcement Mechanism Administrative Plan BellSouth Telecommunications Staff's Recommended Modifications Needed for Order Compliance.) This is the final version which will be filed in Florida, January 23, 2002 and incorporates the changes directed by the FPSC Staff in the letter dated January 10, 2002
V3 00	June 20, 2003	This version incorporates changes based on the 6 month review of FL PAP beginning in Sept. 2002 and culminating with Order No. PSC-03-0603-CO-TP. This is the final version which will be filed in Florida, June 20, 2003 and incorporates the changes directed by the FPSC in the orders issued on December 10, 2002, April 22,2003 and May 15. 2003

Contents

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Appendix B: Glossary of Acronyms and Terms

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Section 1: Operations Support Systems (OSS)

OSS-1: Average ~~Response Time and~~ Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

Definition

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

Exclusions

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

Business Rules

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

~~The date/time stamp shall begin when BST receives a query at the BellSouth Gateway and shall end when the query is transmitted from the BST Gateway (applies to both TAG and LENS). For BellSouth, the response interval starts when the client application (RNS or ROS) submits a request to the legacy system and ends when the appropriate response is returned to by the client application.~~ The response interval starts when the application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is received by the client application. The ~~number~~ percent of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the ~~number~~ percent of accesses which take more than 6 seconds, and the ~~number~~ percent which are less than or equal to 6.3 seconds are also captured. BellSouth will not schedule maintenance during the hours from 8:00 a.m. until 9:00 p.m., Monday through Friday.

Calculation

Response ~~Time~~ Interval = (a - b)

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

Average Response ~~Time~~ Interval = c / d

- c = Sum of Response ~~Times~~ Intervals
- d = Number of Legacy Requests During the Reporting Period

Percent within Interval = (e / f) X 100

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

Report Structure

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

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

SQM Analog/Benchmark

- Parity + 2 seconds

(See Appendix D: Tables for Legacy Access Times)

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

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

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

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

SEEM Analog/Benchmark

- Parity + 2 Seconds

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

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

OSS-2: <u>OSS</u> Interface Availability (Pre-Ordering/Ordering)

Definition

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

Scheduled availability is posted on the ICS Operations internet <u>Interconnection website</u>:
(<u>www.interconnection.bellsouth.com/oss/osshour.html</u>)

Exclusions

~~None~~

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

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full <u>and Loss of Functionality</u> outages are included in the calculation for this measure. Full outages are defined as occurrences of either of the following:

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

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

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

Calculation

<u>OSS</u> Interface Availability (Pre-Ordering/Ordering) = (a / b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

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

OSS-2: OSS Interface Availability (Pre-Ordering/Ordering)

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

- Regional Level, Per OSS Interface ....>= 99.5%

(See Appendix D: Tables for OSS Availability)

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Regional Level, Per OSS Interface ....>= 99.5%

(See Appendix D: Tables for SEEM OSS Availability)

OSS-2: OSS Interface Availability (Pre-Ordering/Ordering)

OSS-3: <u>OSS</u> ~~Interface~~ Availability (Maintenance & Repair)

Definition

~~This measures the percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BellSouth interface systems and for the legacy systems accessed by them are captured.~~

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

Scheduled availability is posted on the ~~ICS Operations internet~~ Interconnection website:
(www.interconnection.bellsouth.com/oss/osshour.html)

Exclusions

~~None~~

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

Business Rules

~~This measure is designed to compare the OSS availability versus scheduled availability of BellSouth's legacy systems.~~

~~Note: Only full outages are used in the calculation of Application Availability. A full outage is incurred when any of the following circumstances exists:~~

~~- The application or system is down.~~
~~- The application or system is inaccessible, for any reason, by the customers who normally access the application or system.~~
~~- More than one work center cannot access the application or system for any reason~~
~~- When only one work center accesses an application or system and 40% or more of the clients in that work center cannot access the application.~~
~~- When 40% of the functions the clients normally perform or 40% of the functionality that is normally provided by an application or system is unavailable~~

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

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

- Application/interfacing application is down or totally inoperative.
- Application is totally inoperative for customers attempting to access or use the application. This includes transport outages when they may be directly associated with a specific application

Loss of Functionality outages are defined as:

- A critical function that is normally performed by the CLEC or is normally provided by an application or system is temporarily unavailable to the CLEC

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given

comparable opportunities for use of maintenance and repair systems.

Calculation

OSS Interface Availability (a / b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level, Per OSS Interface	>= 99.5%

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

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Regional Level, Per OSS Interface	>= 99.5%

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

OSS-3: OSS Interface Availability (Maintenance & Repair)

OSS-4: Response Interval (Maintenance & Repair)

Definition

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

Exclusions

None

Business Rules

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

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

Calculation

OSS Response Interval = (a - b)

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

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

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

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

Average Interval = (e / f)

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

Report Structure

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

Data Retained

Relating to CLEC Experience

- CLEC Transaction Intervals

Relating to BellSouth Performance

- BellSouth Business and Residential Transactions Intervals

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**
- Regional Level, Per OSS Interface .... ~~Average Interval~~ Parity with Retail

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

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

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**
- Region Level, Per OSS Interface .... ~~Average Interval~~ Parity with Retail

OSS-4: Response Interval (Maintenance & Repair)

PO-1: Loop Makeup - Response Time – Manual

Definition

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

Exclusions

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

Business Rules

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

This measurement combines three intervals:

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

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

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

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

Calculation

Response Interval = (a - b)

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

Average Interval = (c / d)

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

Percent within interval = (e / f) X 100

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

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Report Structure

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

SQM Disaggregation - Analog/Benchmark

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

- Loops..Benchmark: 95% <= 3 Business Days

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Loops..Benchmark: 95% <= 3 Business Days

PO-1: Loop Makeup – Response Time - Manual

PO-2: Loop Makeup - Response Time - Electronic

Definition

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

Exclusions

- Manually submitted inquiries.
- ~~Designated Holidays are excluded from the interval calculation.~~
- Canceled Requests.

Business Rules

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

> **Note:** The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC. EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.

Calculation

Response Interval = (a - b)

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

Average Interval = (c / d)

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

Percent within interval = (e / f) X 100

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

Report Structure

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

PO-2: Loop Makeup – Response Time - Electronic

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

Data Retained

Relating to CLEC Experience

- Report Month
- ~~Legacy Contract~~
- ~~Response Interval~~
- ~~Regional Scope~~
- Total Number of Inquires
- SI Interval
- State and Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

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

- Loop .... Benchmark: 95% <= 1 Minute

SEEM Measure

SEEM   **Tier I**   **Tier II**

Yes .... X X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Loop .... 95% <= 1 Minute

Section 2: Ordering

O-1: Acknowledgement Message Timeliness

Definition

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

Exclusions

~~None~~

- Scheduled OSS Maintenance
- Manually Submitted LSRs

Business Rules

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

Calculation

Response Interval = (a - b)

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

Average Response Interval = (c / d)

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

Percent within Interval = (e / f) X 100

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

Reporting Structure

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

> 30 – <= 45 minutes
> 45 – <= 60 minutes
> 60 – <= 120 minutes
> 120 minutes
• Average interval for electronically submitted LSRs in minutes

Data Retained

Relating to CLEC Experience

• Report Month
• Record of Functional Acknowledgements

Relating to BellSouth Performance

• Not Applicable

SQM Disaggregation - Analog/Benchmark

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

• EDI .... EDI – 95% <= 30 Minutes
• TAG .... TAG – 95% <= 30 Minutes

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

• EDI .... EDI – 95% <= 30 Minutes
• TAG .... TAG – 95% <= 30 Minutes

O-1: Acknowledgement Message Timeliness

O-2: Acknowledgement Message Completeness

Definition

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

Exclusions

Manually submitted LSRs

Business Rules

EDI and TAG send Functional Acknowledgements for all LSRs, which are electronically submitted by a CLEC. For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. The Acknowledgement Message is returned prior to the determination of whether the LSR will be partially mechanized or fully mechanized.

Calculation

Acknowledgement Completeness = (a / b) X 100

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

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

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

Data Retained

Relating to CLEC Experience

- Report Month
- Record of functional acknowledgements

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• EDI	Benchmark: ~~100~~ 99 9%
• TAG	Benchmark: 99.5%

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- EDI ....Benchmark: ~~100~~ 99.9%
- TAG...Benchmark: 99.5%

O-2: Acknowledgement Message Completeness

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

Definition

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

Exclusions

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

Business Rules

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

Definitions:

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

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

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

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

~~See "LSR Flow-Through Matrix" on page 15 for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow-through.~~

*See LSR Flow-Through Matrix in Appendix E for a list of services, including complex services, and whether LSRs issued for the services

are eligible to flow through. The matrix is updated automatically when new services are added or the systems are improved to allow a service to flow through. The current version of the Flow-Through Matrix is on the PMAP website (http://pmap.bellsouth.com) in the Documentation/Exhibits folder. Any change in the flow-through order category from Flow-through to non-flow-through shall require prior Commission approval.

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

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

Calculation

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

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

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

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

Report Structure

- CLEC Aggregate
  - Region

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark[a]**

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

SEEM Measure

SEEM   **Tier I**   **Tier II**

Yes............................ X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark[a]**

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

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[a] *Benchmarks do not apply to the "Percent Achieved Flow-Through."*

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

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

Definition

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

Exclusions

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

Business Rules

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

Definitions:

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

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

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

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

See "LSR Flow-Through Matrix" on page 15 for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow-through.

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

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

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

Calculation

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

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

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

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

Report Structure

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

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

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs Received, by Interface, by CLEC
  - TAG
  - EDI
  - LENs

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

- Total Number of Errors by Type, by CLEC
  - Fatal Rejects
  - Auto Clarification
  - CLEC Errors
- Total Number of Errors by Error Code
- Total Fallout for Manual Processing

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**[a]

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

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

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

[a] *Benchmarks do not apply to the "Percent Achieved Flow-Through."*

<div style="float:right">O-4: Percent Flow-Through Service Requests (Detail)</div>

~~O-5:~~ Flow-Through Error Analysis

Definition

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

Exclusions

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

Business Rules

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

Calculation

Total for each error type.

Report Structure

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

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

Data Retained

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

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Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   SQM Analog/Benchmark

- Not Applicable...Not Applicable

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable.............................. ....Not Applicable

O-5: Flow-Through Error Analysis

O-6: CLEC LSR Information

Definition

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

Exclusions

- Fatal Rejects
- LSRs submitted manually

Business Rules

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

Calculation

Not Applicable

Report Structure

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

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Not Applicable

SQM Analog/Benchmark

Not Applicable

O-6: CLEC LSR Information

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SEEM Measure

SEEM	**Tier I**	**Tier II**
No	....	....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

O-6: CLEC Information

O-7: Percent Rejected Service Requests

Definition

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

Exclusions

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

Business Rules

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

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

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

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

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

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

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

Calculation

Percent Rejected Service Requests = (a / b) X 100

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

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- Trunks
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

- Region
- Product Specific percent Rejected
- Total percent Rejected

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

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

Mechanized, Partially Mechanized and Non-Mechanized

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

SEEM Measure

SEEM	Tier I	Tier II
No......................		

O-7: Percent Rejected Service Requests

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SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

O-7: Percent Rejected Service Requests

O-8: Reject Interval

Definition

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

Exclusions

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

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

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

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

Local Interconnection Service Center (LISC) - Monday through Friday 4:30 P.M. until 8:00 A M.
From 4:30 P.M. Friday until 8:00 A.M. Monday.

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

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

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

Business Rules

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

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

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

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

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

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

Calculation

Reject Interval = (a - b)

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

Average Reject Interval = (c / d)

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

Reject Interval Distribution = (e / f) X 100

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

Report Structure

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

O-8: Reject Interval

> 16 - <= 20 hours
> 20 - <= 24 hours
0 - <= 24 hours
> 24 hours
- Trunks:
    0 - <= 36 hours
    > 36 hours
    - Average Interval is reported in business hours.

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Resale – Residence ....Fully Mechanized: 97% <= 1 Hour
- Resale – Business........ .. ..Partially Mechanized: 95% <= 10 Hours
- Resale – Design (Special) ....Non Mechanized: 95% <= 24 Hours
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP Standalone
- INP Standalone
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
- UNE Combination Other
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- UNE Line Splitting
- EELs
- Switch Ports
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- Local Interoffice Transport
- Local Interconnection Trunks ....Trunks: 95% <= 36 Hours

O-8: Reject Interval

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

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

O-8: Reject Interval

O-9: Firm Order Confirmation Timeliness

Definition

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

Exclusions

- Service Requests canceled by CLEC prior to being confirmed.
- Designated Holidays are excluded from the interval calculation for partially mechanized and non-mechanized LSRs/ASRs only.
- LSRs which are identified and classified as "Projects"
- ~~The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:~~

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

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

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

  For ASRs processed in the Local Interconnection Service Center (LISC) - From 4:30 P.M. ~~Friday until 8:00 A.M. Monday (ASRs received after 2:00PM will be counted as if received at 8:00AM the next business day.)~~ All hours outside of Monday - Friday 8:00 A.M. - 4:30 P.M. CST, should be excluded.

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

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

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

Business Rules

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

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

Non-Mechanized: The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). The elapsed time is measured from receipt of a valid ASR (date and time stamp of a

FAX or paper ASR received in the LISC) until the appropriate orders are issued by a BellSouth representative and a FOC issued in EXACT. Trunk data is reported as a separate category.

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

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and Time of Firm Order Confirmation
- b = Date and Time of Service Request Receipt

Average FOC Interval = (c / d)

- c = Sum of all Firm Order Confirmation Times
- d = Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution = (e / f) X 100

- e = Service Requests Confirmed in Designated Interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  0 - <= 15 minutes
  > 15 - <= 30 minutes
  > 30 - <= 45 minutes
  > 45 - <= 60 minutes
  > 60 - <= 90 minutes
  > 90 - <= 120 minutes
  > 120 - <= 180 minutes
  0 - <= 3 hours
  > 3 - <= 6 hours
  > 6 - <= 12 hours
  > 12 - <= 24 hours
  > 24 - <= 48 hours
  > 48 hours
- Partially Mechanized:
  0 - <= 4 hours
  > 4 - <= 8 hours
  > 8 - <= 10 hours
  0 - <= 10 hours
  > 10 - <= 18 hours
  0 - <= 18 hours
  > 18 - <= 24 hours
  > 24 - <= 48 hours
  > 48 hours
- Non-mechanized:
  0 - <= 4 hours
  > 4 - <= 8 hours
  > 8 - <= 12 hours

O-9: Firm Order Confirmation Timeliness

> 12 - <= 16 hours
0 - <= 24 hours
> 16 - <= 20 hours
> 20 - <= 24 hours
> 24 - <= 36 hours
0 - <= 36 hours
> 36 - <= 48 hours
> 48 hours
- Trunks:
  0 - <= 48 hours
  > 48 hours
- Average Interval is reported in business hours

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

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

SQM Analog/Benchmark

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

Trunks: 95% <= 48 Hours

O-9: Firm Order Confirmation Timeliness

O-9: Firm Order C

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

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

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[1]

Definition

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

Exclusions

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

Business Rules

This measurement combines four intervals:

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

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

Calculation

FOC Timeliness Interval with SI = (a - b)

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

Average Interval = (c / d)

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

Percent Within Interval = (e / f) X 100

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

Report Structure

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

---

[1]See O-9 for FOC Timeliness

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	**SQM Analog/Benchmark**
• xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops)	95% Returned <= 5 Business Days
• Unbundled Interoffice Transport	

SEEM Measure

SEEM	**Tier I**	**Tier II**
No		

SEEM Disaggregation - Analog/Benchmark

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

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[1]

O-11: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every Local Service Request transaction (version). Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified
- Fatal Rejects
- LSRs identified as "Projects"

Business Rules

Mechanized – The number of FOCs or Auto Clarifications sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs.

Partially Mechanized – The number of FOCs or Rejects sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs which fall out for manual handling by the LCSC personnel.

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs by FAX server.

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

For CLEC Results:

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

Calculation

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

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

Report Structure

Fully Mechanized, Partially Mechanized, Non-Mechanized and Interconnection Trunks

- State and Region
- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience

- Report Month
- Total Number of LSRs
- Total Number of rejects

O-11: Firm Order Confirmation and Reject Response Completeness

- Total Number of ASRs (Trunks)
- Total Number of FOCs

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

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

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Fully Mechanized ....95% Returned
- Partially Mechanized
- Non-Mechanized
- Local Interconnection Trunks

O-12: Speed of Answer in Ordering Center

Definition

Measures the average time a customer is in queue.

Exclusions

None

Business Rules

The clock starts when the appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BellSouth service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.

Calculation

Speed of Answer in Ordering Center = (a / b)

- a = Total seconds in queue
- b = Total number of calls answered in the Reporting Period

Report Structure

Aggregate

- CLEC – Local Carrier Service Center
- BellSouth
  - Business Service Center
  - ~~Residence Service Center~~
- Geographic Scope
  - Region

Note: Combination of Residence Service Center and Business Service Center data under development

Data Retained

Relating to CLEC Experience

- Mechanized Tracking Through LCSC Automatic Call Distributor

Relating to BellSouth Performance

- Mechanized Tracking Through BellSouth Retail Center Support System

SQM Disaggregation - Analog/Benchmark

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

Aggregate

- CLEC – Local Carrier Service Center...Parity with Retail (Business Service Center)
- ~~BellSouth~~
  - ~~Business Service Center~~
  - ~~Residence Service Center~~

SEEM Measure

SEEM	**Tier I**	**Tier II**
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	**SEEM Analog/Benchmark**

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

O-12: Speed of Answer in Ordering Center

Section 3: Provisioning

P-1: Mean Held Order Interval & Distribution Intervals

Definition

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

Exclusions

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

Business Rules

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

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

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

Calculation

Mean Held Order Interval = a / b

- a = Sum of held-over-days for all Past Due Orders Held ~~for the reporting period~~ with a BellSouth Missed Appointment from the earliest BellSouth missed appointment
- b = Number of Past Due Orders Held and Pending But Not Completed and past the committed due date

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

- c = # of Orders Held for >= 15 days or # of Orders Held for >= 90 days
- d = Total # of Past Due Orders Held and Pending But Not Completed)

P-1: Mean Held Order Interval & Distribution Intervals

Report Structure

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

Data Retained

Relating to CLEC Experience

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

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop with LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop with LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop with INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop with INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders

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

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

~~P-2: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices~~

~~Definition~~

~~When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.~~

~~The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.~~

~~Exclusions~~

- ~~Orders held for CLEC end user reasons~~
- ~~Disconnect (D) & From (F) orders~~

~~Business Rules~~

~~When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date.~~

~~Calculation~~

~~Jeopardy Interval = a - b~~

- ~~a = Date and Time of Jeopardy Notice~~
- ~~b = Date and Time of Scheduled Due Date on Service Order~~

~~Average Jeopardy Interval = c / d~~

- ~~c = Sum of all jeopardy intervals~~
- ~~d = Number of Orders Notified of Jeopardy in Reporting Period~~

~~Percent of Orders Given Jeopardy Notice = (e / f) X 100~~

- ~~e = Number of Orders Given Jeopardy Notices in Reporting Period~~
- ~~f = Number of Orders Confirmed (due) in Reporting Period)~~

~~Report Structure~~

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

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~~Data Retained~~

~~Relating to CLEC Experience~~

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

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

~~Relating to BellSouth Performance~~

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

~~SQM Disaggregation - Analog/Benchmark~~

~~SQM LEVEL of Disaggregation~~	~~SQM Analog/Benchmark~~
~~Resale Residence~~	~~Retail Residence~~
~~Resale Business~~	~~Retail Business~~
~~Resale Design~~	~~Retail Design~~
~~Resale PBX~~	~~Retail PBX~~
~~Resale Centrex~~	~~Retail Centrex~~
~~Resale ISDN~~	~~Retail ISDN~~
~~LNP (Standalone)~~	~~Retail Residence and Business (POTS)~~
~~INP (Standalone)~~	~~Retail Residence and Business (POTS)~~
~~2W Analog Loop Design~~	~~Retail Residence and Business Dispatch~~
~~2W Analog Loop Non-Design~~	~~Retail Residence and Business - POTS Excluding Switch-Based Orders~~
~~2W Analog Loop With LNP - Design~~	~~Retail Residence and Business Dispatch~~
~~2W Analog Loop With LNP- Non-Design~~	~~Retail Residence and Business - POTS Excluding Switch~~
~~2W Analog Loop With INP-Design~~	~~Retail Residence and Business Dispatch~~
~~2W Analog Loop With INP-Non-Design~~	~~Retail Residence and Business - POTS Excluding Switch-Based Orders~~
~~UNE Digital Loop < DS1~~	~~Retail Digital Loop < DS1~~
~~UNE Digital Loop >= DS1~~	~~Retail Digital Loop >= DS1~~
~~UNE Loop + Port Combinations~~	~~Retail Residence and Business~~
~~Dispatch In~~	~~Dispatch In~~
~~Switch Based~~	~~Switch-Based~~
~~UNE Switch Ports~~	~~Retail Residence and Business (POTS)~~
~~UNE Combo Other~~	~~Retail Residence, Business and Design Dispatch~~
~~UNE xDSL (HDSL, ADSL and UCL)~~	~~ADSL Provided to Retail~~
~~UNE ISDN (Includes UDC)~~	~~Retail ISDN - BRI~~
~~UNE Line Sharing~~	~~ADSL Provided to Retail~~
~~UNE Other Design~~	~~Retail Design~~
~~UNE Other Non-Design~~	~~Retail Residence and Business~~
~~Local Transport (Unbundled Interoffice Transport)~~	~~Retail DS1/DS3 Interoffice~~
~~Local Interconnection Trunks~~	~~Parity with Retail~~
~~UNE Line Splitting~~	~~ADSL to Retail~~
~~EELs~~	~~Retail DS1/DS3~~
~~Average Jeopardy Notice Interval (Electronic only)~~	~~95% >= 48 Hours~~

~~P-2: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices~~

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-2A: Jeopardy Notice Interval

Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

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

Exclusions

- Orders held for CLEC end user reasons
- Disconnect (D) & From (F) orders
- Orders with Jeopardy Notice when jeopardy is identified on the due date. This exclusion only applies when the technician on premises has attempted to provide service but must refer to Engineer or Cable Repair for facility jeopardy.
- Orders issued with a due date of < = 48 hours.

Business Rules

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

Calculation

Jeopardy Interval = a - b

- a = Date and Time of Scheduled Due Date on Service Order
- b = Date and Time of Jeopardy Notice

Average Jeopardy Interval = c / d

- c = Sum of all Jeopardy Intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON

- Date and Time Jeopardy Notice Sent
- Committed Due Date
- Service Type

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

P-2B: Percentage of Orders Given Jeopardy Notices

Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

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

Exclusions

- Orders held for CLEC end user reasons
- Disconnect (D) & From (F) orders

Business Rules

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

Calculation

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

- a = Number of Orders Given Jeopardy Notices in Reporting Period
- b = Number of Orders Confirmed (due) in Reporting Period

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

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
  - Geograhic Scope
  - State, Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Date and Time Jeopardy Notice sent

- Committed Due Date
- Service Type

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
% Orders Given Jeopardy Notice	
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop with LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop with LNP - Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop with INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop with INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop <DS1	Retail Digital Loop <DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop - Port Combinations	Retail Residence and Business
- Dispatch In	- Dispatch In
- Switch Based	- Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• UNE ISDN (Includes UDC)	Retail ISDN - BRI
• UNE Line Sharing	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	Parity with Retail
• UNE Line Splitting	ADSL Provided to Retail
• EELs	Retail DS1/DS3
• Average Jeopardy Notice Interval	95% >= 48 Hours

SEEM Measure

SEEM	Tier I	Tier II
No...		

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

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P-3: Percent Missed Initial Installation Appointments

(This metric was not ordered by FPSC)

Definition

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

Exclusions

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

Business Rules

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

Calculation

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

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

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON (PON)
- Committed Due Date (DD)
- Completion Date (CMPLTN DD)

- Status Type
- Status Notice Date
- Standard Order Activity
- Geographic Scope

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

Relatng to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

- Resale Residence ....Retail Residence
- Resale Business ....Retail Business
- Resale Design ....Retail Design
- Resale PBX..Retail PBX
- Resale Centrex ....Retail Centrex
- Resale ISDN ....Retail ISDN
- LNP (Standalone) ....Retail Residence and Business (POTS)
- INP (Standalone)...Retail Residence and Business (POTS)
- 2W Analog Loop Design ....Retail Residence and Business Dispatch
- 2W Analog Loop Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With LNP - Design...............................Retail Residence and Business Dispatch
- 2W Analog Loop With LNP- Non-Design ....Retail Residence and Business - POTS Excluding Switch-Based Orders
- 2W Analog Loop With INP-Design...................................Retail Residence and Business Dispatch
- 2W Analog Loop With INP-Non-Design............................Retail Residence and Business - POTS Excluding Switch-Based Orders
- UNE Digital Loop < DS1 ....Retail Digital Loop < DS1
- UNE Digital Loop >=_DS1 ....Retail Digital Loop >= DS1
- UNE Loop + Port Combinations.......................................Retail Residence and Business
  - Dispatch In..- Dispatch In
  - Switch Based...- Switched Based
- UNE Switch Ports..Retail Residence and Business (POTS)
- UNE Combo Other ....Retail Residence, Business and Design Dispatch
- UNE xDSL (HDSL, ADSL and UCL)...............................ADSL Provided to Retail
  - Without Conditioning ....- Without Conditioning
  - With Conditioning ....- With Conditioning (BellSouth does not offer this service to Retail)
- UNE ISDN ~~(Includes UDC)~~ ....Retail ISDN - BRI
- UNE Line Sharing Without Conditioning..........................ADSL Provided to Retail
  - With Conditioning.................................ADSL Provided to Retail
- UNE Other Design...Retail Design
- UNE Other Non-Design..Retail Residence and Business
- Local Transport (Unbundled Interoffice Transport)...........Retail DS1/DS3 Interoffice
- Local Interconnection Trunks...Parity with Retail
- UNE Line Splitting Without Conditioning ....ADSL Provided to Retail
-         With Conditioning............................ADSL Provided to Retail
- EELs ....Retail DS1/DS3

P-3: Percent Missed Initial Installation Appointments

• LNE UDC/IDSL...Retail ISDN - BRI

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

~~• Not Applicable..Not Applicable~~

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

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

~~Definition~~

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

~~Exclusions~~

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

~~Business Rules~~

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

~~Calculation~~

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

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

~~Report Structure~~

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

~~Data Retained~~

~~Relating to CLEC Experience~~

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

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

~~Relating to BellSouth Performance~~

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

~~SQM Disaggregation - Analog/Benchmark~~

~~SQM LEVEL of Disaggregation~~   ~~SQM Analog/Benchmark~~

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

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~Yes~~	~~X~~	~~X~~

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

~~SEEM Disaggregation - Analog/Benchmark~~

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

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

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

~~(This metric not ordered by the FPSC)~~

Definition

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

Exclusions

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

Business Rules

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

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

Calculation

Completion Interval = (a - b)

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

Average Completion Interval = (c / d)

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

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

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

Report Structure

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

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~~• ISDN Orders included in Non-Design~~
• Geographic Scope
  - State
  - Region

Data Retained

Relating to CLEC Experience

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

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

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

SEEM Measure

SEEM	Tier I	Tier II
Yes No	X	X

SEEM Disaggregation - Analog/Benchmark

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

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

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

~~Definition~~

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

~~Exclusions~~

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

~~Business Rules~~

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

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

~~Calculation~~

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

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

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

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

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

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

~~Report Structure~~

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

- ISDN Orders included in Non-Design
- Mechanized/Non-Mechanized (Non-Mechanized is not applicable to BellSouth)

Data Retained

Relating to CLEC Experience

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

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

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

• Local Interconnection Trunks...Parity with Retail
• UNE Line Splitting...ADSL to Retail
• UNE Other Design..Retail Design
• UNE Other Non-Design...Retail Residence and Business
• EELs..Retail DS1/DS3

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

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

P-5: Average Completion Notice Interval

Definitions

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

Exclusions

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

Business Rules

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

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

Calculation

Completion Notice Interval = (a - b)

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

Average Completion Notice Interval = c / d

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

Report Structure

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

P-5: Average Completion Notice Interval

Data Retained

Relating to CLEC Experience

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

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

Relating to BellSouth Performance

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

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• LNP (Standalone)	Retail Residence and Business (POTS)
• INP (Standalone)	Retail Residence and Business (POTS)
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop with LNP - Design	Retail Residence and Business Dispatch
• 2W Analog Loop with LNP- Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop with INP-Design	Retail Residence and Business Dispatch
• 2W Analog Loop with INP-Non-Design	Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop ~~<= >=~~ DS1
• UNE Loop + Port Combinations	Retail Residence and Business
- Dispatch In	- Dispatch In
- Switch Based	- Switch Based
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail

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

SEEM Measure

SEEM	Tier I	Tier II
No	....	....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

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

Definition

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

Exclusions

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

Business Rules

For CLEC Results:

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

For BellSouth Results:

BellSouth does not provide a FOC to its retail customers.

Calculation

Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = (a / b) X 100

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

Report Structure

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

Data Retained

Relating to CLEC Experience

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

- Geographic Scope
  - State
  - Region

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

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

- Resale Residence ....<= 5%
- Resale Business
- Resale Design
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP (Standalone)
- INP (Standalone)
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop Design with LNP
- 2W Analog Loop Non-Design with LNP
- 2W Analog Loop Design with INP
- 2W Analog Loop Non-Design with INP
- UNE Digital Loop < DS1
- UNE Digital Loop >= DS1
- UNE Loop + Port Combinations
  - Dispatch In
  - Switch Based
- UNE Switch ports
- UNE Combo Other
- UNE xDSL (HDSL, ADSL and UCL)
- UNE ISDN (Includes UDC)
- UNE Line Sharing
- UNE Line Splitting
- Local Transport (Unbundled Interoffice Transport)
- Local Interconnection Trunks
- EELS

SEEM Measure

SEEM   **Tier I**   **Tier II**

No ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

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

P-7: Coordinated Customer Conversions Interval

Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch and cross connect it to CLEC equipment. This measurement applies to service orders with INP and LNP, and where the CLEC has requested BellSouth to provide a coordinated cutover.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.

Business Rules

Where the service order includes LNP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per-item interval for each service order.

Calculation

Coordinated Customer Conversions Interval = (a - b)

- a = Completion Date and Time for Cross Connection of a Coordinated Unbundled Loop
- b = Disconnection Date and Time of an Coordinated Unbundled Loop

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

- c = Total number of Coordinated Customer Conversions for each interval
- d = Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- Cutover Start Time
- Cutover Completion time
- Portability Start and Completion Times (INP orders)
- Total Conversions (Items)

P-7: Coordinated Customer Conversions Interval

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

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   SQM Analog/Benchmark
- Unbundled Loops with INP ....95% <= 15 minutes
- Unbundled Loops with LNP ....95% <= 15 minutes

SEEM Measure

SEEM   **Tier I**   **Tier II**

Yes........................X................X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**
- Unbundled Loops With INP ....95% <= 15 minutes
- Unbundled Loops With LNP ....95% <= 15 minutes

P-7: Coordinated Customer Conversions Interval

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

Definition

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

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays caused by the CLEC
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.
- All unbundled loops on multiple loop orders after the first loop
- ~~Test Orders~~

Business Rules

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

~~A Hot Cut is considered complete when one of the following occurs:~~

~~1. BellSouth performs the hot cut, notifies the CLEC by telephone.~~
~~2. BellSouth performs the hot cut and attempts to notify the CLEC by telephone, but receives no answer and leaves a phone message.~~

Calculation

% within Interval = (a / b) X 100

- a = Total Number of Coordinated Unbundled Loop Orders for the interval
- b = Total Number of Coordinated Unbundled Loop Orders for the reporting period

Interval = (c - d)

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

Average Interval = (e / f)

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

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Florida Performance Metrics

Report Structure

- CLEC Specific
- CLEC Aggregate
- Reported in intervals of early, on time and late cuts % <= 15 minutes; % >15 minutes, <= 30 minutes; % >30 minutes, plus
  Overall Average Interval
- Geographic Scope
  - State
  - Region
- Percentages are reported in intervals of early, on time and late cuts for IDLC and non-IDLC cuts

On Time (Non-IDLC)
<= 15 minutes
Note: This is a 30-minute bucket representing a cut that begins 15 minutes or less before or after the scheduled start time.

Early (Non-IDLC)
>15 minutes - <= 30 minutes
>30 minutes - <= 60 minutes
>60 minutes - <= 120 minutes
>120 minutes - <= 180 minutes
>180 minutes - <= 240 minutes
<= 140 minutes

Late (Non-IDLC)
>15 minutes - < 30 minutes
>30 minutes - <= 60 minutes
>60 minutes - <= 120 minutes
>120 minutes - <= 180 minutes
>180 minutes - <= 240 minutes
>240 minutes
Overall Average Interval for non-IDLC

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

Early (IDLC)
>2 hours

Late (IDLC)
>2 hours
Overall Average Interval for IDLC

Data Retained

Relating to CLEC Experience

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

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

Relating to BellSouth Performance

- No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Product Reporting Level ....
    - SL1 Time Specific
    - SL1 Non-Time Specific
    - SL2 Time Specific
    - SL2 Non-Time Specific
    - SL1 IDLC ....
    - SL2 IDLC

SQM Analog/Benchmark

95% within + or – 15 Minutes of Scheduled Start Time

95% within 4-Hour Window

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- SL1 Time Specific ....
- SL1 IDLC
- SL1 Non-Time Specific
- SL2 Time Specific
- SL2 Non-Time Specific ....
- SL2 IDLC

SEEM Analog/Benchmark

95% within + or – 15 Minutes of Scheduled Start Time

95% within 4-Hour Window

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

Definition

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

Exclusions

- Cutovers where service outages are due to CLEC caused reasons when the CLEC agrees
- Cutovers where service outages are due to end-user caused reasons when the CLEC agrees
- Test Orders

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration.

Calculation

Recovery Time = (a - b)

- a = Date and Time That Trouble is Closed by CLEC
- b = Date and Time Initial Trouble is Opened with BellSouth

Average Recovery Time = (c / d)

- c = Sum of all the Recovery Times per circuit
- d = Number of Troubles per circuit Referred to the BellSouth

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- CLEC Order Number (so_nbr)
- Committed Due Date (DD)
- Service Type (CLASS_SVC_DESC)
- CLEC Acceptance Conflict (CLEC_CONFLICT)
- CLEC Conflict Resolved (CLEC_CON_RES)
- CLEC Conflict MFC (CLEC_CONFLICT_MFC)

- Total Conversion Orders

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

Relating to BellSouth Performance

- None

SQM Disaggregation - Analog/Benchmark

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

- Unbundled Loops with INP ....~~Diagnostic (To Be Established at The 6 Month Review Period)~~
<u><= 5 Hours</u>

- Unbundled Loops with LNP

SEEM Measure

SEEM	Tier I	Tier II
No	......	......

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

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

P-7C: Hot Cut Conversions - % Provisioning Troubles Received within 7 Days of a Completed Service Order

Definition

The Percent Provisioning Troubles received within 7 days of a completed service order associated with a Hot Cut Conversion (CCC) measures the quality and accuracy of Coordinated Customer Conversion Activities.

Exclusions

- Any order cancelled by the CLEC
- Troubles caused by Customer Provided Equipment
- Test Orders

Business Rules

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

Calculation

% Provisioning Troubles within 7 days of service order completion = (a / b) X 100

- a = The sum of all CCC Circuits with a trouble within 7 days following service order(s) completion
- b = The total number of CCC service order circuits completed in the previous report calendar month

Report Structure

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

Data Retained

Relating to CLEC Experience

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

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

Relating to BellSouth Performance
- No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation
- UNE Loop Design ....
- UNE Loop Non-Design

SQM Analog/Benchmark
<= ~~5~~ 3% ~~(To be reviewed after six month period)~~

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation
- UNE Loop Design ....
- UNE Loop Non-Design

SEEM Analog/Benchmark
<= ~~5~~ 3% ~~(To be reviewed after six month period)~~

P-8: Cooperative Acceptance Testing - % of xDSL Loops Successfully ~~Tested~~ <u>Passing Cooperative Testing</u>

Definition

A loop will be considered successfully cooperatively tested when both the CLEC and ~~ILEC~~ BellSouth representatives agree that the loop ~~has passed the cooperative testing~~ <u>meets the technical specifications set forth in TR 73600.</u>

Exclusions

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

Business Rules

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

Calculation

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

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop Tested
- <u>Geographic Scope</u>
    - <u>State</u>
    - <u>Region</u>

Data Retained

Relating to CLEC Experience

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

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

Version ~~2.00~~ 3 00   85   Issue Date: ~~January 23, 2002~~ June 20, 2003

Relating to BellSouth Performance

- No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

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

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

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

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

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

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

Definition

Percent Provisioning Troubles within 30 days of Service Order Completion measures the quality and accuracy of Service order activities.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Test order types may be C, N, R, or T.
- D & F orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)

Business Rules

Measures the quality and accuracy of completed orders. The first trouble report from a received after service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.

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

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

Calculation

% Provisioning Troubles within 30 days of Service Order Activity = (a / b) X 100

- a = Trouble reports on all completed orders within 30 days following service order(s) completion
- b = All Service Orders completed in the previous report calendar month

Report Structure

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

Data Retained

Relating to CLEC Experience

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

- Standard Order Activity
- Geographic Scope

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   SQM Analog/Benchmark

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

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

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

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

P-10: Total Service Order Cycle Time (TSOCT)

Definition

This report measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC Interface.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Test order types may be C, N, R, or T.
- D (Disconnect - Except "D" orders associated with LNP Standalone.) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.

Business Rules

The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval.

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI). Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.

Calculation

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c / d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e / f) X 100

- e = Total Number of Service Requests Completed in "X" minutes/hours
- f = Total Number of Service Requests Received in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- Report in categories of <10 line/circuits; >= 10 line/circuits (except trunks)
- Dispatch /Non-Dispatch categories applicable to all levels except trunks

~~• Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >= 30 Days. The interval breakout is: 0-5 = 0-<5, 5-10 = 5-<10, 10-15 = 10-<15, 15-20 = 15-<20, 20-25 = 20-<25, 25-30 = 25-<30, >= 30 = 30 and greater.~~

~~Data Retained~~

~~Relating to CLEC Experience~~

~~• Report Month~~
~~• Interval for FOC~~
~~• CLLC Company Name (OCN)~~
~~• Order Number (PON)~~
~~• Submission Date & Time (TICKET_ID)~~
~~• Completion Date (CMPLTN_DT)~~
~~• Service Type (CLASS_SVC_DESC)~~
~~• Geographic Scope~~

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

~~Relating to BellSouth Performance~~

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

~~SQM Disaggregation - Analog/Benchmark~~

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

~~• Resale Residence ....Diagnostic~~
~~• Resale Business~~
~~• Resale Design~~
~~• Resale PBX~~
~~• Resale Centrex~~
~~• Resale ISDN~~
~~• LNP (Standalone)~~
~~• INP (Standalone)~~
~~• 2W Analog Loop Design~~
~~• 2W Analog Loop Non-Design~~
~~• 2W Analog Loop With LNP Design~~
~~• 2W Analog Loop With LNP Non-Design~~
~~• 2W Analog Loop With INP Design~~
~~• 2W Analog Loop With INP Non-Design~~
~~• UNE Switch Ports~~
~~• UNE Loop + Port Combinations~~
~~ – Dispatch In~~
~~ – Switch Based~~
~~• UNE Combo Other~~
~~• UNE xDSL (HDSL, ADSL and UCL)~~
~~• UNE ISDN (Includes UDC)~~
~~• UNE Line Sharing~~
~~• UNE Other Design~~
~~• UNE Other Non - Design~~
~~• UNE Digital Loops < DS1~~
~~• UNE Digital Loops >= DS1~~
~~• Local Transport (Unbundled Interoffice Transport)~~
~~• Local Interconnection Trunks~~

- ~~UNE Line Splitting~~
- ~~EELs~~

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~	~~SEEM Analog/Benchmark~~
~~Not Applicable~~	~~Not Applicable~~

P-10. Total Service Order Cycle Time (TSOCT)

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Service Order Accuracy Sampling Process: A list of all orders completed in the report month is generated. The orders are then listed by the disaggregations specified in the SQM. For each disaggregation, the quantity of completed orders and the error rate for each disaggregation from the previous month are entered into a "Stratified Random Sampling for Proportions" formula. This formula determines the number of orders that are to be reviewed for each disaggregation. Once the sample size for each disaggregation is determined, the specified quantity of orders for each disaggregation are pulled for review.

Calculation

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

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; >= 10 line/circuits
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number and PON
- Local Service Request (LSR)
- Order Submission Date
- Committed Due Date
- Service Type
- Standard Order Activity

Relating to BellSouth Performance

- No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

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

- Resale Residence ....95% Accurate
- Resale Business
- Resale Design (Specials)
- UNE Specials (Design)
- UNE (Non-Design)
- Local Interconnection Trunks

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Resale...95%
- UNE..95%
- UNE-P 95%

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

.

P-11A: Service Order Accuracy

This measure will be implemented at the conclusion of the Task Force.

P-12: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution

Definition

~~Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC-related activities.~~

Exclusions

- ~~Canceled Service Orders~~
- ~~Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable.~~

Business Rules

~~The Disconnect Timeliness interval is determined for each number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each number on the service order is disconnected in the Central Office switch. Elapsed time for each ported number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.~~

Calculation

~~Disconnect Timeliness Interval = (a - b)~~

- ~~a = Completion Date and Time in Central Office switch for each number on disconnect order~~
- ~~b = Valid 'Number Ported' message received date & time~~

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

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

~~Disconnect Timeliness Interval Distribution (for each interval) = (e / f) X 100~~

- ~~e = Disconnected numbers completed in "X" days~~
- ~~f = Total disconnect numbers completed in reporting period~~

Report Structure

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

Data Retained

Relating to CLEC Experience

- ~~Order Number~~
- ~~Telephone Number / Circuit Number~~
- ~~Committed Due Date~~

- ~~Receipt Date / Time (ESI Number Manager)~~
- ~~Date/Time of Recent Change Notice~~

~~Relating to BellSouth Performance~~

- ~~Not Applicable~~

~~SQM Disaggregation - Analog/Benchmark~~

~~SQM Level of Disaggregation:~~ ~~SQM Analog/Benchmark~~

- ~~LNP .... 95% <= 15 Minutes~~

~~SEEM Measure~~

~~SEEM~~	~~Tier I~~	~~Tier II~~
~~No~~		

~~SEEM Disaggregation - Analog/Benchmark~~

~~SEEM Disaggregation~~	~~SEEM Analog/Benchmark~~
~~- Not Applicable~~	~~Not Applicable~~

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

Definition

The Number of LNP related conversions where the time required to facilitate the activation of the port in BellSouth's network is less than 60 minutes, expressed as a percentage of total number of activations that took place.

Exclusions

- CLEC-caused errors
- NPAC-caused errors unless caused by BellSouth
- Standalone LNP orders with more than 500 number activations

Business Rules

The Start time is the Receipt of the NPAC broadcast activation message in BellSouth's LSMS. The End time is when the Provisioning event is successfully completed in BellSouth's network as reflected in BellSouth's LSMS. Count the number of activations that took place in less than 60 minutes.

Calculation

Percent Out of Service < 60 Minutes = $(a / b) \times 100$

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

Report Structure

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

SQM Disaggregation – Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• LNP	> = 96.5%

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes	X	X	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• LNP	> = 96.5%

P-13B: LNP – Percent Out of Service < 60 Minutes

P-13C: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition

Percentage of time BellSouth applies 10-digit trigger for LNP TNs prior to the due date.

Exclusions

Excludes CLEC or Customer caused misses or delays.

Business Rules

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

Calculation

Percentage of 10-digit applications = (a / b) X 100

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

Report Structure

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• LNP (Standalone)	Benchmark: 95%

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Florida Performance Metrics

**Docket No. 000121-TP ~~000121~~ 000121A-TP
Provisioning**

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Analog/Benchmark

SEEM Disaggregation

- LNP (Standalone) .... Benchmark: 95%

P-13D: LNP - Average Disconnect Timeliness Interval (Non-Trigger)

Definition

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

Exclusions

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

Business Rules

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

Calculation

Disconnect Timeliness Interval = (a - b)

- a = Completion Date and Time in Central Office switch for each number on disconnect order
- b = Valid 'Number Ported' message received date and time

Average Disconnect Timeliness Interval = (c / d)

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

Report Structure

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- SOCS Completion Date and Time Stamp
- CLEC Activate Message

SQM Disaggregation – Analog/Benchmark

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

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

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

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

Section 4: Maintenance & Repair

M&R-1: Missed Repair Appointments

Definition

The percent of customer trouble reports not cleared by the committed date and time.

Exclusions

- Trouble tickets cancelled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

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

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

Calculation

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

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Customer Trouble reports closed in Reporting Period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Company Name
- Submission Date and Time (TICKET_ID)
- Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)
- Geographic Scope

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

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

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

M&R-1: Missed Repair Appointments

SEEM Disaggregation - Analog/Benchmark

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

M&R-1: Missed Repair Appointments

M&R-2: Customer Trouble Report Rate

Definition

Initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service.

Exclusions

- Trouble tickets cancelled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

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

Calculation

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

- a = Count of Initial and Repeated Customer Trouble Reports closed in the Current Period
- b = Number of Service Access Lines in service at End of the Report Period

Report Structure

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

Data Retained

Relating to CLEC Experience

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

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	Retail Residence
• Resale Business	Retail Business
• Resale Design	Retail Design
• Resale PBX	Retail PBX
• Resale Centrex	Retail Centrex
• Resale ISDN	Retail ISDN
• 2W Analog Loop Design	Retail Residence and Business Dispatch
• 2W Analog Loop Non – Design	Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
• UNE Digital Loop < DS1	Retail Digital Loop < DS1
• UNE Digital Loop >= DS1	Retail Digital Loop >= DS1
• UNE Loop + Port Combinations	Retail Residence and Business
• UNE Switch Ports	Retail Residence and Business (POTS)
• UNE Combo Other	Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	ADSL Provided to Retail
• UNE ISDN	Retail ISDN – BRI
• UNE Line Sharing	ADSL Provided to Retail
• UNE Other Design	Retail Design
• UNE Other Non-Design	Retail Residence and Business
• Local Interconnection Trunks	Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	Retail DS1/DS3 Interoffice

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

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

M&R-2: Customer Trouble Report Rate

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

M&R-2: Customer Trouble Report Rate

M&R-3: Maintenance Average Duration

Definition

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

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

Calculation

Maintenance Duration = (a - b)

- a = Date and Time of Service Restoration
- b = Date and Time Customer Trouble Ticket was Opened

Average Maintenance Duration = (c / d)

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Customer Troubles in the reporting period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- Total Tickets (LINE_NBR)
- CLEC Company Name
- Ticket Submission Date and Time (TICKET_ID)
- Ticket Completion Date (CMPLTN_DT)
- Service Type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE_DESC)
- ~~Geographic Scope~~

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

M&R-3: Maintenance Average Duration

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

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

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Resale Residence ....Retail Residence
- Resale Business ....Retail Business
- Resale Design ....Retail Design
- Resale PBX..Retail PBX
- Resale Centrex ....Retail Centrex
- Resale ISDN ....Retail ISDN
- 2W Analog Loop Design ....Retail Residence and Business Dispatch
- 2W Analog Loop Non – Design ....Retail Residence and Business (POTS) (Exclusion of
  Switch-based feature troubles)
- UNE Digital Loop < DS1 ....Retail Digital Loop < DS1

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

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

Definition

~~Closed trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles closed reported~~

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

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

This measure iIncludes Customer trouble reports on the same line/circuit, received within 30 days of an original Customer trouble report, using the 'cleared date' of the first trouble and the 'received date' of the next trouble.

Calculation

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

- a = Count of ~~closed~~ Customer Troubles using the 'received date' where more than one trouble report was logged for the same service line/circuit, within a continuous 30 days
- b = Count of Total Customer Trouble Reports ~~Closed~~ using the 'cleared date', in the Reporting Period

Report Structure

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

Data Retained

Relating to CLEC Experience

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

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

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

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation **SEEM Analog/Benchmark**

- Resale Residence ....Retail Residence
- Resale Business ....Retail Business
- Resale Design ....Retail Design
- Resale PBX..Retail PBX
- Resale Centrex ....Retail Centrex
- Resale ISDN ....Retail ISDN
- 2W Analog Loop Design ....Retail Residence and Business Dispatch
- 2W Analog Loop Non – Design ....Retail Residence and Business (POTS) (Exclusion of Switch-based feature troubles)
- UNE Digital Loop < DS1 ....Retail Digital Loop < DS1

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

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

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

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

Definition

For Out of Service <u>Customer</u> Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS <u>Customer</u> Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Exclusions

- Trouble Reports cancelled at the CLEC request
- BellSouth Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

Business Rules

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

Calculation

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

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

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- Total Tickets
- CLEC Company Name
- Ticket Submission Date and Time (TICKET_ID)
- Ticket Completion Date (CMPLTN_DT
- Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG)
- Service type (CLASS_SVC_DESC)
- Disposition and Cause (CAUSE_CD & CAUSE-DESC)
- ~~Geographic Scope~~

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

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

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

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Resale Residence ....Retail Residence
- Resale Business .. ..Retail Business
- Resale Design . ...Retail Design
- Resale PBX..Retail PBX
- Resale Centrex ....Retail Centrex
- Resale ISDN ....Retail ISDN
- 2W Analog Loop Design ....Retail Residence and Business Dispatch
- 2W Analog Loop Non – Design ....Retail Residence and Business (POTS) (Exclusion of
  Switch-based feature troubles)

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

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

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

Definition

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

Exclusions

~~None~~

- Abandoned Calls

Business Rules

The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call ~~(abandoned calls are not included)~~.

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

Calculation

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

- a = Time BellSouth Repair Attendant Answers Call
- b = Time of entry into queue after ACD Selection

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

- c = Sum of all Answer Times
- d = Total number of calls by reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- CLEC Average Answer Time

Relating to BellSouth Performance

- BellSouth Average Answer Time

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

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

SQM Analog/Benchmark

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

SEEM Measure

SEEM	Tier I	Tier II
No	....	....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

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

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

Definition

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

Exclusions

None

Business Rules

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

Calculation

Time to Notify ~~CLEC~~ = (a - b)

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

Mean Time to Notify ~~CLEC~~ = (c / d)

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

Report Structure

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

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

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

SQM Disaggregation - Analog/Benchmark

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

- BellSouth Aggregate............ ....Parity ~~by Design~~ with Retail
- CLEC Aggregate...Parity with Retail
- CLEC Specific ....Parity with Retail

SEEM Measure

SEEM   **Tier I**   **Tier II**

No ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable ....Not Applicable

Section 5: Billing

B-1: Invoice Accuracy

Definition

This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.

Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)
- Test Accounts

Business Rules

The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes. The CLEC-specific raw data file (which is available on the PMAP web site) will contain the number of bills and adjustments for the reporting month. The number of bills and bill adjustments will be displayed by OCN and/or ACNA.

Calculation

Invoice Accuracy = [(a - b) / a] X 100

- a = Absolute Value of Total Billed Revenues during current month
- b = Absolute Value of Total Billing Related Adjustments during current month

Measure of Adjustments =[(c-d)/ c] X 100

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

Report Structure

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

Data Retained

Relating to CLEC Experience

- Report Month
- Invoice Type
  - UNE
  - Resale
  - Interconnection

B-1: Invoice Accuracy

- Total Billed Revenue
- Total Billing Related Adjustments
- Number of Bills
- Number of Adjustments

Relating to BellSouth Performance

- Report Month
- Retail Type
  - CRIS
  - CABS
- Total Billed Revenue
- Total Billing Related Adjustments

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Product/Invoice Type..Parity with BellSouth Retail Aggregate
  - Resale
  - UNE
  - Interconnection

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Resale...Parity with Retail
- UNE
- Interconnection

B-1: Invoice Accuracy

B-2: Mean Time to Deliver Invoices

Definition

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

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

This report measures the mean interval for timeliness of billing invoices sent to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.

Exclusions

None

Business Rules

~~This report measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.~~

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

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

Calculation

Invoice Timeliness = (a - b)

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

Mean Time To Deliver Invoices = (c / d)

- c = Sum of all Invoice Timeliness intervals
- d = Count of Invoices Transmitted in Reporting Period

Report Structure

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

Data Retained

Relating to CLEC Experience
* Report Month
* Invoice Type
  - UNE
  - Resale
  - Interconnection
  - State
* Invoice Transmission Count
* Date of Scheduled Bill Close

Relating to BellSouth Performance
* Report Month
* Invoice Type
  - CRIS
  - CABS
* Invoice Transmission Count
* Date of Scheduled Bill Close

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

Product/Invoice Type

* Resale
* UNE
* Interconnection
* State

SQM Analog/Benchmark
* ~~CRIS-based invoices will be released for delivery within six (6) business days.~~
* ~~CABS-based invoices will be released for delivery within eight (8) calendar days.~~
* CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

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

SEEM Analog/Benchmark

B-2: Mean Time to Deliver Invoices

B-3: Usage Data Delivery Accuracy

Definition

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

Exclusions

None

Business Rules

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

Calculation

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

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

Usage Data Delivery Accuracy (Records) = (c - d) / c X 100

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

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

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

SQM Disaggregation - Analog/Benchmark

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

• Region...Parity With Retail

SEEM Measure

SEEM	Tier I	Tier II
Yes..	X	. X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

• CLEC State (In Florida, SEEM is based on records)....................Parity with Retail
• BellSouth Region

B-3: Usage Data Delivery Accuracy

B-4: Usage Data Delivery Completeness

Definition

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

Exclusions

None

Business Rules

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

Calculation

Usage Data Delivery Completeness = (a / b) X 100

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

Report Structure

- CLEC Specific
- CLEC Aggregate
- ~~BellSouth Aggregate~~
- Region

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- ~~Report Month~~ None
- ~~Record Type~~

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

Region... ....

SQM Analog/Benchmark

~~Parity With Retail~~ ≥ 98% within 30 Calendar Days

B-4: Usage Data Delivery Completeness

SEEM Measure

SEEM   **Tier I**   **Tier II**

No............................ ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable ... .Not Applicable

B-4: Usage Data Delivery Completeness

B-5: Usage Data Delivery Timeliness

Definition

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

Exclusions

None

Business Rules

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

Calculation

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

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

Report Structure

- CLEC Aggregate
- CLEC Specific
- ~~BellSouth Aggregate~~
- Region

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

- ~~Report Month~~ None
- ~~Record Type~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region..

SQM Analog/Benchmark

~~Parity with Retail~~ > 95% Delivered within 6 Calendar Days

B-5: Usage Data Delivery Timeliness

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

 • Not Applicable...Not Applicable

B-6: Mean Time to Deliver Usage

Definition

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

Exclusions

None

Business Rules

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

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

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

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

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

Calculation

Delivery Interval Record = (a - b)

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

Estimated Interval = (c X d)

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

Mean Time to Deliver Usage = (e / f)

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

Report Structure

- CLEC Aggregate
- CLEC Specific
- ~~BellSouth Aggregate~~
- Region

Data Retained

Relating to CLEC Experience
- Report Month
- Record Type
  - BellSouth Recorded
  - Non-BellSouth Recorded

Relating to BellSouth Performance
- ~~Report Month~~ None
- ~~Record Type~~

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**
- Region...~~Parity With Retail~~ <= 6 Days

SEEM Measure

SEEM   **Tier I**   **Tier II**
No.......................... ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**
- Not Applicable...Not Applicable

B-7: Recurring Charge Completeness

Definition

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

Exclusions

None

Business Rules

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

Calculation

Recurring Charge Completeness = (a / b) X 100

- a = Count of fractional recurring charges that are on the correct bill1
- b = Total count of fractional recurring charges that are on the ~~correct~~ bill

   [1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

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

SQM Level of Disaggregation - Analog/Benchmark

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

Product/Invoice Type

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

SEEM Measure

    SEEM   **Tier I**   **Tier II**

    No......................... ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

B-7: Recurring Charge Completeness

B-8: Non-Recurring Charge Completeness

Definition

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

Exclusions

None

Business Rules

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

Calculation

Non-Recurring Charge Completeness = (a / b) X 100

- a = Count of non-recurring charges that are on the correct bill[1]
- b = Total count of non-recurring charges that are on the correct bill

    [1]Correct bill = next available bill

Report Structure

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

Data Retained

Relating to CLEC Experience

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

Relating to BellSouth Performance

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

SQM Level of Disaggregation - Analog/Benchmark

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

Product/Invoice Type

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

SEEM Measure

SEEM   **Tier I**   **Tier II**

No.......................... ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

B-9: Percent Daily Usage Feed Errors Corrected in "X" Business Days

Definition

Measures the timely correction of Daily Usage Feed (DUF) errors in record information and Pack formats measured separately. Errors included (1) Pack Failure errors and (2) EMI content errors in records.

Exclusions

- Usage that cannot be corrected and resent or usage that the CLEC doesn't want Retransmitted.
- CLEC Problem/Issue/File Retransmission forms disputed by BellSouth SMEs that do not result in an EMI error.
- CLEC notification received by BellSouth > 10 business days from transmission date of errored messages or packs.

Business Rules

This measure will provide the % of errors corrected in X Business days.

Pack Failure errors are defined as a DUF header/trailer error containing one or more of the following conditions: Grand total records not equal to records in pack or sequence/invoice numbers for a from RAO is not sequential

EMI content errors are defined as those records with errors contained in the EMI detail records that cause a message to be unbillable by the CLEC

Only notification received via the CLEC Problem/Issue/File Retransmission form will be included in this measure. To locate the form, go to the PMAP web site (http://pmap.bellsouth.com/) and click the Documentation/Exhibits ~~Downloads~~ link, then select the "CLEC Problem/Issue/File Retransmission form."

When circumstances arise for multiple content errors it is not necessary for the form to be filled out in its entirety, the CLECs agree to provide sufficient information for content error research so that a thorough investigation and resolution can be completed.

For each type error condition, a new CLEC Problem/Issue/File Retransmission form should be submitted.

EMI content errors should be attached in a separate file from the CLEC Problem/Issue/File Retransmission form

Elapsed time is measured in business days.

The clock starts when BellSouth receives CLEC's Problem/Issue/File Retransmission form.

The clock stops when BellSouth provides the corrected usage to the CLEC using the predesignated DUF delivery method.

This measure applies only to CLECs that are ODUF and ADUF participants

Calculation

Timeliness of Daily Usage EMI Content Errors Corrected = (a / b) X 100

- a = Total number of Daily Usage Records with EMI Content Errors Corrected in the reporting month within 10 Business Days.
- b = Total number of Daily Usage Records with EMI Content Errors corrected in reporting month.

Timeliness of Daily Usage Pack Format Errors Corrected = (c / d) X 100

- c = Total number of Daily Usage Packs with Format Errors Corrected in the reporting month within 4 Business Days.
- d = Total number of Daily Usage Packs with Format Errors corrected in reporting month

Report Structure

- CLEC Specific
  - Total number of BST disputed Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of Daily Usage Records with EMI Content Errors received in reporting month.
  - Total number of BST disputed Daily Usage Packs with Format Errors received in reporting month
  - Total number of Daily Usage Packs with Format Errors received in reporting month
- CLEC Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
  - BellSouth Recorded
  - Non-BellSouth Recorded

Relating to BellSouth Performance

- None

SQM Level of Disaggregation - Analog/Benchmark

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

- Region..Diagnostic

SEEM Measure

SEEM   **Tier I**   **Tier II**

No........................ ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable..Not Applicable

B-9: Percent Daily Usage Feed Errors Corrected in "X" Business Days

B-10: Percent Billing Errors Corrected in "X" <u>Business</u> Days

Definition

Measures timely carrier bill adjustments.

Exclusions

Billing adjustments requests that are rejected by BellSouth or disputed by BellSouth.

Adjustments that are initiated by BellSouth.

Business Rules

This measure applies to CLEC wholesale bill adjustments. IXC Access billing adjustment requests are not reflected in this measure. Elapsed time is measured in business days. Clock starts when BellSouth receives the ALECs Billing Adjustment Request (BAR) form (BAR form and instructions found at www.interconnection.bellsouth.com/forms/html/billing&collections.html) and the clock stops when adjustments is made to bill through ACATS or BOCRIS (generally next CLEC bill unless adjustment request after middle of the month). BellSouth will report separately those adjustment requests that are disputed by BellSouth.

Calculation

Percent Billing Errors Corrected in 45 <u>Business</u> Days = (a / b) X 100

- a = Number of BellSouth Adjustments in 45 Business Days
- b = Total Number of Adjustment Request <u>Responses due</u> in Reporting Period

Report Structure

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

Data Retained

Relating to CLEC Experience

- Number of BellSouth Adjustments in 45 <u>Business</u> Days
- Total number of Billing Adjustment Requests in Reporting Period
- Number of Adjustments disputed by BellSouth (reported separately)

Relating to BellSouth Performance

- None

SQM Disaggregation - Retail Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- State .... ~~Diagnostic~~ 90% Billing Disputes <= 45 <u>Business</u> Days

SEEM Measure

SEEM	Tier I	Tier II
~~Yes~~ No	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- ~~Not Applicable~~ State ....~~Not Applicable~~ 90% Billing Disputes <= 45 Business Days

Note: In order to set an appropriate penalty provision, staff recommends deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.

Section 6: Operator Services And Directory Assistance

OS-1: Speed to Answer Performance/Average Speed to Answer – Toll

Definition

Measurement of the average time in seconds calls wait before answered by a toll operator.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer – Toll = a / b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation
- None ....

SQM Analog/Benchmark
Parity by Design

<div style="text-align: right">OS-1: Speed to Answer Performance/Average Speed to Answer - Toll</div>

SEEM Measure

SEEM	Tier I	Tier II
No	......	......

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable..Not Applicable

OS-2: Speed to Answer Performance/Percent Answered with "X" Seconds – Toll

Definition

Measurement of the percent of toll calls that are answered in less than ten seconds

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation:

SQM Analog/Benchmark

- None ....Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

OS-2: Speed to Answer Performance/Percent Answered with "X" Seconds - Toll

DA-1: Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)

Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA) = a/ b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (DA)
- Average Speed of Answer

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• None	Parity by Design

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Florida Performance Metrics

Docket No. 000121-TP 000121A-TP

Operator Services and Directory Assistance

SEEM Measure

SEEM   Tier I   Tier II

No...............

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   SEEM Analog/Benchmark

• Not Applicable...Not Applicable

DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)

Definition

Measurement of the percent of DA calls that are answered in less than twelve seconds.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month
- Call Type (DA)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- None ....Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

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Florida Performance Metrics

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable ....Not Applicable

Section 7: Database Update Information

D-1: Average Database Update Interval

Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings.

Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system. This metric includes updates from stand-alone directory listing orders

For BellSouth Results:

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation

Update Interval = (a - b)

- a = Completion Date and Time of Database Update
- b = Submission Date and Time of Database Change

Average Update Interval = (c / d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

Report Structure

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Database File Submission Time
- Database File Update Completion Time
- CLEC Number of Submissions
- Total Number of Updates

Relating to BellSouth Performance

- Database File Submission Time
- Database File Update Completion Time
- BellSouth Number of Submissions
- Total Number of Updates

SQM Disaggregation - Analog/Benchmark

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

- Database Type ....Parity by Design
- LIDB
- Directory Listings
- Directory Assistance

SEEM Measure

SEEM   **Tier I**   **Tier II**

No ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

D-1: Average Database Update Interval

D-2: Percent Database Update Accuracy

Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB) Directory Assistance and Directory Listings using a statistically valid sample of ~~LSRs/Orders~~ completed CLEC Service Orders in a manual review. This manual review is not conducted on BellSouth ~~Retail~~ Service Orders.

Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

For each update ~~completed~~ reviewed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (e.g., orders) submitted by the CLEC. Each database (e.g., LIDB, Directory Assistance and Directory Listings) should be separately tracked and reported.

A statistically valid sample of completed CLEC Service Orders ~~will be~~ is pulled each month. ~~The sample will be used to test the accuracy of the database update process. This is a manual process.~~ This metric includes updates from stand-alone directory listing orders.

Calculation

Percent Update Accuracy = (a / b) X 100

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Report Month
- CLEC Order Number (so_nbr) and PON (PON)
- Local Service Request (LSR)
- Order Submission Date
- Number of Orders Reviewed

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

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

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

- Database Type ....95% Accurate
  - LIDB
  - Directory Listings
  - Directory Assistance

SEEM Measure

SEEM   **Tier I**   **Tier II**

No ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

D-2: Percent Database Update Accuracy

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

Definition

Measurement of the percent of NXX(s) and Location Routing Numbers LRN(s) loaded and tested in new end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date when facilities are in place. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

~~An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth's Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.~~

~~The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.~~

Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date.
- Expedite requests

Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total Count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration - Dispatch In database.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth's Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document

Calculation

Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date = (a / b) X 100

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs to be scheduled and loaded by the LERG effective date

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience

- Company Name
- Company Code
- NPA/NXX
- LERG Effective Date
- Loaded Date

Relating to BellSouth Performance

- Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Geographic Scope .... 100% by LERG Effective Date
  - Region

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable .... Not Applicable

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

Section 8: E911

E-1: Timeliness

Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth retail records) processed successfully within a 24-hour period.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Timeliness = (a / b) X 100

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

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

- None ....Parity by Design

SEEM Measure

SEEM   **Tier I**   **Tier II**

No ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

   • Not Applicable...Not Applicable

E-1: Timeliness

E-2: Accuracy

Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Accuracy = (a / b) X 100

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

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

- None ....Parity by Design

SEEM Measure

SEEM   **Tier I**   **Tier II**

No.............................. ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

E-3: Mean Interval

Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Interval = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

E911 Mean Interval = (c / d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report Month
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

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

- None ....Parity by Design

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

  • Not Applicable...Not Applicable

Section 9: Trunk Group Performance

TGP-1: Trunk Group Performance-Aggregate

Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk Groups blocked due to unanticipated significant increase in CLEC traffic
- Orders that are delayed or refused by CLEC
- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk Groups blocked due to CLEC network/equipment failure
- Final Groups actually overflowing, not blocked

Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch

Category 10: ....BellSouth End Office........................ BellSouth Local Tandem

Category 16: ....BellSouth Tandem............................... BellSouth Tandem

BellSouth Affecting Categories:

	Point A	**Point B**
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 9:	BellSouth End Office	BellSouth End Office
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

Calculation

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
  - State
- With and Without Exclusion for Orders Delayed or Refused by CLEC

Data Retained

Relating to CLEC Experience

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

Related to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

TGP-1: Trunk Group Performance-Aggregate

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Aggregate..

- BellSouth Aggregate

SQM Analog/Benchmark

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

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- CLEC Aggregate..

- BellSouth Aggregate

SEEM Analog/Benchmark

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

TGP-1: Trunk Group Performance-Aggregate

TGP-2: Trunk Group Performance – CLEC Specific

Definition

The Trunk Group Performance report displays, over a reporting cycle, ~~aggregate~~ CLEC specific, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk Groups blocked due to unanticipated significant increase in CLEC traffic
- Orders that are delayed or refused by CLEC
- Trunk Groups for which there was no valid data available for an entire study period
- Duplicate trunk group information
- Trunk Groups blocked due to CLEC network/equipment failure
- Final Groups actually overflowing not blocked

Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering. BellSouth should notify the CLEC when such blocking meets this exclusion criteria (orders that are delayed or refused by the CLEC) and report the results, both with and without the exclusions. An unanticipated significant increase in traffic is indicated by a 20% increase for small trunk groups or 1800 CCS for large groups over the previous months traffic when the increase was not forecasted by the CLEC.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem

Category 16: .... BellSouth Tandem .... BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 9:	BellSouth End Office	BellSouth End Office
Category 10	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

Calculation

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Specific
  - State
- With and Without Exclusion for Orders Delayed or Refused by CLEC

Data Retained

Relating to CLEC Experience

- Report Month
- Total Trunk Groups
- Number of Trunk Groups by CLEC
- Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

Relating to BellSouth Performance

- Report Month
- Total Trunk Groups
- Aggregate Hourly Blocking Per Trunk Group
- Hourly Usage Per Trunk Group
- Hourly Call Attempts Per Trunk Group

TGP-2: Trunk Group Performance-CLEC Specific

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- CLEC Trunk Group ....

SQM Analog/Benchmark

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

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation

- CLEC Trunk Group ....

- BellSouth Trunk Group

SEEM Analog/Benchmark

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

TGP-2: Trunk Group Performance-CLEC Specific

Section 10: Collocation

C-1: Collocation Average Response Time

Definition

Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. Within ~~10~~ the_number of calendar days as designated by the Collocation order after having received a bona fide application for physical collocation, BellSouth must respond with space availability and a price quote. ~~as to whether space is available or not.~~

Exclusions

Any application canceled by the CLEC

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock stops on the date that BellSouth returns a response. The clock will restart upon receipt of changes to the original application request.

Calculation

Response Time = (a - b)

- a = Request Response Date
- b = Request Submission Date

Average Response Time = (c / d)

- c = Sum of all Response Times
- d = Count of Responses Returned within Reporting Period

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State

Data Retained

- Report period
- Aggregate data

SQM Disaggregation - Analog/Benchmark

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

- State ....Virtual - 15 Calendar Days
- Virtual-Initial ....Physical Caged - 15 Calendar Days
- Virtual-Augment ....Physical Cageless - 15 Calendar Days
- Physical Caged-Initial
- Physical Caged-Augment
- Physical-Cageless-Initial
- Physical Cageless-Augment

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

• Not Applicable... . Not Applicable

C-2: Collocation Average Arrangement Time

Definition

Measures the average time (counted in calendar days) from receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the CLEC and the CLEC accepts the arrangement.

Exclusions

Any Bona Fide firm order canceled by the CLEC

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC. The cable assignments associated with the specific collocation request will be provided prior to completion of the arrangement.

Calculation

Arrangement Time = (a - b)

- a = Date Collocation Arrangement is Complete
- b = Date Order for Collocation Arrangement Submitted

Average Arrangement Time = (c / d)

- c = Sum of all Arrangement Times
- d = Total Number of Collocation Arrangements Completed during Reporting Period

Report Structure

- Individual CLEC (alias) Aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• State	Virtual - 60 Calendar Days
• Virtual-Initial	Virtual-Augment - 45 60 Calendar Days (Without Space Increase)
• Virtual-Augment	Virtual-Augment - 60 Calendar Days (With Space Increase)
• Physical Caged-Initial	Physical Caged - 90 Calendar Days (Ordinary)
• Physical Caged-Augment	Physical Caged-Augment - 45 Calendar Days (Without Space Increase)
• Physical Cageless-Initial	Physical Caged-Augment - 90 Calendar Days (With Space Increase)

C-2: Collocation Average Arrangement Time

- Physical Cageless-Augment...Physical Cageless - 90 Calendar Days
Physical Cagedless-Augment - 45 Calendar Days (Without Space Increase)
Physical Cagedless-Augment - 90 Calendar Days (With Space Increase)

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**
- Not Applicable...Not Applicable

C-3: Collocation Percent of Due Dates Missed

Definition

Measures the percent of missed due dates for both virtual and physical collocation arrangements

Exclusions

Any Bona Fide firm order canceled by the CLEC

Business Rules

Percent Due Dates Missed is the percent of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. ~~The clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee if required.~~ The arrangement is considered a missed due date if it is not completed on or before the committed due date

Calculation

% of Due Dates Missed = (a / b) X 100

- a = Number of Completed Orders that were not completed ~~within~~ by BellSouth Committed Due Date during Reporting Period
- b = Number of Orders Completed in Reporting Period

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs
- Geographic Scope
  - State

Data Retained

- Report Period
- Aggregate Data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- State ....>= 95% on time
- Virtual-Initial
- Virtual- Augment
- Physical Caged- Initial
- Physical Caged- Augment
- Physical Cageless- Initial
- Physical Cageless- Augment

SEEM Measure

SEEM	Tier I	Tier II
Yes	X	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- All Collocation Arrangements ....>= 95% on time

C-3: Collocation Percent of Due Dates Missed

Section 11: Change Management

CM-1: Timeliness of Change Management Notices

Definition

Measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a / b) X 100

- a = Total number of Change Management Notifications Sent Within Required Time frames
- b = Total Number of Change Management Notifications Sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Region...98% on time

SEEM Measure

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

CM-1: Timeliness of Change Management Notices

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SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

   • Region...98% on time

CM-1: Timeliness of Change Management Notices

CM-2: Change Management Notice Average Delay Days

Definition

Measures the average delay days for change management system release notices sent outside the time frame set forth in the Change Control Process.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system vendor
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to compute ~~measure~~ the average delay days for ~~percent of~~ change management notices sent to the CLECs outside the ~~according to notification standards and~~ time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features

Calculation

Change Management Notice Delay Days = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

Change Management Notice Average Delay Days = (c / d)

- c = Sum of all Change Management Notice Delay Days
- d = Total Number of Notices Sent Late

Report Structure

- BellSouth Aggregate
- Geographic Scope
    - Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

- Region..<= 5 Days

SQM Analog/Benchmark

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SEEM Measure

SEEM	Tier I	Tier II
No	....	....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**

- Not Applicable...Not Applicable

CM-2: Change Management Notice Average Delay Days

CM-3: Timeliness of Documents Associated with Change

Definition

Measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change as set forth in the Change Control Process governed by the CLEC/BellSouth Review Board.

Exclusions

- Documentation for release dates that slip less than 30 days for a change mandated by regulatory or legal entities (Federal Communications Commission [FCC], a state commission/authority, or state and federal courts) or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Timeliness of Documents Associated with Change = (a / b) X 100

- a = Change Management Documentation Sent Within Required Time frames after Notices
- b = Total Number of Change Management Documentation Sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

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

- Region...98% on Time

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region..	98% on Time

CM-3: Timeliness of Documents Associated with Change

CM-4: Change Management Documentation Average Delay Days

Definition

Measures the average delay days for requirements or business rule documentation sent outside the time frames set forth in the Change Control Process.

Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

Business Rules

This metric is designed to ~~measure the percent of requirements or~~ compute the average delay days for business rule documentation sent to the CLECs ~~according to documentation standards and~~ outside the time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Change Management Documentation Delay Days = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

Change Management Documentation Average Delay Days = (c / d)

- c = Sum of all CM Documentation Delay Days
- d = Total Change Management Documents Sent

Report Structure

- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation

SQM Analog/Benchmark

- Region..<= 5 Days

SEEM Measure

SEEM	Tier I	Tier II
No......................		

SEEM Disaggregation - Analog/Benchmark

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

CM-4: Change Management Documentation Average Delay Days

CM-5: Notification of CLEC Interface Outages

Definition

Measures the time it takes BellSouth to notify the CLEC of an outage of an interface.

Exclusions

None

Business Rules

~~This measure is designed to notify the CLEC of interface outages within 15 minutes of BellSouth's verification that an outage has taken place. This metric will be expressed as a percentage.~~

This metric measures the process of notifying CLECs of an interface outage as defined by the Change Control Process Documentation. BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when on or more of the following conditions occur

1. BellSouth can duplicate a CLEC reported error.
2. BellSouth finds an error message within the system error log that identifiably matches a CLEC reported outage.
3. When 3 or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

Note: The 15 minute clock begins once a CLEC reported or a BellSouth detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the clock begins at the point of verification.

This metric will be expressed as a percentage.

Calculation

Notification of CLEC Interface Outages = (a / b) X 100

*   a = Number of Interface Outages where CLECS are notified within 15 minutes
*   b = Total Number of Interface Outages

Report Structure

*   CLEC Aggregate
*   Geographic Scope
    - Region

Data Retained

Relating to CLEC Experience

*   Number of Interface Outages
*   Number of Notifications <= 15 minutes

Relating to BellSouth Performance

*   Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation   **SQM Analog/Benchmark**
- By interface type for all interfaces accessed by CLECs ....97% <= 15 Minutes

Interface   **Applicable to**

EDI ....CLEC

CSOTS...CLEC

LENS...CLEC

TAG...CLEC

ECTA...CLEC

TAFI .... CLEC/BellSouth

SEEM Measure

SEEM   **Tier I**   **Tier II**

No ....

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation   **SEEM Analog/Benchmark**
- Not Applicable...Not Applicable

CM-5: Notification of CLEC Interface Outages

CM-6: Percent of Software Errors Corrected in "X" (10, 30, 45) Business Days

Definition

Measures the percent of all outstanding Software Errors due and overdue to be corrected by BellSouth in "X" (10, 30, 45) business days within the report period.

Exclusions

- Software Corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs
- Rejected or reclassified software errors (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs)

Business Rules

This metric is designed to measure BellSouth's performance each month in correcting identified Software Errors within the specified interval. The clock starts when a Software Error validated per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html, and stops when the error is corrected and notice posted to the Change Control Website. The monthly report should include all defects due and overdue to be corrected within the report period. Software defects are defined as Type 6 Change Requests in the Change Control Process.

Calculation

Percent of Software Errors Corrected in "X" (10, 30, 45) Business Days = (a / b) X 100

- a = Total number of Software Errors Corrected where "X" = 10, 30, or 45 Business Days
- b = Total number of Software Errors requiring correction where "X" = 10, 30, or 45 Business Days

Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days

Data Retained

- Report Period
- Total Completed
- Total Completed Within "X" Business Days
- Disputed, Rejected or Reclassified Software Errors

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
- Region..	.95% within interval

SEEM Measure

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

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region...................................	95% within interval

CM-7: Percent of Change Requests Accepted or Rejected within 10 Days

Definition

Measures the percent of Change Requests other than Type 1 or Type 6 Change Requests, submitted by CLECs that are Accepted or Rejected by BellSouth in 10 business days within the report period.

Exclusions

- Change Requests that are canceled or withdrawn before a response from BellSouth is due

Business Rules

The Acceptance/Rejection interval starts when the acknowledgement is due to the CLEC per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html The clock ends when BellSouth issues an acceptance or rejection notice to the CLEC. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the reporting period.

Calculation

Percent of Change Requests Accepted or Rejected within 10 Business Days $= (a / b) \times 100$

- $a = $ Total number of Change Requests accepted or rejected within 10 business days
- $b = $ Total number of Change Requests submitted in the reporting period

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Requests Accepted or Rejected
- Total Requests

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	95% within interval

SEEM Measure

SEEM	Tier I	Tier II
Yes		X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	95% within interval

CM-8: Percent Change Requests Rejected

Definition

Measures the percent of Change Requests (other than Type 1 or Type 6 Change Requests) submitted by CLECs that are rejected by reason within the report period.

Exclusions

- Change Requests that are canceled or withdrawn before a response from BellSouth is due

Business Rules

This metric includes any rejected change requests in the reporting period, regardless of whether received early or late. The metric will be disaggregated by major categories of rejections per the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html. These reasons are. Cost, Technical Feasibility, and Industry Direction. This metric includes all change requests not subject to the above exclusions, not just those received and accepted or rejected in the same reporting period.

Calculation

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

- a = Total number of Change Requests rejected
- b = Total number of Change Requests submitted within the report period

Report Structure

- BellSouth Aggregate
- Cost
- Technical Feasibility

Data Retained

- Report Period
- Requests Rejected
- Total Requests

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	Diagnostic
• Reason – Cost	
• Reason – Technical Feasibility	
• Reason – Industry Direction	

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

CM-9: Number of Defects in Production Releases (Type 6 CR)

Definition

Measures the number of defects in Production Releases. This measure will be presented as the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Production Release date. The definition of Type 6 Change Requests (CR) and Severity 1, Severity 2, and Severity 3 defects can be found in the Change Control Process Document

Exclusions

None

Business Rules

This metric measures the number of Type 6 Severity 1 defects, the number of Type 6 Severity 2 defects without a mechanized work around, and the number of Type 6 Severity 3 defects resulting within a three week period from a Production Release date. The definitions of Type 6 Change Requests (CR) and Severity 1, 2, and 3 defects can be found in the Change Control Process, which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html.

Calculation

The number of Type 6 Severity 1 Defects, the number of Type 6 Severity 2 Defects without a mechanized work around, and the number of Type 6 Severity 3 defects.

Report Structure

- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

Data Retained

- Region
- Report Period
- Production Releases
- Number of Type 6 Severity 1 defects
- Number of Type 6 Severity 2 defects without a mechanized work around
- Number of Type 6 Severity 3 defects

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region - Number of Type 6 Severity 1 Defects	0 Defects
• Region - Number of Type 6 Severity 2 Defects	0 Defects without a mechanized work around
• Region—Number of Type 6 Severity 3 Defects	0 Defects

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	Not Applicable

CM-10: Software Validation

Definition

Measures software validation test results for Production Releases of BellSouth Local Interfaces.

Exclusions

None

Business Rules

BellSouth maintains a test deck of transactions that are used to validate that functionality in software Production Releases work as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics. Within the software validation metric weight factors will be allocated among transaction types (e.g., Pre-Order, Order Resale, Order UNE, Order UNE-P) and then equally distributed across transactions within the specific type.

BellSouth will begin to execute the software validation test deck within one (1) business day following a Production Release. Test deck transactions will be executed using Production Release software in the CAVE environment. Within seven (7) business days following completion of the Production Release software validation test in CAVE, BellSouth will report the number of test deck transactions that failed. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

The test deck scenario weight table can be found in the Change Control Process, a copy of which can be found at http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html.

Calculation

This software validation metric is defined as the ratio of the sum of the weights of failed transactions using Production Release software in CAVE to the sum of the weights of all transactions in the test deck.

- Numerator = Sum of weights of failed transactions
- Denominator = Sum of weights of all transactions in the test deck

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Production Release Number
- Test Deck Weights
- % Test Deck Weight Failure

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	$\leq 5\%$

SEEM Measure

SEEM	Tier I	Tier II
No		

SEEM Disaggregation

SEEM Analog/Benchmark

- Not Applicable ....Not Applicable

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Florida Performance Metrics

Docket No. 000121-TP 0001214A-TP
Change Management

CM-11: Percent of Change Requests Implemented within 60 Weeks of Prioritization

Definition

Measures whether BellSouth provides CLEC's timely implementation of prioritized change requests.

Exclusions

- Change requests that are implemented later than 60 weeks with the consent of the CLECs
- Change requests for which BellSouth has regulatory authority to exceed the interval

Business Rules

This metric is designed to measure BellSouth's monthly performance in implementing prioritized change requests. The clock starts when a change request has been prioritized as described in the Change Control Process. The clock stops when the change request has been implemented by BellSouth and made available to the CLECs. BellSouth will begin reporting this measure with the next release for diagnostic purposes, and will be measured for SEEM purposes 60 weeks from first prioritization meeting following Commission approval of this measure.

Calculation

Percent of Type 5 CLEC initiated Change Requests implemented on time = (a / b) X 100

- a = Total number of prioritized Type 5 Change Requests implemented each month that are less than or equal to 60 weeks of age from the date of the release prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.

- b = All entries in "a" above plus all Type 5 Change Requests prioritized more than 60 weeks before the end of the monthly reporting period.

Percent of Type 4 BellSouth initiated Change Requests implemented on time = (a / b) X 100

- a = Total number of prioritized Type 4 Change Requests implemented each month that are less than or equal to 60 weeks of age from the date of the release prioritization plus all other prioritized change requests existing at the end of the month that are less than or equal to 60 weeks of age from prioritization.

- b = All entries in "a" above plus all Type 4 Change Requests prioritized more than 60 weeks before the end of the monthly reporting period.

Report Structure

- BellSouth Aggregate
- Type 4 requests implemented
- Type 5 requests implemented
- % implemented within 16, 32, 48, and 60 weeks

Data Retained

- Region
- Report Month
- Total implemented by type
- Total implemented within 60 weeks

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SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	95% within interval
• Type 4 requests implemented	95% within interval
• Type 5 requests implemented	95% within interval

SEEM Measure

SEEM	Tier I	Tier II	Tier III
Yes		X	

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	95% within interval

CM-11: Percent of Change Requests Implemented within 60 Weeks of Prioritization

Appendix A: Reporting Scope

A-1: Standard Service Groupings

See individual reports in the body of the SQM.

A-2: Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

Maintenance Query Types

TAFI - TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
  - DLR
  - DLETH
  - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

Report Levels

- CLEC RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State
- Aggregate CLEC Region
- BellSouth State
- BellSouth Region

Appendix B: Glossary of Acronyms and Terms

Symbols used in calculations

Σ
A mathematical symbol representing the sum of a series of values following the symbol.

-
A mathematical operator representing subtraction.

+
A mathematical operator representing addition.

/
A mathematical operator representing division.

<
A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=
A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>
A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=
A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

( )
Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

A

ACD
Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

Aggregate
Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

ALEC
Alternative Local Exchange Company = FL CLEC

ADSL
Asymmetrical Digital Subscriber Line

ASR
Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.

ATLAS

Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

ATLASTN
ATLAS software contract for Telephone Number.

Auto Clarification
The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.

B

BFR:
Bona Fied Request

BILLING
The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

BOCRIS
Business Office Customer Record Information System (Front-end to the CRIS database.)

BRI
Basic Rate ISDN

BRC
Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.

BellSouth
BellSouth Telecommunications, Inc.

C

CABS
Carrier Access Billing System

CCC
Coordinated Customer Conversions

CCP
Change Control Process

Centrex
A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CKTID
A unique identifier for elements combined in a service configuration

CLEC
Competitive Local Exchange Carrier

CLP
Competitive Local Provider = NC CLEC

CM
Change Management

CMDS
Centralized Message Distribution System - Telcordia administered national system used to transfer specially formatted messages among companies.

COFFI
Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI is a part of DOE/SONGS. It indicates all services available to a customer.

CRIS
Customer Record Information System - This system is used to retain customer information and render bills for telecommunications service.

CRSACCTS
CRIS software contract for CSR information

CRSG
Complex Resale Support Group

C-SOTS
CLEC Service Order Tracking System

CSR
Customer Service Record

CTTG
Common Transport Trunk Group - Final trunk groups between BellSouth & Independent end offices and the BellSouth access tandems.

D

DA
Directory Assistance

DESIGN
Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities.

DISPOSITION & CAUSE
Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.

DLETH
Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS.

DLR
Detail Line Record - A report that gives detailed line record information on records maintained in LMOS

DS-0
The worldwide standard speed for one digital voice signal (64000 bps).

DS-1
24 DS-0s (1.544Mb/sec., i.e. carrier systems)

DOE
Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.

DSAP
DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSAPDDI
DSAP software contract for schedule information.

DSL
Digital Subscriber Line

DUI
Database Update Information

E

E911
Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.

EDI
Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

ESSX
BellSouth Centrex Service

F G

Fatal Reject
The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated.

Flow-Through
In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

FOC
Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

FX
Foreign Exchange

H

HAL
"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.

HALCRIS
HAL software contract for CSR information

HDSL
High Density Subscriber Loop/Line

I J K

ILEC
Incumbent Local Exchange Company

INP
Interim Number Portability

ISDN
Integrated Services Digital Network

IPC
Interconnection Purchasing Center

L

LAN
Local Area Network

LAUTO
The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

LCSC
Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.

Legacy System
Term used to refer to BellSouth Operations Support Systems (see OSS)

LENS
Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.

LEO
Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.

LERG
Local Exchange Routing Guide

LESOG
Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.

LFACS
Loop Facilities Assessment and Control System

LIDB
Line Information Database

LMOS
Loop Maintenance Operations System - A system that provides a mechanized means of maintaining customer line records and for entering, processing, and tracking trouble reports.

LMOS HOST

LMOS host computer

LMOSupd
LMOS update allows trouble tickets on line records to be entered into LMOS.

LMU
Loop Make-up

LMUS
Loop Make-up Service Inquiry

LNP
Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.

LNP Gateway
Local Number Portability (gateway)- A system that provides both internal and external communications with various interfaces and process including:

(1). Linking BellSouth to the Number Portability Administration Center (NPAC).

(2). Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.

(3). Providing interface between NPAC and AIN SMS for LNP routing processes.

LOOPS
Transmission paths from the central office to the customer premises.

LRN
Location Routing Number

LSR
Local Service Request – A request for local resale service or unbundled network elements from a CLEC.

M

Maintenance & Repair
The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.

MARCH
A memory administration system that translates line-related service order data into switch provisioning messages and automatically transmits the messages to targeted stored program control system switches.

N

NBR
New Business Request

NC
"No Circuits" - All circuits busy announcement.

NIW
Network Information Warehouse - A system that stores central office blockage data for use in processing trouble reports.

NMLI
Native Mode LAN Interconnection

NPA
Numbering Plan Area

NXX
The "exchange" portion of a telephone number.

O

OASIS
Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.

OASISBSN
OASIS software contract for feature/service

~~**OASISCAR**~~
~~OASIS software contract for feature/service~~

~~**OASISLPC**~~
~~OASIS software contract for feature/service~~

~~**OASISMTN**~~
~~OASIS software contract for feature/service~~

OASISNET
OASIS software contract for feature/service

OASISOCP
OASIS software contract for feature/service

ORDERING
The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.

Order Types
The following order types are used in this document:

    (1). T - The "to" portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A "T" Order Type is always pared with an "F" Order Type which will have the same telephone number following the "F" Order Type Code unless the orders are within different states.

    (2). N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another such as when changing from PBX to Centrex.

    (3). C - Order Type used for the following conditions: changes or partial connections or disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer's request.

    (4). R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record

corrections where no "field work" is involved.

OSPCM
Outside Plant Contract Management System - A system that provides scheduling and completion information on outside plant construction activities.

OSS
Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.

OUT OF SERVICE
Customer has no dial tone and cannot call out.

P Q

PMAP
Performance Measurement Analysis Platform

PON
Purchase Order Number

POTS
Plain Old Telephone Service

PREDICTOR
A system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups to Mechanized Loop Testing and switching system I/O ports.

Preordering
The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

PRI
Primary Rate ISDN

Provisioning
The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.

PSIMS
Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.

PSIMSORB
PSIMS software contract for feature/service.

R

RNS
Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.

ROS

Regional Ordering System

RRC
Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.

RSAG
Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.

RSAGADDR
RSAG software contract for address search.

RSAGTN
RSAG software contract for telephone number search.

S

SAC
Service Advocacy Center

SEEM
Self Effectuating Enforcement Mechanism

SOCS
Service Order Control System - A system which routes service order images among BellSouth drop points and BellSouth OSS during the service provisioning process.

SOIR
Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911

SONGS
Service Order Negotiation and Generation System.

Syntactically Incorrect Query
A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, A CLEC would like to query the legacy system for the following address: 1234 Main ST. Entering "1234 Main ST" will be considered syntactically correct because valid characters were used in the address field. However, entering "AB34 Main ST" will be considered syntactically incorrect because invalid characters (i.e., alpha characters were entered in numeric slots) were used in the address field.

T

TAFI
Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG
Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

TN
Telephone Number

Total Manual Fallout
The number of LSRs which are entered electronically but require manual entering into a service order generator.

U V

UNE
Unbundled Network Element

UCL
Unbundled Copper Link

USOC
Universal Service Order Code

W X Y Z

WATS
Wide Area Telephone Service

WFA
Work Force Administration

WMC
Work Management Center

WTN
Working Telephone Number.

Appendix C: BellSouth Audit Policy

C-1: BellSouth's Internal Audit Policy

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

The plan consists of three sections:

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

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

C-2: BellSouth's External Audit Policy

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the current year aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (2001 - 2005), to be conducted by an independent third party auditor jointly selected by BellSouth and the CLEC. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Requested audits include the following specifications:

1. The cost shall be borne by BellSouth.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

These comprehensive audits are intended to provide the basis for the PSCs and CLECs to determine that the SQM and PMAP produce accurate data that reflects each States Order for performance measurements. Once this has been verified by an initial audit, the BellSouth PMQAP will provide the basis for future audits.

Appendix D: OSS Tables

OSS-1: Average ~~Response Time and~~ Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

Table 1: Legacy System Access Times For RNS

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x	x
~~OASIS~~	~~OASISCAR~~	~~Feature/Service~~	~~x~~	~~x~~	~~x~~	~~x~~	~~x~~
~~OASIS~~	~~OASISLPC~~	~~Feature/Service~~	~~x~~	~~x~~	~~x~~	~~x~~	~~x~~
~~OASIS~~	~~OASISMTN~~	~~Feature/Service~~	~~x~~	~~x~~	~~x~~	~~x~~	~~x~~
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 2: Legacy System Access Times For R0S

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	CRSOCSR	CSR	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 3: Legacy System Access Times For LENS

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSECSRL	CSR	x	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x	x

Table 4: Legacy System Access Times For TAG

System	Contract	Data	< 2.3 sec.	> 6 sec.	<= 6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
ATLAS	ATLAS-MLH	TN	x	x	x	x	x

ATLAS	ATLAS-DID	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	TAG-CSR	CSR	x	x	x	x	x
P/SIMS	PSIM/ORB	Feature/Service	x	x	x	x	x

OSS-1: Average ~~Response Time and~~ Response Interval and Percent Within Interval (Pre-Ordering/Ordering)

SEEM OSS Legacy System

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
Atlas	RNS,ROS	TAG. LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRL		LENS
TAG-CSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB, COFFI		LENS, TAG

OSS-2: OSS ~~Interface~~ Availability (Pre-Ordering/Ordering)

OSS Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	x
LENS	CLEC	x
LEO	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x

LNP Gateway ....CLEC x

COG...CLEC x

SOG...CLEC x

DOM..CLEC x

DOE.. CLEC/BellSouth.. x

CRIS... CLEC/BellSouth.. x

ATLAS/COFFI.. CLEC/BellSouth.. x

BOCRIS.. CLEC/BellSouth.. x

DSAP.. CLEC/BellSouth.. x

RSAG .... CLEC/BellSouth.. x

SOCS .... CLEC/BellSouth.. x

SONGS... CLEC/BellSouth.. x

RNS .... BellSouth x

ROS .... BellSouth x

OSS-2: <u>OSS</u> ~~Interface~~ Availability (Pre-Ordering/Ordering)

SEEM OSS Availability

OSS Interface	**Applicable to**	**% Availability**
EDI	CLEC	x
LENS...	CLEC	x
LEO	CLEC	x
LESOG	CLEC	x
PSIMS...	CLEC	x
TAG....................................	CLEC	x
LNP Gateway	CLEC	x
COG..	CLEC	x
SOG..	CLEC	x
DOM...	CLEC	x

OSS-3: OSS ~~Interface~~ Availability (Maintenance & Repair)

OSS ~~Interface~~ Availability (M&R)

OSS Interface   **% Availability**

BellSouth TAFI x

CLEC TAFI x

CLEC ECTA x

BellSouth & CLEC

CRIS x

LMOS HOST x

LNP Gateway x

MARCH x

OSPCM x

PREDICTOR x

SOCS x

OSS-3: OSS ~~Interface~~ Availability (Maintenance & Repair)

SEEM OSS Availability (M&R)

OSS Interface   **% Availability**

CLEC TAFI x

CLEC ECTA x

OSS-4: Response Interval (Maintenance & Repair)

Legacy System Access Times for M&R

System	BellSouth & CLEC	<= 4	> 4 <= 10	Count <= 10	> 10	> 30	Avg. Int.
CRIS	x	x	x	x	x	x	x
DLETH	x	x	x	x	x	x	x
DLR	x	x	x	x	x	x	x
LMOS	x	x	x	x	x	x	x
LMOSupd	x	x	x	x	x	x	x
LNP	x	x	x	x	x	x	x
MARCH	x	x	x	x	x	x	x
OSPCM	x	x	x	x	x	x	x
Predictor	x	x	x	x	x	x	x
SOCS	x	x	x	x	x	x	x
NIW	x	x	x	x	x	x	x

TAFI

System	Open Trouble Ticket	Status Trouble Ticket	Mechanized Line Testing	Close Trouble Ticket
CRIS	X			
DLETH	X			
DLR	X			
LMOS	X	X		X
LMOSSupd	X	X	X	X
LNP	X			
MARCH	X			
OSPCM	X	X		
Predictor	X	X		
SOCS	X	X		
NIW	X			

Note: Depending on the type of customer report multiple systems maybe touched in one transaction.

Florida Performance Metrics

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
2 wire analog DID trunk port	U	F	N	No	UNE	Yes	NA	N	N	N	
2 wire analog port	U	F	N	No	UNE	No	Yes	Y	Y	Y	
2 wire ISDN digital line	U	A	N,T	No	UNE	Yes	NA	N	N	N	
2 wire ISDN digital loop	U	A	N,C,D	Yes	UNE	Yes	No	Y	Y	N	
2 wire ISDN digital loop - LNP	U	B	V,P,Q	Yes	UNE	Yes	No	Y	Y	N	
3 Way Calling	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
3rd Party Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No	Y	Y	Y	
4 wire analog voice grade loop	U	A	T	No	UNE	Yes	Yes	Y	Y	N	
4 wire analog voice grade loop	U	A	N	Yes	UNE	Yes	No	Y	Y	N	
4 wire DS1 & PRI digital loop	U	A	N,T	No	UNE	Yes	NA	N	N	N	
4 wire DSO & PRI digital loop	U	A	N,T	No	UNE	Yes	NA	N	N	N	
4 wire ISDN DSI digital trunk ports	U	A	N,T	No	UNE	Yes	NA	N	N	N	
4-WIRE DS1 LOOP WITH CHANNELIZATION WITH PORT DS1	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	
4-WIRE DS1 LOOP WITH CHANNELIZATION WITH PORT TRUNK SERVICE	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	
900 Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No	Y	Y	Y	
Accupulse	C	E	N,C,T,V,W	No	Yes	Yes	NA	N	N	N	
ADSL	R,B,C	E	V,W,D	Yes	C/S	C/S	No	Y	Y	Y	NOTE THIS PRODUCT CAN BE ORDERED FOR RES/BUS AND CENTREX
Analog Data/Private Line	C	E	N,C,T,V,W,D	No	Yes	Yes	NA	N	N	N	
Area Plus	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
ATM (ASYNCHRONOUS TRANFER MODE)	C	E	N,C,V,W,D	No	Yes	Yes	NA	N	N	N	
Basic Rate ISDN *Unbundled	U	A	T	No	Yes	Yes	Yes	Y	Y	N	
Basic Rate ISDN *Unbundled	U	A	N,V,D	Yes	UNE	Yes	No	Y	Y	Y	
Basic Rate ISDN *Unbundled	U	A	C,T	No	UNE	Yes	Yes	Y	Y	Y	
Basic Rate ISDN 2 Wire UNE P	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	Manual
Basic Rate ISDN 2 Wire	C	E	N,C, D,T,V,P,Q	No	Yes	Yes	Yes	Y	Y	Y	

Florida Performance Metrics

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
BELLSOUTH CHANNELIZED TRUNKS	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	
Call Block	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Call Forwarding	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Call Return	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Call Selector	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Call Tracing	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Call Waiting	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Call Waiting Deluxe	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Caller ID	R,B	E,M	N,C,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
BELLSOUTH CENTREX*	C	P	N,C,D,W,T,S,B,L,V,P	No	Yes	Yes	NA	N	N	N	
UNE P CENTREX	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	
Collect Call Block	R,B	E,M	N,C,V,W,D,P,Q,T	Yes	No	No	No	Y	Y	Y	
DID	C	N	N,C,D,V,W,T,P,Q	No	Yes	Yes	Yes	Y	Y	Y	
2-WIRE DIRECT INWARD DIAL (DID) TRUNK PORT AND VOICE GRADE LOOP COMBINATION	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	
Digital Data Transport	U	E	N,C,T,V,W	No	UNE	Yes	NA	N	N	N	
DIGITAL DIRECT INTEGRATION TERMINATION SERVICES (DDITS) DS1	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	
DIGITAL DIRECT INTEGRATION TERMINATION SERVICES (DDITS) TRUNK SERVICE	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	
Directory Listing Indentions	B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	No	No	No	Yes	Y	Y	Y	
Directory Listings (simple)	R,B,U	B,C,E,F,J,M,N	N,C,R,V,W,P,Q	Yes	No	No	No	Y	Y	Y	
Directory Listings (simple)	R,B,U	B,C,E,F,J,M,N	T	No	No	No	Yes	Y	Y	N	
Directory Listings Captions	R,B,U	B,C,E,F,J,M,N	N,C,T,R,V,W,P,Q	No	No	Yes	Yes	Y	Y	Y	
DIFFERENT PREMISE ADDRESS (DPA)	C	E	N,C,D,V,W,T	No	Yes	Yes	NA	N	N	N	
DS1Loop	U	A	N,D,V	Yes	UNE	Yes	No	Y	Y	Y	
DS3	U	A	N,C,V	No	UNE	Yes	NA	N	N	N	
DS0 Loop	U	A	N,D,V	Yes	UNE	Yes	No	Y	Y	Y	
DS0 Loop	U	A	C,T	No	No	No	Yes	Y	Y	Y	
Enhanced Caller ID	R,B	E	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
Enhanced Extended Links (EELS)	U	A	C,D,N,T,V	Yes	No	No	No	Y	Y	Y	
ESSX	C	P	C,D,T,V,S,B,W,L,P,Q	No	Yes	Yes	NA	N	N	N	
Flat Rate/Business	B	E, M	C,D,N,V,W,T Y,B,L,S,D,T,P,Q	Yes	No	No	No	Y	Y	Y	
Flat Rate/Residence	R	E, M	C,D,N,V,W,T Y,B,L,S,D,T,P,Q	Yes	No	No	No	Y	Y	Y	
FLEXSERV	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	
Frame Relay	C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N	N	
FX/FCO	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	
UNE P FX/FCO (RES,BUS,PBX) (NOTE: THIS PRODUCT WILL NOT BE AVAILABLE UNTIL 08--01-02	C	M	N,C,V,D,T,S,B,L,W,Y,P,Q	No	Yes	Yes	NA	N	N	N	
Ga. Community Calling	R,B	M	C,D,N,V,W,P,Q	No	No	No	NA	N	N	N	
Ga. Community Calling	R,B	E	T	No	No	No	Yes	Y	Y	N	
HDSL	U	A	T	No	UNE	No	Yes	Y	Y	N	
HDSL	U	A	N,C,D,V	Yes	UNE	No	No	Y	Y	Y	
Hunting MLH	R,B	E, M	C,D,N,T,V,W	No	C/S[4]	C/S	Yes	Y	Y	Y	
Hunting Series Completion	R,B	E, M	C,D,N,V,W	Yes	C/S	C/S	No	Y	Y	Y	
Hunting Series Completion	R,B	E, M	T	No	No	No	Yes	Y	Y	N	
INP to LNP Conversion	U	C	C	No	UNE	Yes	Yes	Y	Y	N	
LightGate	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	
Line Sharing	U	A	N,C,D,V,P,Q	Yes	UNE	No	No	Y	Y	Y	
Line Splitting	U	A	N,C,D	Yes	UNE	No	No	Y	Y	Y	
LNP With Complex Listing	U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	N	
LNP with Complex Services	U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	N	
LNP with Partial Migration	U	C	P,V,Q	No	UNE	Yes	Yes	Y	Y	N	
LNP	U	C	P,V,Q	Yes	UNE	Yes	No	Y	Y	N	
Local Number Portability (INP to LNP)	U	C	C	No	UNE	No	Yes	Y	Y	N	
INP	U	B,C	D	No	UNE	No	Yes	Y	Y	N	
Loop+LNP	U	B	V,P,Q	Yes	UNE	No	No	Y	Y	N	
Measured Rate/Bus	R,B	E,M	C,D,N,V,W,P,Q,T Y,B,L,S,D	Yes	No	No	No	Y	Y	Y	

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
Measured Rate/Res	R,B	E,M	C,D,N,V,W,P,Q,T Y,B,L,S,D	Yes	No	No	No	Y	Y	Y	
Megalink POINT TO POINT	C	E	N,V,W,T,D,C,P,Q	No	Yes	Yes	NA	N	N	N	
Megalink CHANNELIZED	C	E	N,V,W,T,D,C,P,Q	No	Yes	Yes	NA	N	N	N	
Memory Call	R,B	E, M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Memory Call Ans. Svc.	R,B	E, M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Multiserv	C	P	N,C,D,T,V,S,B,W,L,P,Q	No	Yes	Yes	NA	N	N	N	
Native Mode LAN Interconnection (NMLI)	C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N	N	
Off-Prem Stations	C	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	NA	N	N	N	
Optional Calling Plan	R,B	E, M	N,V,P,Q,W	Yes	No	No	No	Y	Y	Y	
Package/Complete Choice and Area Plus	R,B	E, M	N,C,V,W,P,Q	Yes	No	No	No	Y	Y	Y	
Package/Complete Choice and Area Plus	R,B	E, M	T	No	No	No	Yes	Y	Y	N	
Pathlink/ Primary Rate ISDN	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N	
4-WIRE ISDN PRI UNE COMBO	C	M	N,C,D,V	No	Yes	Yes	NA	N	N	N	
Pay Phone Provider	B	E,M .	C,D,T,N,V,W,P,Q	Yes	No	No	No	Y	Y	Y	
PBX Standalone Port	C	F	N,C,D	No	Yes	Yes	Yes	Y	Y	N	
PBX Trunks	C	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	Yes	Y	Y	N	
PIC/LPIC Change	R,B,C	E,M	C,V,P,Q,T	Yes	No	No	No	Y	Y	Y	
PIC/LPIC Freeze	R,B,C	E,M	N,C,V,P,Q,T	Yes	No	No	No	Y	Y	Y	
PORT/LOOP COMBO 2-WIRE PBX	C	M	N,C,D,V	No	No	No	Yes	Y	Y	N	
Port/Loop Simple	U	M	N,C,D,V	Yes	No	No	No	Y	Y	Y	
Preferred Call Forward	R,B,U	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
RCF Basic	R,B	E,M	N,D,W,V,P,Q,T	No	No	No	Yes	Y	Y	N	
Remote Access to CF	R,B	E,M	C,D,N,V,W,P,Q,T	No	No	No	NA	Y	Y	N	
Repeat Dialing	R,B	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Ringmaster	R,B	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Smartpath	R,B	E	C,D,T,N,V,W	No	Yes	Yes	NA	N	N	N	
SmartRING	C	E	N,D,C,V,W	No	Yes	Yes	NA	N	N	N	
Speed Calling	R,B	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Synchronet	C	E	N,D,C,V,W	No	Yes	Yes	Yes	Y	Y	N	
Three Way Call Block	R,B	E,M	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	N	

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Florida Performance Metrics

Product	PRODUCT TYPE	REQTYPE	ACT TYPE	F/T[3]	COMPLEX SERVICE	COMPLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
Tie Lines	C	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	NA	N	N	N	
TOLL FREE DIALING (TFD)	C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N	N	
Touchtone	R,B	E	C,D,N,V,W,P,Q,T	Yes	No	No	No	Y	Y	Y	
Unbundled Loop-Analog 2W, SL1, SL2	U	A,B	D,N,V	Yes	UNE	No	No	Y	Y	Y	
Unbundled Loop-Analog 2W, SL1,SL2	U	A,B	C **	Yes	UNE	No	Yes	Y	Y	Y	
Unbundled Universal Digital Channel (UDC) Loop	U	A	N,D	Yes	UNE	No	No	Y	Y	Y	
WATS*	C	E	W,D,N,C,V	No	Yes	Yes	NA	N	N	N	
XDSL	U	A,B	N,C,V,D	Yes	UNE	No	No	Y	Y	Y	
XDSL	U	A,B	T	No	No	No	Yes	Y	Y	N	

Product: U-UNE; C-Complex; B-Business; R-Residence

Reqtype: A-Loop; B-Loop with LNP/INP; C-LNP/INP; E-Resale; F-Port; J-Directory Listing and Directory Assistance; M–UNE-P; N-DID Resale; P-Centrex Resale, ACT: N-New installation-; C-Change an existing account; D-Disconnection; T-Outside move of end user location; R-Record activity is for ordering administrative changes; V-Conversion of service to new LSP as specified; W-Conversion of service to new LSP "as is"; S-Suspend; B-Restore; Y-Deny; L-Seasonal Suspend; P-Partial Migration (initial); Q-Partial Migration (subsequent)

Note 1: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow-through due to the complexity of the service.

Note 2: The TAG column includes thse LSRs submitted via Robo TAG.

Note 3: For all services that indicate 'No' for flow-through, the following reasons, in addition to complex services or complex order, also prompt manual handling: Expedites from CLECs, special pricing plans, partial migrations (although conversions-as-is flow through for issue 9 unless migrating the main TN and a new TN must be assigned), class of service invalid in certain states with some TOS e.g. government, or cannot be changed when changing main TN on C activity, pnding order review required (Example: Any pending service order (PSO) not related to current PON, pending service order (PSO) with multiple service orders pending realted to current PON and SUP received), more than 25 business lines and more than 15 loops, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings with Indentions or Captions, , transfer of calls option for CLEC end user – new TN not yet posted to CRIS.

Note 4: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple.

Note 5: The following list of items will not FT:

LSRs with Project or RPON fields populated

**SL1 REQTYP A, ACT C, LNA N, C, or D

**SL2 REQTYP A, ACT C, LNA C

REQTYP B, C, ACT P when migrating main telephone number

REQTYP B, C ACT V with Complex

REQTYP E, M, N and P; ACT = V, LNA = V (LNP to Resale/UNE Switched Combinations)

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SEEM – Florida

Reflects the Florida Public Service Commission Order
Nos. PSC-01-1819-FOF-TP, issued September 10, 2001. PSC-02-17-36-PAA-TP, issued
December 10, 2002, PSC-03-06-03-00-TP, May 15, 2003, PSC-03-0529-PAA-TP, issued
April 22, 2003.

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Self-Effectuating
Enforcement Mechanism
Administrative Plan

Florida Plan

Version 2.7

Updated June 16, 2003

Revision History

Date	Version	Author	Contributors	Notes
11/16/01	Version 1.0	Ardene Whittlesey	Craig Duncan, David Cornwall	Changes based on discussions with PSC staff: 2.7, add language about data retention; 4.1.2, add benchmark; 4.1.3, add retail analog; 4.1.6, change ALEC to submetric in 2nd sentence; 4.2.3, remove entire paragraph & renumber 4.4.1, change last word to incurred; 4.4.2, remove final sentence
10/25/01	Version 1.1	Ardene Whittlesey	Dave Coon, Leah Cooper, David Cornwall, Craig Duncan, Bill Griffin	Initial Submission to PSC
12/14/01	Version 2.6	Chris Mihok	Edward Mulrow, Craig Duncan	Changes to Appendix D: Statistical Formulas and Technical Description (See Florida_Updates.doc).
1/10/02	Version 2.1	Ardene Whittlesey	Wayne Tubaugh	Changes to Section 4.0 of plan, per Wayne.
1/22/02	Version 2.2	Ardene Whittlesey	David Cornwall, Craig Duncan, Bernadette Gorman	Changes to list of metrics.
1/30/02	Version 2.3	Chris Mihok	David Cornwall, Craig Duncan	Changes to SEEM Submetrics (Appendix B)
2/13/02	Version 2.4	Chris Mihok	David Cornwall	Changes to Appendices A & B
2/19/02	Version 2.5	Chris Mihok	David Cornwall	Changes to Appendices A & B
8/15/02	Version 2.6	Chris Mihok	Chuck Rader	Added Measures CM-6, CM-7 and CM-11 to Appendix B.
6/16/03	Version 2.7	Frank Harper	Chuck Rader	Updated format by adding numbers to 2nd level headings. Revised submetrics: Added language to para 2.2, 2.3, 2.5. Added new para 2.7 and 2.9. Added B3, B10, PO-1, PO-2, P-13B, P-13C, P-13D to Tier 1 and B10, PO-1, PO-2, P-13B, P-13C, P-13D to Tier 2. Divided O-3 and O-4 into two disaggregations (UNE-P and UNE Other). Deleted O-12 from Tier 2. Changed P-3A and P-4A to P-3 and P-4. Added With and Without Conditioning to P-3 and P-4 Line Sharing and Line Splitting. Added UNE UDC/IDSL disaggregation to P-3 and P-4. Added "Region" disaggregation to CM-6, CM-7, and CM-11.

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Administrative Plan

1 Scope

1.1 This Administrative Plan ("Plan") includes Service Quality Measurements ("SQM") with corresponding Self Effectuating Enforcement Mechanisms ("SEEM") to be implemented by BellSouth pursuant to the Order issued by the Florida Public Service Commission (the "Commission") on September 10, 2001 in Docket 000121-TP

1.2 Upon the Effective Date of this Plan, all appendices referred to in this Plan will be located on the BellSouth Performance Measurement Reports website at: https://pmap.bellsouth.com

2 Reporting

2.1 In providing services pursuant to the Interconnection Agreements between BellSouth and each ALEC, BellSouth will report its performance to each ALEC in accordance with BellSouth's SQMs.

2.2 BellSouth will make performance reports available to each ALEC on a monthly basis. The reports will contain information collected in each performance category and will be available to each ALEC via the Performance Measurements Reports website. BellSouth will also provide electronic access to the available raw data underlying the SQMs.

2.3 Final validated SQM reports will be posted no later than the last day of the month following the data month in which the activity is incurred, or the first business day thereafter. Final validated SQM reports not posted by this time will be considered late.

2.4 Final validated SEEM reports will be posted on the 15th day of the month, following the final validated SQM report or the first business day thereafter.

2.5 BellSouth shall pay penalties to the Commission, in the aggregate, for all late SQM reports in the amount of $2000 per day. Such penalty shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the end of the reporting month in which the late publication of the report occurs.

2.6 BellSouth shall pay penalties to the Commission, in the aggregate, for all incomplete or inaccurate SQM reports in the amount of $400 per day. Such penalty shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the final publication date of the report or the report revision date.

2.7 Tier II SEEMS payments and Administrative fines and penalties for late, incomplete, and reposted reports will be sent via Federal Express to the Commission. Checks and the accompanying transmittal letter will be postmarked on or before the 15th of the month

2.8 BellSouth shall retain the performance measurement raw data files for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

2.9   BellSouth will provide documentation of late and incomplete occurences during the reporting month that the data is posted to the website. These notations may be viewed on the Performance Measurements website from the P W home page on the Current Month Site Updates link

3   Modification to Measures

3.1   During the first two years of implementation, BellSouth will participate in six-month review cycles starting six months after the date of the Commission order. A collaborative work group, which will include BellSouth, interested ALECs and the Commission will review the Performance Assessment Plan for additions, deletions or other modifications. After two years from the date of the order, the review cycle may, at the discretion of the Commission, be reduced to an annual review.

3.2   BellSouth and the ALECs shall file any proposed revisions to the SEEM plan one month prior to the beginning of each review period.

3.3   From time to time, BellSouth may be ordered by the Florida Public Service Commission to modify or amend the SQMs or SEEMs. Nothing will preclude any party from participating in any proceeding involving BellSouth's SQMs or SEEMs from advocating that those measures be modified.

3.4   In the event a dispute arises regarding the ordered modification or amendment to the SQMs or SEEMs, the parties will refer the dispute to the Florida Public Service Commission.

4   Enforcement Mechanisms

4.1   Definitions

4.1.1   *Enforcement Measurement Elements* – performance measurements identified as SEEM measurements within the SEEM plan.

4.1.2   *Enforcement Measurement benchmark compliance–* competitive level of performance established by the Commission used to evaluate the performance of BellSouth and each ALEC for penalties where no analogous retail process, product or service is feasible.

4.1.3   *Enforcement Measurement retail analog compliance–* comparing performance levels provided to BellSouth retail customers with performance levels provided by BellSouth to the ALEC customer for penalties.

4.1.4   *Test Statistic and Balancing Critical Value* – means by which enforcement will be determined using statistically valid equations. The Test Statistic and Balancing Critical Value properties are set forth in Appendix C, incorporated herein by this reference.

4.1.5   *Cell –* grouping of transactions at which like-to-like comparisons are made. For example, all BellSouth retail ISDN services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to ALEC resold ISDN services for residential customers, requiring a dispatch, in the same wire center, at a similar point in time. When determining compliance, these cells can have a positive or negative Test Statistic. See Appendix C, incorporated herein by this reference.

4.1.6   *Delta* – measure of the meaningful difference between BellSouth performance and submetric performance. For individual submetrics the Delta value shall be determined using Ford's Delta Function as ordered by the Florida Public Service Commission. See Appendix C, incorporated herein by this reference.

4.1.7   *Tier-1 Enforcement Mechanisms* – self-executing liquidated damages paid directly to each ALEC when BellSouth delivers non-compliant performance of any one of the Tier-1 Enforcement Measurement Elements for any month as calculated by BellSouth.

4.1.8   *Tier-2 Enforcement Mechanisms* – assessments paid directly to the Florida Public Service Commission or its designee. Tier 2 Enforcement Mechanisms are triggered by three consecutive monthly failures in Tier 2 enforcement measurement elements in which BellSouth performance is out of compliance or does not meet the benchmarks for the aggregate of all ALEC data as calculated by BellSouth for a particular Tier-2 Enforcement Measurement Element.

4.1.9   *Affiliate* – person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term "own" means to own an equity interest (or the equivalent thereof) of more than 10Percent.

4.2   Application

4.2.1   The application of the Tier-1 and Tier-2 Enforcement Mechanisms does not foreclose other legal and regulatory claims and remedies available to each ALEC.

4.2.2   Payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or culpability in any legal, regulatory or other proceeding relating to BellSouth's performance and the payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be used as evidence that BellSouth has not complied with or has violated any state or federal law or regulation.

4.3   Methodology

4.3.1   Tier-1 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for each ALEC for the State of Florida for a given Enforcement Measurement Element in a given month. Enforcement Measurement Compliance is based upon a Test Statistic and Balancing Critical Value calculated by BellSouth utilizing BellSouth generated data. The method of calculation is set forth in Appendix D, incorporated herein by this reference.

4.3.1.1 All OCNs and ACNAs for individual ALECs will be consolidated for purposes of calculating measure-based failures.

4.3.1.2 When a measurement has five or more transactions for the ALEC, calculations will be performed to determine remedies according to the methodology described in the remainder of this document.

4.3.1.3 Tier-1 Enforcement Mechanisms apply on a per measurement basis and will escalate based upon the number of consecutive months that BellSouth has reported non-compliance.

4.3.1.4 Fee Schedule for Tier-1 Enforcement Mechanisms is shown on the Performance Measurement Reports in Table-1 of Appendix A, incorporated herein by this reference. Failures beyond Month 6 will be subject to Month 6 fees.

4.3.2   Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State for given Enforcement Measurement Elements for three consecutive months based upon the method of calculation set forth in Appendix D, incorporated herein by this reference.

4.3.2.1 Tier-2 Enforcement Mechanisms apply, for an aggregate of all ALEC data generated by BellSouth, on a per measurement basis for a particular Enforcement Measurement Element.

4.3.2.2 Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is shown in Table-2 of Appendix A, incorporated herein by this reference. Unlike the method used for other Tier 2 metrics, which imposes payments after results fall below the benchmark for three consecutive months, Tier 2 payments for Flow Through will be paid each month BellSouth fails to meet the benchmark.

4.4   Payment of Tier-1 and Tier-2 Amounts

4.4.1   If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to an ALEC or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission or its designee, BellSouth shall make payment in the required amount by the 15th day of the second month following the month for which disparate treatment was incurred.

4.4.2   For each day after the due date that BellSouth fails to pay an ALEC the required amount, BellSouth will pay the ALEC 6% simple interest per annum.

4.4.3   For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Commission $1,000 per day for deposit in the State's General Revenue Fund.

4.4.4   If an ALEC disputes the amount paid under Tier-1 Enforcement Mechanisms, the ALEC shall submit a written claim to BellSouth within sixty (60) days after the payment due date. BellSouth shall investigate all claims and provide the ALEC written findings within thirty (30) days after receipt of the claim. If BellSouth determines the ALEC is owed additional amounts, BellSouth shall pay the ALEC such additional amounts within thirty (30) days after its findings along with 6Percent simple interest per annum. However, the ALEC shall be responsible for all administrative costs associated with resolution of disputes that result in no actual payment. Administrative costs are those reasonable costs incurred in the resolution of the disputed matter. Such costs would include, but not be limited to, postage, travel and lodging, communication expenses, and legal costs. If BellSouth and the ALEC have exhausted good faith negotiations and are still unable to reach a mutually agreeable settlement pertaining to the amount disputed, the Commission will settle the dispute. If Commission intervention is required, a mediated resolution will be pursued.

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

4.5   Limitations of Liability

4.5.1   BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively and absolutely capped at 39Percent of net revenues in Florida, based upon the most recently reported ARMIS data.

4.5.2   BellSouth will not be responsible for an ALEC's acts or omissions that cause performance measures to be missed or failed, including but not limited to, accumulation and submission of orders at unreasonable quantities or times or failure to submit accurate orders or inquiries. BellSouth shall provide the ALEC with reasonable notice of such acts or omissions or provide the ALEC with any such supporting documentation.

4.5.3   BellSouth shall not be obligated for penalties under Tier-1 or Tier-2 Enforcement Mechanisms for noncompliance with a performance measure if such noncompliance was the result of an act or omission by the ALEC that was in bad faith.

4.5.4   BellSouth shall not be obligated for penalties under Tier-1 or Tier-2 Enforcement Mechanism for noncompliance with a performance measure if such noncompliance was the result of any of the following: a Force Majeure event; an act or omission by an ALEC that is contrary to any of its obligations under the Act, Commission rule, or state law; or an act or omission associated with third party systems or equipment.

4.5.5   In addition to these specific limitations of liability, BellSouth may petition the Commission to consider a waiver based upon other circumstances.

4.6   Affiliate Reporting

4.6.1   BellSouth shall provide monthly results for each metric for each BellSouth ALEC affiliate; however, only the Florida Public Service Commission shall be provided the number of transactions or observations for BellSouth ALEC affiliates. Further, BellSouth shall inform the Commission of any changes regarding non-ALEC affiliates' use of its OSS databases, systems, and interfaces.

4.7   Dispute Resolution

4.7.1   Notwithstanding any other provision of the Interconnection Agreement between BellSouth and each ALEC, any dispute regarding BellSouth's performance or obligations pursuant to this Plan shall be resolved by the Commission.

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Appendix A: Fee Schedule

A.1 Tier 1 Fee Schedule

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

Table A-1: Liquidated Damages for Tier 1 Measures

Measure	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Billing	$450	$650	$850	$1,050	$1,250	$1,400
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000
IC Trunks	$1,200	$1,650	$2,150	$2,600	$3,100	$3,550
LNP	$1,800	$2,500	$3,200	$3,900	$4,650	$5,350
Maintenance and Repair	$1,200	$1,650	$2,150	$2,600	$3,100	$3,550
Maintenance and Repair UNE	$4,750	$6,650	$8,550	$10,450	$12,350	$14,250
Ordering	$450	$650	$850	$1,050	$1,250	$1,400
Flow Through	$900	$1,300	$1,600	$2,000	$2,300	$2,700
Provisioning	$1,200	$1,650	$2,150	$2,600	$3,100	$3,550
Provisioning UNE (CCC)	$4,750	$6,650	$8,550	$10,450	$12,350	$14,250
Pre-Ordering	$250	$350	$450	$500	$600	$700
Change Management	$1,000	$1,000	$1,000	$1,000	$1,000	$1,000

A.2 Tier 2 Fee Schedule

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

Table A-2: Liquidated Damages for Tier 2 Measures

Measure	Payment
Billing	$700
Collocation	$15,000
IC Trunks	$5,950
LNP	$5,950
Maintenance and Repair	$3,550
Maintenance and Repair UNE	$10,400
Ordering	$700
Flow Through	$1,400
Provisioning	$3,550

Table A-2: Liquidated Damages for Tier 2 Measures

Measure	Payment
Provisioning UNE (CCC)	$10,400
Pre-Ordering	$250
Change Management	$1,000
Service Order Accuracy	$50

Appendix B: SEEM Submetrics

B.1 Tier 1 Submetrics

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

Table B-1: Tier 1 Submetrics

Item No.	Submetric
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices - CRIS
5	B-2 Mean Time to Deliver Invoices - CABS
	B-3 Usage Data Delivery Accuracy - CLEC State
	B-10: Percent Billing Errors Corrected in "X" Business Days - State [a] [a]Note: In order to set an appropriate penalty provision, staff recommended deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first
6	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
7	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
8	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
9	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
10	C-3 Collocation Percent of Due Dates Missed - State
11	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
12	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
13	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design
14	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
15	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
16	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
17	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
18	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN
19	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
20	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
21	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
22	MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
23	MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other
24	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop ≥ DS1
25	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1
26	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
27	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
28	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL (ADSL, HDSL, UCL)
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Design
32	MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Non Design
33	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Design
34	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Non-Design
35	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business
36	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex
37	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design
38	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale ISDN
39	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport
40	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks
41	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX
42	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Residence
43	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Combo Other
44	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop ≥ DS1
45	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1
46	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)
47	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo
48	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing
49	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports
50	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
51	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Design
52	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Non Design
53	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Design
54	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Non-Design
55	MR-2 Customer Trouble Report Rate - Resale Business
56	MR-2 Customer Trouble Report Rate - Resale Centrex
57	MR-2 Customer Trouble Report Rate - Resale Design
58	MR-2 Customer Trouble Report Rate - Resale ISDN
59	MR-2 Customer Trouble Report Rate - Local Transport

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
60	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
61	MR-2 Customer Trouble Report Rate - Resale PBX
62	MR-2 Customer Trouble Report Rate - Resale Residence
63	MR-2 Customer Trouble Report Rate - UNE Combo Other
64	MR-2 Customer Trouble Report Rate - UNE Digital Loop $\geq$ DS1
65	MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1
66	MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)
67	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combo
68	MR-2 Customer Trouble Report Rate - UNE Line Sharing
69	MR-2 Customer Trouble Report Rate - UNE Switch ports
70	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
71	MR-2 Customer Trouble Report Rate - UNE Other - Design
72	MR-2 Customer Trouble Report Rate - UNE Other - Non Design
73	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Design
74	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design
75	MR-3 Maintenance Average Duration Dispatch - Resale Business
76	MR-3 Maintenance Average Duration Dispatch - Resale Centrex
77	MR-3 Maintenance Average Duration Dispatch - Resale Design
78	MR-3 Maintenance Average Duration Dispatch - Resale ISDN
79	MR-3 Maintenance Average Duration Dispatch - Local Transport
80	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
81	MR-3 Maintenance Average Duration Dispatch - Resale PBX
82	MR-3 Maintenance Average Duration Dispatch - Resale Residence
83	MR-3 Maintenance Average Duration Dispatch - UNE Combo Other
84	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop $\geq$ DS1
85	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
86	MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
87	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port Combo
88	MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
89	MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
90	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
91	MR-3 Maintenance Average Duration Dispatch - UNE Other - Design
92	MR-3 Maintenance Average Duration Dispatch - UNE Other - Non Design
93	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Design
94	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Non-Design
95	MR-3 Maintenance Average Duration Non Dispatch - Resale Business
96	MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
97	MR-3 Maintenance Average Duration Non Dispatch - Resale Design
98	MR-3 Maintenance Average Duration Non Dispatch Resale ISDN
99	MR-3 Maintenance Average Duration Non Dispatch - Local Transport
100	MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks
101	MR-3 Maintenance Average Duration Non Dispatch - Resale PBX
102	MR-3 Maintenance Average Duration Non Dispatch - Resale Residence
103	MR-3 Maintenance Average Duration Non Dispatch - UNE Combo Other
104	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop $\geq$ DS1
105	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1
106	MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)
107	MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo
108	MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing
109	MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports
110	MR-3 Maintenance Average Duration Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
111	MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Design
112	MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Non Design
113	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Design
114	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Non-Design
115	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Business
116	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Centrex
117	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Design
118	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale ISDN
119	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport
120	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Interconnection Trunks
121	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX
122	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Residence
123	MR-4 Percent Repeat Trouble within 30 Days Dispatch -UNE Combo Other
124	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop $\geq$ DS1
125	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1
126	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)
127	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Loop and Port Combo
128	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing
129	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports
130	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE xDSL (ADSL, HDSL, UCL)
131	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Design
132	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Non Design
133	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
134	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Non-Design
135	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business
136	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex
137	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design
138	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale ISDN
139	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport
140	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks
141	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX
142	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Residence
143	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Combo Other
144	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop $\geq$ DS1
145	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1
146	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)
147	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo
148	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing
149	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports
150	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)
151	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Design
152	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Non Design
153	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Design
154	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Non-Design
155	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Business
156	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Centrex
157	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Design
158	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale ISDN
159	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Transport
160	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Interconnection Trunks
161	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX
162	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence
163	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Combo Other
164	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop $\geq$ DS1
165	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1
166	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)
167	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Loop and Port Combo
168	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing
169	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports
170	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
208	O-11 FOC & Reject Completeness Fully Mechanized INP Standalone
209	O-11 FOC & Reject Completeness Fully Mechanized Line Sharing
210	O-11 FOC & Reject Completeness Fully Mechanized Resale PBX
211	O-11 FOC & Reject Completeness Fully Mechanized Resale Residence
212	O-11 FOC & Reject Completeness Fully Mechanized Switch Ports
213	O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
214	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop $\geq$ DS1
215	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1
216	O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop
217	O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
218	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
219	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design
220	O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
221	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
222	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
223	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design
224	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design
225	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Design
226	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Non Design
227	O-11 FOC & Reject Completeness Non Mechanized Resale Business
228	O-11 FOC & Reject Completeness Non Mechanized Resale Centrex
229	O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
230	O-11 FOC & Reject Completeness Non Mechanized EEL's
231	O-11 FOC & Reject Completeness Non Mechanized Resale ISDN
232	O-11 FOC & Reject Completeness Non Mechanized UNE Line Splitting
233	O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
234	O-11 FOC & Reject Completeness Non Mechanized LNP Standalone
235	O-11 FOC & Reject Completeness Non Mechanized INP Standalone
236	O-11 FOC & Reject Completeness Non Mechanized Line Sharing
237	O-11 FOC & Reject Completeness Non Mechanized Resale PBX
238	O-11 FOC & Reject Completeness Non Mechanized Resale Residence
239	O-11 FOC & Reject Completeness Non Mechanized Switch Ports
240	O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other
241	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop $\geq$ DS1
242	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
243	O-11 FOC & Reject Completeness Non Mechanized UNE ISDN Loop
244	O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
282	O-4 Percent flow-through Service Requests (Detail) UNE Loops
	O-4 Percent flow-through Service Requests (Detail) UNE-P
283	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
284	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
285	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
286	O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
287	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Design
288	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design
289	O-8 Reject Interval Fully Mechanized Resale Business
290	O-8 Reject Interval Fully Mechanized Resale Centrex
291	O-8 Reject Interval Fully Mechanized Resale Design (Special)
292	O-8 Reject Interval Fully Mechanized EELs
293	O-8 Reject Interval Fully Mechanized Resale ISDN
294	O-8 Reject Interval Fully Mechanized UNE Line Splitting
295	O-8 Reject Interval Fully Mechanized Local Interoffice Transport
296	O-8 Reject Interval Local Interconnection Trunks
297	O-8 Reject Interval Fully Mechanized LNP Standalone
298	O-8 Reject Interval Fully Mechanized INP Standalone
299	O-8 Reject Interval Fully Mechanized Line Sharing
300	O-8 Reject Interval Fully Mechanized Resale PBX
301	O-8 Reject Interval Fully Mechanized Resale Residence
302	O-8 Reject Interval Fully Mechanized Switch Ports
303	O-8 Reject Interval Fully Mechanized UNE Combo Other
304	O-8 Reject Interval Fully Mechanized UNE Digital Loop $\geq$ DS1
305	O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
306	O-8 Reject Interval Fully Mechanized UNE ISDN Loop
307	O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
308	O-8 Reject Interval Fully Mechanized UNE Other Design
309	O-8 Reject Interval Fully Mechanized UNE Other Non Design
310	O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
311	O-8 Reject Interval Non Mechanized 2W Analog Loop Design
312	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
313	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
314	O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
315	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design
316	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design
317	O-8 Reject Interval Non Mechanized Resale Business

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
318	O-8 Reject Interval Non Mechanized Resale Centrex
319	O-8 Reject Interval Non Mechanized Resale Design (Special)
320	O-8 Reject Interval Non Mechanized EELs
321	O-8 Reject Interval Non Mechanized Resale ISDN
322	O-8 Reject Interval Non Mechanized UNE Line Splitting
323	O-8 Reject Interval Non Mechanized Local Interoffice Transport
324	O-8 Reject Interval Non Mechanized LNP Standalone
325	O-8 Reject Interval Non Mechanized INP Standalone
326	O-8 Reject Interval Non Mechanized Line Sharing
327	O-8 Reject Interval Non Mechanized Resale PBX
328	O-8 Reject Interval Non Mechanized Resale Residence
329	O-8 Reject Interval Non Mechanized Switch Ports
330	O-8 Reject Interval Non Mechanized UNE Combo Other
331	O-8 Reject Interval Non Mechanized UNE Digital Loop $\geq$ DS1
332	O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
333	O-8 Reject Interval Non Mechanized UNE ISDN Loop
334	O-8 Reject Interval Non Mechanized UNE Loop + Port Combos
335	O-8 Reject Interval Non Mechanized UNE Other Design
336	O-8 Reject Interval Non Mechanized UNE Other Non Design
337	O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)
338	O-8 Reject Interval Partially Mechanized 2W Analog Loop Design
339	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
340	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
341	O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
342	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design
343	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design
344	O-8 Reject Interval Partially Mechanized Resale Business
345	O-8 Reject Interval Partially Mechanized Resale Centrex
346	O-8 Reject Interval Partially Mechanized Resale Design (Special)
347	O-8 Reject Interval Partially Mechanized EEL's
348	O-8 Reject Interval Partially Mechanized Resale ISDN
349	O-8 Reject Interval Partially Mechanized UNE Line Splitting
350	O-8 Reject Interval Partially Mechanized Local Interoffice Transport
351	O-8 Reject Interval Partially Mechanized LNP Standalone
352	O-8 Reject Interval Partially Mechanized INP Standalone
353	O-8 Reject Interval Partially Mechanized Line Sharing
354	O-8 Reject Interval Partially Mechanized Resale PBX

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
355	O-8 Reject Interval Partially Mechanized Resale Residence
356	O-8 Reject Interval Partially Mechanized Switch Ports
357	O-8 Reject Interval Partially Mechanized UNE Combo Other
358	O-8 Reject Interval Partially Mechanized UNE Digital Loop ≥ DS1
359	O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
360	O-8 Reject Interval Partially Mechanized UNE ISDN Loop
361	O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
362	O-8 Reject Interval Partially Mechanized UNE Other Design
363	O-8 Reject Interval Partially Mechanized UNE Other Non Design
364	O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
365	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Design
366	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Design
367	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Non Design
368	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Non Design
369	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Design
370	O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Non Design
371	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Business
372	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Centrex
373	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Design (Special)
374	O-9 Firm Order Confirmation Timeliness Fully Mechanized - EELs
375	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale ISDN
376	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Line Splitting
377	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interoffice Transport
378	O-9 Firm Order Confirmation Timeliness - Local Interconnection Trunks
379	O-9 Firm Order Confirmation Timeliness Fully Mechanized - LNP Standalone
380	O-9 Firm Order Confirmation Timeliness Fully Mechanized - INP Standalone
381	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Sharing
382	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale PBX
383	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Residence
384	O-9 Firm Order Confirmation Timeliness Fully Mechanized - Switch Ports
385	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Combo Other
386	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop ≥ DS1
387	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop <DS1
388	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE ISDN Loop
389	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Loop + Port Combos
390	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Design
391	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Non Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
392	O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE xDSL (ADSL, HDSL, UC)
393	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Design
394	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Design
395	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Non Design
396	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Non Design
397	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Design
398	O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Non Design
399	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business
400	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Centrex
401	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Design (Special)
402	O-9 Firm Order Confirmation Timeliness Non Mechanized - EELs
403	O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale ISDN
404	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting
405	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
406	O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
407	O-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone
408	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
409	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
410	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
411	O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
412	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
413	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop $\geq$ DS1
414	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1
415	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN Loop
416	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos
417	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
418	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
419	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
420	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
421	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design
422	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design
423	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
424	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design
425	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design
426	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
427	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex
428	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
429	O-9 Firm Order Confirmation Timeliness Partially Mechanized EELs
430	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
431	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting
432	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
433	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
434	O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone
435	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
436	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
437	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
438	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
439	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
440	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop $\geq$ DS1
441	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
442	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
443	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
444	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
445	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
446	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
	PO-1 Loop Makeup - Average Response Time - Manual
	PO-2 Loop Makeup - Average Response Time - Electronic
447	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale Residence
448	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale Business
449	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale Design
450	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale PBX
451	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale Centrex
452	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale ISDN
453	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - LNP Standalone
454	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - INP Standalone
455	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - 2 w Analog Loop Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
456	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop Non-Design
457	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
458	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
459	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
460	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
461	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Digital Loop < DS1
462	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
463	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Switch ports
464	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Combo Other
465	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
466	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
467	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE ISDN (includes UDC)
468	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Line Sharing With Conditioning
	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
469	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - Local Transport
470	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Line Splitting With Conditioning
	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
	P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE UDC/IDSL
471	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Other Design
472	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Other Non Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
473	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - EELs
474	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale Residence
475	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale Business
476	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale Design
477	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale PBX
478	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale Centrex
479	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale ISDN
480	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - LNP Standalone
481	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - INP Standalone
482	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop Design
483	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop Non-Design
484	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop w/LNP Design
485	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
486	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop w/INP Design
487	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop w/INP Non Design
488	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Digital Loop < DS1
489	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Digital Loop ≥ DS1
490	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Switch ports
491	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Combo Other
492	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
493	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
494	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE ISDN (includes UDC)
495	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Line Sharing <u>With Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing Without Conditioning</u>
496	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Local Transport
497	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Line Splitting <u>With Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting Without Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE UDC/IDSL</u>
498	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Other Design
499	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Other Non Design
500	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - EELs
501	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale Residence
502	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale Business
503	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale Design
504	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale PBX
505	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale Centrex
506	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale ISDN
507	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - LNP Standalone
508	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - INP Standalone
509	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop Design
510	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
511	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
512	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
513	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
514	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
515	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
516	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
517	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE Switch ports
518	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE Combo Other
519	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
520	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
521	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
522	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE Line Sharing <u>With Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Sharing With Conditioning</u>
523	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Local Transport
524	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE Line Splitting <u>With Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE Line Splitting Without Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Non-Dispatch ≥ 10 - UNE UDC/IDSL</u>
525	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE Other Design
526	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - UNE Other Non Design
527	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - EELs
528	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
529	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
530	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale Residence
531	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale Business
532	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale Design
533	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale PBX
534	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale Centrex
535	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale ISDN
536	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - LNP Standalone
537	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - INP Standalone
538	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop Design
539	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop Non-Design
540	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
541	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
542	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
543	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
544	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Digital Loop < DS1
545	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
546	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Switch ports
547	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Combo Other
548	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
549	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
550	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE ISDN (includes UDC)
551	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Line Sharing With Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing Without Conditioning
552	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Local Transport
553	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Line Splitting With Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting Without Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE UDC/IDSL
554	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Other Design
555	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Other Non Design
556	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - EELs
557	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
558	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
559	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ - Local Interconnection Trunks
560	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale Residence
561	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale Business
562	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale Design
563	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale PBX
564	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale Centrex
565	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale ISDN

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
566	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - LNP Standalone
567	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - INP Standalone
568	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop Design
569	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop Non-Design
570	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
571	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
572	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
573	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
574	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Digital Loop < DS1
575	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
576	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Switch ports
577	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Combo Other
578	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
579	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
580	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE ISDN (includes UDC)
581	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Line Sharing With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
582	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Local Transport
583	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Line Splitting With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE UDC/IDSL
584	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Other Design
585	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Other Non Design
586	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - EELs
587	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - Resale Residence
588	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - Resale Business
589	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - Resale Design
590	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - Resale PBX
591	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
592	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - Resale ISDN
593	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - LNP Standalone
594	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - INP Standalone
595	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - 2 w Analog Loop Design
596	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - 2 w Analog Loop Non-Design
597	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - 2 w Analog Loop w/LNP Design
598	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
599	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - 2 w Analog Loop w/INP Design
600	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - 2 w Analog Loop w/INP Non Design
601	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Digital Loop < DS1
602	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Digital Loop ≥ DS1
603	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Switch ports
604	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Combo Other
605	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
606	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
607	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE ISDN (includes UDC)
608	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Line Sharing With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing Without Conditioning
609	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - Local Transport
610	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Line Splitting With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Splitting Without Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE UDC/IDSL
611	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Other Design
612	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Other Non Design
613	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - EELs
614	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale Residence
615	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale Business
616	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale Design
617	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale PBX
618	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
619	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale ISDN
620	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - LNP Standalone
621	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - INP Standalone
622	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop Design
623	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
624	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
625	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
626	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
627	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
628	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
629	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
630	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Switch ports
631	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Combo Other
632	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
633	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
634	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
635	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Line Sharing With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
636	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Local Transport
637	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Line Splitting With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE UDC/IDSL
638	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Other Design
639	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Other Non Design
640	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - EELs
641	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
642	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
643	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - Resale Residence
644	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - Resale Business

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
645	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Design
646	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale PBX
647	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Centrex
648	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale ISDN
649	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - LNP Standalone
650	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - INP Standalone
651	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Design
652	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Non-Design
653	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
654	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
655	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
656	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
657	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop < DS1
658	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop $\geq$ DS1
659	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Switch ports

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
660	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Combo Other
661	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
662	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
663	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE ISDN (includes UDC)
664	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Line Sharing With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Sharing Without Conditioning
665	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - Local Transport
666	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Line Splitting With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Splitting Without Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE UDC/IDSL
667	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Other Design
668	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Other Non Design
669	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - EELs
670	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
671	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
672	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ - Local Interconnection Trunks

Table B-1: Tier 1 Submetrics (Continued)

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

Table B-1: Tier 1 Submetrics (Continued)

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

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Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
716	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
717	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
718	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
719	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
720	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN
721	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
722	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone
723	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
724	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
725	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
726	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
727	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Design
728	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Non Design
729	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
730	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop ≥ DS1
731	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
732	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
733	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
734	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
735	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
736	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
737	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
738	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
739	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
740	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs
741	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale Residence
742	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale Business
743	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale Design
744	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale PBX
745	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale Centrex
746	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale ISDN
747	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - LNP Standalone
748	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - INP Standalone
749	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop Design
750	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop Non-Design
751	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Design
752	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Non Design
753	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Design
754	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Non Design
755	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - UNE Digital Loop < DS1
756	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - UNE Digital Loop $\geq$ DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
757	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Switch ports
758	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Combo Other
759	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
760	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
761	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Line Sharing
762	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Local Transport
763	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Line Splitting
764	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Other Design
765	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Other Non Design
766	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - EELs
767	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
768	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
769	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Residence
770	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Business
771	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Design
772	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale PBX
773	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Centrex
774	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale ISDN
775	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - LNP Standalone
776	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - INP Standalone

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
777	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Design
778	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Non-Design
779	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
780	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
781	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
782	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
783	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop < DS1
784	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
785	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports
786	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other
787	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
788	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)
789	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Sharing
790	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport
791	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting
792	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Design
793	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Non Design
794	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - EELs
795	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
796	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
797	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection Trunks
	P-13B: LNP - Percent Out of Service < 60 Minutes - LNP

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
	P-13C: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP – (Standalone)
	P-13D: LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger) • LNP (Normal Working Hours and Approved After Hours) • LNP (Unscheduled After Hours Ports)
798	TGP-2 Trunk Group Performance CLEC Specific

B.2   Tier 2 Submetrics

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

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices - CRIS
5	B-2 Mean Time to Deliver Invoices – CABS
6	B-3 Usage Data Delivery Accuracy
	B-10: Percent Billing Errors Corrected in "X" Business Days - State[a] [a]Note: In order to set an appropriate penalty provision, staff recommended deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.
7	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
8	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
9	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
11	C-3 Collocation Percent of Due Dates Missed - State
12	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
13	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
14	CM-1 Timeliness of Change Management Notices
15	CM-3 Timeliness of Documents Associated with Change
16	CM-6 Percent of Software Errors Corrected in X (10, 30, 45) Business Days - Region
17	CM-7 Percent of Change Requests Accepted or Rejected Within 10 Days - Region
18	CM-11 Percent of Change Requests Implemented Within 60 Weeks of Prioritization - Region
19	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Design
20	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
21	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
22	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
23	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
24	MR-1 Percent Missed Repair Appointments Dispatch - Resale ISDN
25	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
26	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
27	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
28	MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
289	O-3 Percent flow-through Service Requests (Summary) Residence
290	O-3 Percent flow-through Service Requests (Summary) UNE Loops
	O-3 Percent flow-through Service Requests (Summary) UNE-P
291	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
292	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
293	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
294	O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
295	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Design
296	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design
297	O-8 Reject Interval Fully Mechanized Resale Business
298	O-8 Reject Interval Fully Mechanized Resale Centrex
299	O-8 Reject Interval Fully Mechanized Resale Design (Special)
300	O-8 Reject Interval Fully Mechanized EELs
301	O-8 Reject Interval Fully Mechanized Resale ISDN
302	O-8 Reject Interval Fully Mechanized UNE Line Splitting
303	O-8 Reject Interval Fully Mechanized Local Interoffice Transport
304	O-8 Reject Interval Local Interconnection Trunks
305	O-8 Reject Interval Fully Mechanized LNP Standalone
306	O-8 Reject Interval Fully Mechanized INP Standalone
307	O-8 Reject Interval Fully Mechanized Line Sharing
308	O-8 Reject Interval Fully Mechanized Resale PBX
309	O-8 Reject Interval Fully Mechanized Resale Residence
310	O-8 Reject Interval Fully Mechanized Switch Ports
311	O-8 Reject Interval Fully Mechanized UNE Combo Other
312	O-8 Reject Interval Fully Mechanized UNE Digital Loop $\geq$ DS1
313	O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
314	O-8 Reject Interval Fully Mechanized UNE ISDN Loop
315	O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
316	O-8 Reject Interval Fully Mechanized UNE Other Design
317	O-8 Reject Interval Fully Mechanized UNE Other Non Design
318	O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
319	O-8 Reject Interval Non Mechanized 2W Analog Loop Design
320	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
321	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
322	O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
323	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design
324	O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
436	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
437	O-9 Firm Order Confirmation Timeliness Partially Mechanized EELs
438	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
439	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting
440	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
441	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
442	O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone
443	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
444	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
445	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
446	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
447	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
448	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop $\geq$ DS1
449	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
450	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop
451	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
452	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
453	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
454	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
455	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS ATLAS
456	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS DSAP
457	OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC LENS
458	OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC TAG
459	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-ADDR
460	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG-TN
461	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG ATLAS
462	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS CRIS-CRESCSRL
463	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG CRIS-TAG-CSR
464	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG DSAP
465	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-ADDR
466	OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG-TN
467	OSS-2 OSS Availability (Pre-Ordering) EDI
468	OSS-2 OSS Availability (Pre-Ordering) LENS
469	OSS-2 OSS Availability (Pre-Ordering) LEO MAINFRAME

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
470	OSS-2 OSS Availability (Pre-Ordering) LESOG
471	OSS-2 OSS Availability (Pre-Ordering) PSIMS
472	OSS-2 OSS Availability (Pre-Ordering) TAG
473	OSS-2 OSS Availability (Pre-Ordering) LNP (Gateway)
474	OSS-2 OSS Availability (Pre-Ordering) COG
475	OSS-2 OSS Availability (Pre-Ordering) SOG
476	OSS-2 OSS Availability (Pre-Ordering) DOM
477	OSS-3 OSS Availability (Maintenance and Repair) CLEC ECTA
478	OSS-3 OSS Availability (Maintenance and Repair) CLEC TAFI
479	OSS-4 Response Interval (Maintenance and Repair) CRIS
480	OSS-4 Response Interval (Maintenance and Repair) DLETH
481	OSS-4 Response Interval (Maintenance and Repair) DLR
482	OSS-4 Response Interval (Maintenance and Repair) LMOS
483	OSS-4 Response Interval (Maintenance and Repair) LMOSupd
484	OSS-4 Response Interval (Maintenance and Repair) LNP
485	OSS-4 Response Interval (Maintenance and Repair) MARCH
486	OSS-4 Response Interval (Maintenance and Repair) NIW
487	OSS-4 Response Interval (Maintenance and Repair) OSPCM
488	OSS-4 Response Interval (Maintenance and Repair) Predictor
489	OSS-4 Response Interval (Maintenance and Repair) SOCS
490	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale Residence
491	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale Business
492	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale Design
493	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale PBX
494	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale Centrex
495	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - Resale ISDN
496	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - LNP Standalone
497	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - INP Standalone
498	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch $\geq$ 10 - 2 w Analog Loop Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
499	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop Non-Design
500	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
501	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
502	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
503	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
504	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Digital Loop < DS1
505	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
506	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Switch ports
507	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Combo Other
508	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
509	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
510	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE ISDN (includes UDC)
511	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Line Sharing <u>With Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Sharing Without Conditioning</u>
512	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - Local Transport
513	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Line Splitting <u>With Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE Line Splitting Without Conditioning</u>
	<u>P-3 Percent Missed Installation Appointments Dispatch ≥ 10 - UNE UDC/IDSL</u>
514	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Other Design
515	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - UNE Other Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
516	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch ≥ 10 - EELs
517	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale Residence
518	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale Business
519	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale Design
520	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale PBX
521	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale Centrex
522	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Resale ISDN
523	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - LNP Standalone
524	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - INP Standalone
525	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop Design
526	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop Non-Design
527	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop w/LNP Design
528	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
529	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop w/INP Design
530	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - 2 w Analog Loop w/INP Non Design
531	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Digital Loop < DS1
532	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Digital Loop ≥ DS1
533	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Switch ports
534	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Combo Other
535	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
536	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
537	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE ISDN (includes UDC)
538	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Line Sharing With Conditioning
	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing Without Conditioning
539	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - Local Transport
540	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Line Splitting With Conditioning
	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting Without Conditioning
	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting - UNE UDC/IDSL
541	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Other Design
542	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - UNE Other Non Design
543	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Dispatch < 10 - EELs
544	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale Residence
545	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale Business
546	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale Design
547	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale PBX
548	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale Centrex
549	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - Resale ISDN
550	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - LNP Standalone
551	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - INP Standalone
552	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop Design
553	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
554	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
555	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Non Design
556	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Design
557	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Non Design
558	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE Digital Loop < DS1
559	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE Digital Loop $\geq$ DS1
560	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE Switch ports
561	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE Combo Other
562	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
563	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
564	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE ISDN (includes UDC)
565	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE Line Sharing With Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch $\geq$ 10 - UNE Line Sharing Without Conditioning
566	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - Local Transport
567	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE Line Splitting With Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch $\geq$ 10 - UNE Line Splitting Without Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch $\geq$ 10 - UNE Line Splitting - UNE UDC/IDSL
568	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE Other Design
569	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - UNE Other Non Design
570	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch $\geq$ 10 - EELs
571	P-3A Percent Missed Installation Appointments ~~Including Subsequent~~ Appointments Non-Dispatch Dispatch in $\geq$ 10 - UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
572	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
573	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale Residence
574	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale Business
575	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale Design
576	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale PBX
577	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale Centrex
578	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Resale ISDN
579	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - LNP Standalone
580	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - INP Standalone
581	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop Design
582	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop Non-Design
583	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
584	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
585	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
586	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
587	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Digital Loop < DS1
588	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Digital Loop ≥ DS1
589	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Switch ports
590	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Combo Other
591	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
592	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
593	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE ISDN (includes UDC)
594	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Line Sharing With Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing Without Conditioning
595	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - Local Transport
596	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Line Splitting With Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting Without Conditioning
	P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting - UNE UDC/ IDSL
597	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Other Design
598	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - UNE Other Non Design
599	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch < 10 - EELs
600	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
601	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo
602	P-3A Percent Missed Installation Appointments ~~Including Subsequent Appointments~~ - Local Interconnection Trunks
603	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale Residence
604	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale Business
605	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale Design
606	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale PBX
607	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale Centrex

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
608	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - Resale ISDN
609	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - LNP Standalone
610	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - INP Standalone
611	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop Design
612	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop Non-Design
613	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
614	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
615	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
616	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
617	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Digital Loop < DS1
618	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
619	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Switch ports
620	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE Combo Other
621	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
622	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
623	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE ISDN (includes UDC)
624	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Line Sharing With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
625	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - Local Transport
626	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Line Splitting With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch ≥ 10 - UNE UDC/IDSL
627	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Other Design
628	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - UNE Other Non Design
629	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch ≥ 10 - EELs
630	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Residence
631	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Business
632	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Design
633	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale PBX

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
634	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale Centrex
635	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - Resale ISDN
636	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - LNP Standalone
637	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - INP Standalone
638	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop Design
639	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop Non-Design
640	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Design
641	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
642	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/INP Design
643	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - 2 w Analog Loop w/INP Non Design
644	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Digital Loop < DS1
645	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Digital Loop ≥ DS1
646	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Switch ports
647	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE Combo Other
648	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
649	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
650	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE ISDN (includes UDC)
651	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Line Sharing With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing Without Conditioning
652	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - Local Transport
653	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Line Splitting With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Splitting Without Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE UDC/IDSL
654	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Other Design
655	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - UNE Other Non Design
656	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Dispatch < 10 - EELs
657	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale Residence
658	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale Business
659	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale Design
660	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale PBX

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
661	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale Centrex
662	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Resale ISDN
663	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - LNP Standalone
664	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - INP Standalone
665	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop Design
666	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop Non-Design
667	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Design
668	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/LNP Non Design
669	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Design
670	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - 2 w Analog Loop w/INP Non Design
671	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Digital Loop < DS1
672	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
673	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Switch ports
674	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Combo Other

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
675	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
676	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
677	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
678	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Line Sharing With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Sharing Without Conditioning
679	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - Local Transport
680	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Line Splitting With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE Line Splitting Without Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch ≥ 10 - UNE UDC/IDSL
681	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Other Design
682	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - UNE Other Non Design
683	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch ≥ 10 - EELs
684	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
685	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
686	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - Resale Residence

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
687	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Business
688	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Design
689	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale PBX
690	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale Centrex
691	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - Resale ISDN
692	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - LNP Standalone
693	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - INP Standalone
694	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Design
695	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop Non-Design
696	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
697	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
698	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
699	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
700	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop < DS1
701	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution Non-Dispatch < 10 - UNE Digital Loop ≥ DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
702	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Switch ports
703	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Combo Other
704	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
705	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
706	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE ISDN (includes UDC)
707	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Line Sharing With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Sharing Without Conditioning
708	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - Local Transport
709	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Line Splitting With Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Splitting Without Conditioning
	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE UDC/IDSL
710	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Other Design
711	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - UNE Other Non Design
712	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch < 10 - EELs
713	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
714	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution ~~P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution~~ Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
715	P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution P-4A Average Order Completion and Completion Notice Interval (AOCCNI) Distribution - Local Interconnection Trunks
716	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 IDLC
717	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL1 Non Time Specific
718	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL 1 Time Specific
719	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 IDLC
720	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Non Specific
721	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Specific
722	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a com-pleted Service Order - UNE Loops Design - Dispatch
723	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a com-pleted Service Order - UNE Loops Design - Non Dispatch
724	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a com-pleted Service Order - UNE Loops Non Design - Dispatch
725	P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a com-pleted Service Order - UNE Loops Non Design - Non Dispatch
726	P-7 Coordinated Customer Conversions Internal Unbundles Loops with INP
727	P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP
728	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc ADSL
729	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc HDSL
730	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc Other
731	P-8 Cooperative Acceptance Testing - Percent of xDSL Loc UNE UCL
732	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale Residence
733	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale Business
734	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale Design
735	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale PBX
736	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale Centrex
737	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch $\geq$ 10 - Resale ISDN

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

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

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
779	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
780	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
781	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
782	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
783	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs
784	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale Residence
785	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale Business
786	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale Design
787	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale PBX
788	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale Centrex
789	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - Resale ISDN
790	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - LNP Standalone
791	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - INP Standalone
792	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop Design
793	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop Non-Design
794	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Design
795	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/LNP Non Design
796	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Design
797	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - 2 w Analog Loop w/INP Non Design
798	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch $\geq$ 10 - UNE Digital Loop < DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
799	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Digital Loop ≥ DS1
800	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Switch ports
801	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Combo Other
802	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE xDSL (ADSL, HDSL, UCL)
803	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE ISDN (includes UDC)
804	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Line Sharing
805	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - Local Transport
806	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Line Splitting
807	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Other Design
808	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - UNE Other Non Design
809	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch ≥ 10 - EELs
810	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in ≥ 10 - UNE Loop and Port Combo
811	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based ≥ 10 - UNE Loop and Port Combo
812	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Residence
813	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Business
814	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Design
815	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale PBX
816	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Centrex
817	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale ISDN
818	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - LNP Standalone

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
819	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - INP Standalone
820	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Design
821	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Non-Design
822	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
823	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
824	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
825	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
826	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop < DS1
827	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop $\geq$ DS1
828	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports
829	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other
830	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
831	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)
832	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Sharing
833	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport
834	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting
835	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Design
836	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Non Design
837	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - EELs
838	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo
839	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
840	P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion - Local Interconnection Trunks
841	P-11 Service Order Accuracy - Resale
842	P-11 Service Order Accuracy - UNE
843	P-11 Service Order Accuracy - UNE-P
	P-13B: LNP - Percent Out of Service < 60 Minutes - LNP
	P-13C: LNP – Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP - (Standalone)
	P-13D: LNP - Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution (Non-Trigger) • LNP (Normal Working Hours and Approved After Hours) • LNP (Unscheduled After Hours Ports)
844	PO-1 Loop Makeup - Average Response Time - Manual
845	PO-2 Loop Makeup - Average Response Time - Electronic
846	TGP-1 Trunk Group Performance CLEC Aggregate

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Appendix C: Statistical Properties and Definitions

The statistical process for testing whether BellSouth's (BST) wholesale customers (alternative local exchange carriers or ALECs) are being treated equally with BST's retail customers involves more than a simple mathematical formula. Three key elements need to be considered before an appropriate decision process can be developed. These are the type of:

- data
- comparison
- performance

This section describes the properties of a test methodology and the truncated Z statistic for four types of measures.

C.1 Necessary Properties for a Test Methodology

Once the key elements are determined, a test methodology should be developed that complies with the following properties:

- Like-to-Like Comparisons
- Aggregate Level Test Statistic
- Production Mode Process
- Balancing
- Trimming

C.1.1 Like-to-Like Comparisons

When possible, data should be compared at appropriate levels, e.g. wire center, time of month, dispatched residential, new orders. The testing process should:

- Identify variables that may affect the performance measure
- Record these important confounding covariates
- Adjust for the observed covariates in order to remove potential biases and to make the ALEC and the ILEC units as comparable as possible

C.1.2 Aggregate Level Test Statistic

Each performance measure of interest should be summarized by one overall test statistic giving the decision make a rule that determines whether a statistically significant difference exists. The test statistic should have the following properties:

- The method should provide a single overall index on a standard scale.
- If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done.
- The contribution of each comparison cell should depend on the number of observations in the cell.
- Cancellation between comparison cells should be limited.
- The index should be a continuous function of the observations.

C.1.3 Production Mode Process

The decision system must be developed so that it does not require intermediate manual intervention, i.e., the process must be mechanized to the extent possible.

- Calculations are well defined for possible eventualities.
- The decision process is an algorithm that needs no manual intervention.
- Results should be arrived at in a timely manner.
- The system must recognize that resources are needed for other performance measure-related processes that also must be run in a timely manner.
- The system should be auditable, and adjustable over time.

C.1.4 Balancing

The testing methodology should balance Type I and Type II Error probabilities.

- P (Type I Error) = P (Type II Error) for well-defined null and alternative hypotheses.
- The formula for a test's balancing critical value should be simple enough to calculate using standard mathematical functions, i.e., one should avoid methods that require computationally intensive techniques.
- Little to no information beyond the null hypothesis, the alternative hypothesis, and the number of observations should be required for calculating the balancing critical value.

C.1.5 Trimming

Trimming of extreme observations from BellSouth and ALEC distributions is needed in order to ensure that a fair comparison is made between performance measures. Three conditions are needed to accomplish this goal. These conditions are:

- Trimming should be based on a general rule that can be used in a production setting.
- Trimmed observations should not simply be discarded; they need to be examined and possibly used in the final decision-making process.
- Trimming should only be used on performance measures that are sensitive to "outliers."

C.1.6 Measurement Types

The performance measurements that will undergo testing are of four types: mean, ratio, proportion, and rate. All four have similar characteristics. Different types of data are used to calculate them. Table C-1 shows the type of data that is used to derive each measurement type.

Table C-1: Measurements Types and Data

Measurement Type	Data Used to Derive Measure
Mean	Interval measurements
Ratio	
Proportion	Counts
Rate	

C.2 Testing Methodology – The Truncated Z

The calculation of the Truncated Z statistic is described in Appendix A of the "Louisiana Statistician's Report." The methodology described in this document is the same as that described in the "Statistician's Report;" however, this document contains extra technical details to avoid undefined situations when programming the technique.

In summary, many covariates are chosen in order to provide meaningful comparison levels below the submetric level chosen for the parity comparison. This includes such factors as wire center and time of month, as well as order type for provisioning measures. In each comparison cell, a Z statistic is calculated. The form of the Z statistic may vary depending on the performance measure, but it should be distributed approximately as a standard normal, with mean zero and variance equal to one. Assuming that the test statistic is derived so that it is negative when the performance for the ALEC is worse than for the ILEC, a positive truncation is done – i.e. if the result is negative it is left alone, if the result is positive it is changed to zero. A weighted sum of the truncated statistics is calculated where a cell's weight depends on the volume of BST and ALEC orders in the cell. The weighted sum is standardized by the subtracting theoretical mean of the truncated distribution, and this is divided by the standard error of the weighted sum. Summaries based on measurement type are given for the calculation of the cell Z statistic.

C.2.1 Mean Measures

For mean measures, an adjusted, asymmetric t statistic is calculated for each like-to-like cell that has at least seven BST and seven ALEC transactions. This statistic is an adjustment to the modified z statistic in order to make the assumption that the statistic is approximately normally distributed more reasonable even for fairly small sample sizes. The adjusted, asymmetric t statistic is part of the methodology described in the "Statistician's Report," and it has been documented for the statistical community in the August 2001 issue of The American Statistician,[1] a peer review statistics journal. The statistic was created for mean performance measure parity tests in order to reduce the number of permutation tests needed for calculating cell statistics. Several sets of BST/CLEC mean measure data from Louisiana were examined in order to determine when the adjustment results give approximately the same results as a permutation test. The result is that a permutation test is used when one or both of the BST and ALEC sample sizes is less than seven. The adjusted, asymmetric t statistic and the permutation calculation are described below.

C.2.2 Proportion Measures

For performance measures that are calculated as a proportion, in each adjustment cell, the cell Z and the moments for the truncated cell Z can be calculated in a direct manner. In adjustment cells where proportions are not close to zero or one, and where the sample sizes are reasonably large ($n_{ij}p_{ij}(1-p_{ij}) > 9$), a normal approximation can be used. In this case, the moments for the truncated Z come directly from properties of the standard normal distribution. If the normal approximation is not appropriate, the hypergeometric distribution is the exact permutation distribution. In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

C.2.3 Rate Measures

The truncated Z methodology for rate measures has the same general structure for calculating the Z in each cell as proportion measures. For the rate measure customer trouble report rate there are a fixed number of access lines in service for the ALEC, b_{2j}, and a fixed number for BST, b_{1j}. The modeling assumption is that the occurrence of a trouble is independent between access lines, and the number of troubles in b access lines follows a Poisson distribution with mean λ_b where λ is the probability of a trouble per 1 access line and b ($= b_{1j} + b_{2j}$) is the total number of access lines in service. The exact permutation distribution for this situation is the binomial distribution (the limit for the hypergeometric distribution) that is based on the total number of BST and ALEC troubles, n, and the proportion of BST access lines in service, $q_j = b_{1j}/b$

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1. Balkin, S. D. and Mallows, C. L. (2001), "An Adjusted, Asymmetric Two-Sample t Test," The American Statistician, 55, 203-206.

In an adjustment cell, if the number of ALEC troubles is greater than 15 and the number of BST troubles is greater than 15, and $n_{ij}q_{ij}(1-q_{ij}) > 9$, then a normal approximation can be used. In this case, the moments of the truncated Z come directly from properties of the standard normal distribution. Otherwise, if there are very few troubles, the number of ALEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (ALEC plus BST troubles.) In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

C.2.4 Ratio Measures

The current plan contains no measures that call for the use of a Z parity statistic.

Appendix D: Statistical Formulas and Technical Descriptions

We start by assuming that any necessary trimming[2] of the data is complete, and that the data are disaggregated so that the comparison are made within appropriate classes or adjustment cells that define "like" observations.

This section contains information on the following:

- Notation and Exact Testing Distributions
- Calculating the Truncated Z
- Balancing Critical Value

D.1   Notation and Exact Testing Distributions

The basic notation for the construction of the truncated z statistic is detailed below. In these notations the word "cell" should be taken to mean a like-to-like comparison cell that has both of the following:

- one (or more) ILEC observations
- one (or more) ALEC observations

L = the total number of occupied cells

j = $1, \ldots, L$; and index for the cells

n_{1j} = the number of ILEC transactions in cell j

n_{2j} = the number of ALEC transactions in cell j

n_j = the total number of transactions in cell j; $n_{1j} + n_{2j}$

X_{1jk}= individual ILEC transactions in cell j; $k = 1, \ldots, n_{1j}$

X_{2jk}= individual ALEC transactions in cell j; $k = 1, \ldots, n_{2j}$

Y_{jk} = individual transactions (both ILEC and ALEC) in cell j

$$= \begin{cases} X_{1jk} & k = 1,\ldots,n_{1j} \\ X_{2jk} & k = n_{1j} + 1,\ldots,n_j \end{cases}$$

$\Phi^{-1}(.)$=the inverse of the cumulative standard normal distribution function

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2. When it is determined that a measure should be trimmed, trim the ILEC observations to the largest ALEC value from all ALEC observations in the month under consideration. That is, no ALEC values are removed; all ILEC observations greater than the largest ALEC observation are trimmed.

In addition to this basic notation, additional notation is necessary for mean and ratio measures. This additional notation, and the notation needed for proportional and rate measures, is given in the following sections.

D.1.1   Additional Notation for Mean Measures

For mean performance measures, the following additional notation is needed.

$\overline{X}_{1j}$ = the ILEC sample mean of cell j

$\overline{X}_{2j}$ = the ALEC sample mean of cell j

S_{1j}^2 = the ILEC sample variance in cell j

S_{2j}^2 = the ALEC sample variance in cell j

$\{Y_{jk}\}$ = a random sample of size n_{2j} from the set of $Y_{j1}, \ldots, Y_{jn}$; $k = 1, \ldots, n_{2j}$

M_j = The total number of distinct pairs of samples of size n_{1j} and n_{2j};

$$= \binom{n_j}{n_{1j}}$$

The exact parity test is the permutation test based on the "modified Z" statistic. For large samples, we can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between "modified Z" and the textbook "pooled Z" is negligible. We therefore propose to use the permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably because for each permutation we need only compute the sum of the ALEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the "pooled Z' can be written as

$$PM(t) = P(\sum_k y_{jk} = t) = \frac{\textit{the number of samples that sum to } t}{M_j}$$

and the corresponding cumulative permutation distribution is

$$CPM(t) = P(\sum_k y_{jk} \le t) = \frac{\textit{the number of samples with sum} \ \le \ t}{M_j}$$

D.1.2   Notation for Proportion Measures

For proportion measures the following notation is defined.

a_{1j} =   the number of ILEC cases possessing an attribute of interest in cell j'

a_{2j} =   the number of ALEC cases possessing an attribute of interest in cell j

a_j =   the number of cases possessing an attribute of interest in cell j; $a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is

$$HG(h) = P(H = h) = \begin{cases} \dfrac{\dbinom{n_{1j}}{h}\dbinom{n_{2j}}{a_j - h}}{\dbinom{n_j}{a_j}}, \max(0, a_j - n_{2j}) \le h \le \min(a_j, n_{1j}) \\ \\ 0 \qquad\qquad\qquad \text{otherwise} \end{cases}$$

and the cumulative hypergeometric distribution is

$$CHG(x) = P(H \le x) = \begin{cases} 0 & x < \max(0, a_j - n_{2j}) \\ \displaystyle\sum_{h=\max(0, a_j - n_{1j})}^{x} HG(h), & \max(0, a_j - n_{2j}) \le x \le \min(a_j, n_{1j}) \\ 1 & x > \min(a_j, n_{1j}) \end{cases}$$

D.1.3   Notation for Rate Measures

For rate measures, the notation needed is defined as:

b_{1j} =   the number of ILEC base elements in cell j

b_{2j} =   the number of ALEC base elements in cell j

b_j =   the total number of base elements in cell j; $b_{1j} + b_{2j}$

$\hat{r}_{1j}$ =   the ILED sample rate of cell j; $n_{1j} \div b_{1j}$

$\hat{r}_{2j}=$ the ILED sample rate of cell j; $n_{2j} \div b_{2j}$

q_j $=$ the relative proportion of ILEC elements for cell j; $b_{1j} \div b_j$

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is:

$$BN(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1 - q_j)^{n_j - k}, & 0 \le k \le n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

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

D.2   Calculating the Truncated Z

The general methodology for calculating an aggregate level test statistic is outlined below. More detailed instructions follow.

- Calculate Cell Weights (Wj)
- Calculate Zj
- Obtain a Truncated Z Value for Each Cell (Z*j)
- Calculate the Theoretical Mean and Variance
- Calculate the Aggregate Test Statistic, ZT

D.2.1   Calculate Cell Weights (W_j)

To calculate cell weights, W_j, a weight based on the number of transactions is used so that a cell, which has a larger number of transactions, has a larger weight. The actual weight formula depends on the type of measure. The formulas for each type of measure are given below.

W_j for Mean Measures

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

In the special case where all BST and ALEC values in a cell are identical, the weight must be reset to zero, that is $W_j = 0$. For more information, see "Calculate Zj" on page D-5.

W_j for Proportion Measures

$$W_j = \sqrt{\frac{n_{2j}n_{1j}}{n_j} \cdot \frac{a_j}{n_j} \cdot \left(1 - \frac{a_j}{n_j}\right)}$$

W_j for Rate Measures

$$W_j = \sqrt{\frac{b_{1j}b_{2j}}{b_j} \cdot \frac{n_j}{b_j}}$$

D.2.2   Calculate Zj

In each cell calculate a Z statistic, Zj, which has mean 0 and variance 1 under the null hypothesis. The formula for the test statistic depends on the type of measure.

Mean Measure

Use the conditions in the following table to determine the method for calculating Z_j. Details of each solution are given below.

Condition 1	Condition 2	Condition 3	Solution
$s_{1j}^2 = 0$	$s_{2j}^2 = 0$	$\overline{X}_{1i} = \overline{X}_{2j}$ [†]	Set $Z_j = 0$ and reset $W_j = 0$.
		$\overline{X}_{1i} \neq \overline{X}_{2j}$	Permutation Test, See Solution 1
	$s_{2j}^2 > 0$	NA	
$s_{1j}^2 > 0$	$\min(n_{1j}, n_{2j}) \leq 6$	NA	
	$\min(n_{1j}, n_{2j}) > 6$	NA	"t" Test, See Solution 2

[†] All values in the cell, from BellSouth and the ALEC, are the same.

Solution 1: Permutation Test

The type of permutation test will depend on M_j, the total number of distinct pairs of samples of size n_{1j} and n_{2j}.

a) $M_j \leq 1000$, Perform an Exact Permutation Test

       i)   Calculate the sample sum for all possible samples of size n_{2j}.

       ii)   Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.

       iii)   Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

       iv) $\alpha = 1 - \dfrac{R_0 - 0.5}{M_j}$

       v) $Z_j = \Phi^{-1}(\alpha)$

b) $M_j > 1000$, Perform a Random Permutation Test

       i)   Draw a random sample of 1,000 sample sums from the permutation distribution.

       ii)   Add the observed sample sum to the list. There is a total of 1001 sample sums.

       iii)   Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.

       vi)   Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

       vii) $\alpha = 1 - \dfrac{R_0 - 0.5}{1001}$

       iv) $Z_j = \Phi^{-1}(\alpha)$

Solution 2: Adjusted Asymmetric "t" Test

       i) $t_j = \dfrac{\overline{X}_{1j} - \overline{X}_{2j}}{S_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$ This is the "modified Z" statistic.

       ii)   Find g, the median value of all values of

$$\gamma_{1j} = \frac{n_{1j}}{(n_{1j}-1)(n_{1j}-2)} \sum_k \left(\frac{X_{1jk} - \overline{X}_{1j}}{S_{1j}} \right)^3$$

over all cells within the submeasure being tested such that all three conditions stated below are true. If no submeasure cells exist that satisfy these conditions, then $g = 0$.

$\gamma_{1j} > 0$

$n_{1j} > 6$

$n_{1j} \geq n_{3q}$, where n_{3q} is the 3 quartile of all n_{1j} in cells where the first two conditions are true.

iii)   If $g = 0$, skip this step. Otherwise, calculate

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

iv) $T_j = \begin{cases} t_j & g = 0 \\[3mm] t_j + \dfrac{g}{6}\left(\dfrac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j} n_{2j}(n_{1j} + n_{2j})}}\right)\left(t_j^2 + \dfrac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}}\right) & g > 0, t_j \geq t_{\min j} \\[5mm] t_j + \dfrac{g}{6}\left(\dfrac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j} n_{2j}(n_{1j} + n_{2j})}}\right)\left(t_{\min j}^2 + \dfrac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}}\right) & g > 0, t_j < t_{\min j} \end{cases}$

v) $\alpha = P(t_{n_{1j}-1} \leq T_j)$

That is, α is the probability that a t random variable with $n_{1j} - 1$ degrees of freedom, is less than T_j.

vi) $Z_j = \Phi^{-1}(\alpha)$

Proportion Measure

Use the conditions in the following table to determine the method for calculating Z_j.

Condition 1	Condition 2	Condition 3	Solution
$W_j = 0$	NA	NA	$Z_j = 0$

$W_J > 0$	$L = 1$	$\min\left\{a_{1J}\left(1-\frac{a_{1J}}{n_{1J}}\right), a_{2J}\left(1-\frac{a_{2J}}{n_{2J}}\right)\right\} \leq 9$	Use the exact hypergeometric test: $\alpha = CHG(a_{1j})$ $Z_j = \Phi^{-1}(\alpha)$
		$\min\left\{a_{1J}\left(1-\frac{a_{1J}}{n_{1J}}\right), a_{2J}\left(1-\frac{a_{2J}}{n_{2J}}\right)\right\} > 9$	Use the standardize hypergeometric Z score $Z_J = \dfrac{n_j\, a_{1J} - n_{1j}\, a_J}{\sqrt{\dfrac{n_{1J}\, n_{2J}\, a_j\, (n_j - a_j)}{n_j - 1}}}$
	$L > 1$	NA	

Rate Measure

Use the conditions in the following table to determine the method for calculating Z_J.

Condition 1	Condition 2	Condition 3	Solution
$W_j = 0$	NA	NA	$Z_J = 0$
$W_J > 0$	$L = 1$	$\min\left(n_{1J}, n_{2J}\right) \leq 15$ or $n_J q_J(1-q_J) \leq 9$	Use the exact binomial test: $\alpha = CBN(a_{1j})$ $Z_J = \Phi^{-1}(\alpha)$
		$\{\min\left(n_{1J}, n_{2J}\right) > 15,\ n_J q_J(1-q_J) > 9\}$	Use the standardize binomial Z score
	$L > 1$	NA	$Z_J = \dfrac{n_{1J} - n_J q_j}{\sqrt{n_J q_J(1-q_J)}}$

D.2.3   Obtain a Truncated Z Value for Each Cell (Z^*_j)

To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. However, if there is only one cell, this is unnecessary. Mathematically, this is written as

$$Z^*_J = \begin{cases} Z_j & L = 1 \\ \min(0, Z_J) & \text{otherwise} \end{cases}$$

Recall that L is the total number of occupied cells with positive weight for the test.

D.2.4   Calculate the Theoretical Mean and Variance

Calculate the Theoretical Mean and Variance of the Truncated Statistic Under the Null Hypothesis of Parity. To compensate for the truncation in Obtain a Truncated Z Value for Each Cell (Z*j) an aggregated, weighted sum of the Z_j^* must be centered and scaled properly so that the final aggregate statistic follows a standard normal distribution.

Note: If there is only one occupied cell with positive weight, that is, L = 1, then the following calculations are not needed.

There are three possibilities in this procedure:

1.   If W_j = 0, then no evidence of favoritism is contained in the cell. The formula for calculating

$$E(Z_j^*|H_0) \text{ and } Var(Z_j^*|H_0)$$

cannot be used. Set both equal to 0.

2.   If one of the following statements in the 'If' column is true, use the formulas in the 'Then' column.

Measure Type	If	Then
Mean	$\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$	$E(Z_j^* \mid H_0) = -\dfrac{1}{\sqrt{2\pi}}$
Proportion	$\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$	and
Rate	$\min\left(n_{1j}, n_{2j}\right) > 15$ and $n_j q_j (1-q_j) > 9$	$Var(Z_j^* \mid H_0) = \dfrac{1}{2} - \dfrac{1}{2\pi}$

3.   Otherwise, determine the total number of values for Z_j^*. Let Z_{ji} and θ_{ji} denote the values of Z_j^* and the probabilities of observing each value, respectively.

$$E(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji} \qquad Var(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji}^2 - \left[E(Z_j^* \mid H_0)\right]^2$$

and

The actual value of z and θ depends on the type of measure. Use the table below to calculate z and θ.

Measure Type	Formulas
Mean	$N_j = \min(M_j, 1,000), \quad i = 1, \ldots, N_j$ $z_{ji} = \min\left\{0, \Phi^{-1}\left(1 - \frac{R_i - 0.5}{N_j}\right)\right\}$ where R_i is the rank of sample sum i $\theta_j = \dfrac{1}{N_j}$
Proportion	$z_{ji} = \min\left\{0, \dfrac{n_j\,i - n_{1j}\,a_j}{\sqrt{\dfrac{n_{1j}\,n_{2j}\,a_j\,(n_j - a_j)}{n_j - 1}}}\right\}, \quad i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$ $\theta_{ji} = HG(i)$
Rate	$z_{ji} = \min\left\{0, \dfrac{i - n_j\,q_j}{\sqrt{n_j\,q_j(1 - q_j)}}\right\}, \quad i = 0, \ldots, n_j$ $\theta_{ji} = BN(i)$

D.2.5   Calculate the Aggregate Test Statistic, ZT

Calculate the aggregate test statistic, Z^T, using the following formula.

$$Z^T = \begin{cases} Z_1 & L = 1 \\[2ex] \dfrac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* | H_0)}{\sqrt{\sum_j W_j^2 \mathrm{Var}(Z_j^* | H_0)}} & \text{otherwise} \end{cases}$$

D.3   Balancing Critical Value

There are four key elements of the statistical testing process:

Symbol	Element	Description
H_0	Null hypothesis	parity exists between ILEC and ALEC services
H_a	alternative hypothesis	the ILEC is giving better service to its own customers
Z^T	truncated Z statistic	
c	critical value	

The decision rule[3] using these elements is summarized below.

If $Z^T < c$ then   accept H_a

If $Z^T \geq c$ then   accept H_0.

There are two types of errors possible when using such a decision rule:

- Type I Error   Deciding favoritism exists when there is, in fact, no favoritism
- Type II Error   Deciding parity exists when there is, in fact, favoritism.

The probabilities of each type of error are:

- Type I Error $\alpha = P(Z^T < c \mid H_0)$

- Type II Error $\beta = P(Z^T \geq c \mid H_a)$

We want a balancing critical value, c_B, so that $\alpha = \beta$.

It can be shown that

$$c_B = \frac{E(Z^T \mid H_a) - E(Z^T \mid H_0)}{SE(Z^T \mid H_a) + SE(Z^T \mid H_0)}$$

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3. This decision rule assumes that a negative test statistic indicates poor service for the ALEC customer. If the opposite is true, then reverse the decision rule.

when Z^T is approximately normally distributed. The derivation of the components of this equation depends on the form of the null and alternative hypotheses, as well as other factors.

D.3.1   Test Hypotheses

Measure Type	Null Hypothesis, H_0	Alternative Hypothesis, H_a
Mean	$\mu_{1j} = \mu_{2j}, \sigma_{1j}^2 = \sigma_{2j}^2$	$\mu_{2j} = \mu_{1j} + \delta_j \cdot \sigma_{1j}, \sigma_{2j}^2 = \lambda_j \cdot \sigma_{1j}^2 \; \delta_j > 0, \lambda_j \geq 1$
Proportion	$p_{2j} = p_{1j}$	$\arcsin(\sqrt{p_{2j}}) - \arcsin(\sqrt{p_{1j}}) = \dfrac{\delta_j}{2}$
Rate	$r_{2j} = r_{1j}$	$\sqrt{r_{2j}} - \sqrt{r_{1j}} = \dfrac{\delta_j}{2}$

Determining the Parameters of the Alternative Hypothesis

Parameter Choices for δ_j – set of parameters δ_j are important because they directly index differences in service. The Florida commission staff has not chosen to use one value across all cells for a submeasure test ($\delta_j = \delta$). The value of δ will be based on the effective number of ALEC transactions used in the test. The following formulae will be used to determine δ.

1) $$\Omega_j = \begin{cases} \dfrac{W_j}{\sqrt{\frac{n_{1j} n_{2j}}{n_j}}} & \text{mean or proportion measure} \\[2em] \dfrac{W_j}{\sqrt{\frac{b_{1j} b_{2j}}{b_j}}} & \text{rate measure} \end{cases}$$

2) $$n_e = \frac{\left(\sum_j \Omega_j n_{2j} \right)^2}{\sum_j \Omega_j^2 n_{2j}}$$

Note, that given the definition of W_j for mean measures, Ωj is either 0 or 1. Thus, n_e for mean measures is the total number of ALEC transactions across cells with positive weight. Also, when there is only one occupied cell with positive weight, then $n_e = n_{2j}$, the ALEC sample size in the single cell.

3) $$\delta = \left(\frac{4}{n_e^2} \right)^{0.155}$$

Parameter Choices for λ_j — set of parameters λ_j index alternatives to the mean measure null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to an ALEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z test is relatively insensitive to all but very large values of the λ_j. Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen. Hence,

$$\lambda_j = 1 \quad j = 1, \dots, L$$

D.3.2   Calculate the Mean and Standard Error of Z_j Under the Alternative Hypothesis

Let m_j and se_j be the mean and standard error of Z_j under the alternative hypothesis. The distribution of the cell statistic depends on the measurement type.

Mean Measure

Z_j is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Under the alternative hypothesis, the distribution is approximately normal with mean and variance given in the table below.

Proportion Measure

In this case, Z_j is approximately the same as

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

which is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error given in the table below.

Rate Measure

In this case, Z_j is approximately the same as

$$Z = \frac{\sqrt{\frac{n_{1j}}{b_{1j}}} - \sqrt{\frac{n_{2j}}{b_{2j}}}}{\frac{1}{2}\sqrt{\frac{1}{b_{1j}} + \frac{1}{b_{2j}}}}$$

which is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Note that this statistic is approximately the same as

$$Z = \frac{\arcsin\left(\sqrt{\frac{n_{1j}}{b_{1j}}}\right) - \arcsin\left(\sqrt{\frac{n_{2j}}{b_{2j}}}\right)}{\frac{1}{2}\sqrt{\frac{1}{b_{1j}} + \frac{1}{b_{2j}}}}$$

when the BST and CLEC sample rates are close to 0. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error given in the table below.

Measure Type	m_j	se_j
Mean		
Proportion	$-\delta\sqrt{\dfrac{n_{1j}n_{2j}}{n_{1j} + n_{2j}}}$	1
Rate	$-\delta\sqrt{\dfrac{b_{1j}b_{2j}}{b_{1j} + b_{2j}}}$	

D.3.3   Calculate the Critical Value

Single Cell Test (L = 1)

$$c_B = \frac{m_j}{se_j + 1} = \frac{m_j}{2} \qquad \text{since } se_j = 1 \text{ in all}$$

Multi-Cell Tests (L > 1)

Calculate the critical value according to the following procedure.

1.   Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity, $E(Z_j^*|H_0)$ and $Var(Z_j^*|H_0)$, within each cell.

Condition	$E(Z_j^*\|H_0)$	$Var(Z_j^*\|H_0)$
$W_j = 0$	0	0
$W_j > 0$	$-\dfrac{1}{\sqrt{2\pi}}$	$\dfrac{1}{2} - \dfrac{1}{2\pi}$

2.   Calculate the theoretical mean and variance of the truncated statistic under the alternative hypothesis, $E(Z_j^*\|H_a)$ and $Var(Z_j^*\|H_a)$, within each cell.

Condition	$E(Z_j^*\|H_a)$	$Var(Z_j^*\|H_a)$
$W_j = 0$	0	0
$W_j > 0$	$m_j\Phi\left(-m_j\right) - \phi\left(-m_j\right)$	$(m_j^2 + 1)\Phi\left(-m_j\right) - m_j\phi\left(-m_j\right) - E(Z_j^* \| H_a)^2$

Note: $\Phi(\cdot)$ is the cumulative standard normal distribution function, and $\phi(\cdot)$ is the standard normal density function.

3. $c_B = \dfrac{\sum_j W_j E(Z_j^* \| H_a) - \sum_j W_j E(Z_j^* \| H_0)}{\sqrt{\sum_j W_j^2 V\,ar(Z_j^* \| H_a)} + \sqrt{\sum_j W_j^2 V\,ar(Z_j^* \| H_0)}}$

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Appendix E: BST SEEM Remedy Calculation Procedures

Four sample calculations are included in this section. These calculations cover the following:

- Tier 1 Calculation for Retail Analogs
- Tier 2 Calculation for Retail Analogs
- Tier 1 Calculation for Benchmarks
- Tier 2 Calculations for Benchmarks

E.1 Tier 1 Calculation for Retail Analogs

Complete the steps below to calculate performance for a Tier 1 retail analog. An example follows the procedure.

1. Calculate the overall test statistic for each ALEC; Z^T_{ALEC-i} (per statistical methodology discussed in Appendix D).
2. Calculate the balancing critical value ($^C B_{ALEC-i}$) that is associated with the alternative hypothesis (for fixed parameters δ, Ψ, or ε).
3. Determine parity or disparity by subtracting the value of Step 2 from that of Step 1. $ABS(Z^T_{ALEC-i} - {}^C B_{ALEC-i})$
4. Determine the relationship of the overall test statistic (from Step 1) and the balancing critical value (from Step 2).

Relationship	Action
$^C B_{ALEC-i} \geq Z^T_{ALEC-i}$	No payment is necessary. End procedure.
$^C B_{ALEC-i} < Z^T_{ALEC-i}$	Go to Step 5.

5. Determine the payment to ALEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   ALEC Payment = fee ($$) from Tier 1 fee schedule for the appropriate measurement category.

Tier 1 Retail Analog Example:

Percent Missed Installation Appointments, "Dispatch In" < 10 circuits, UNE Loop and Port Combo, Month 1

Note: Statistics are for illustrative purposes only. While the plan is measurement based, the number of transactions are used in the calculations to determine pass or fail status.

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	263	0	1	0	0
2	0	150	0	4	0	0
3	0	847	0	1	0	0
4	108	1771	0	1	0.044565652	0.044466294
5	0	10	0	2	0	0
6	24	104	0	3	0.169841555	0.164306431
7	0	82	0	9	0	0
8	8	114	1	8	0.264906471	0.246518978
9	14	241	2	11	-5.302645611	0.351774499
10	0	198	0	3	0	0
11	17	235	1	11	0.213200716	0.203527695
Total counts	171	4015	3	54	NA	NA

The results are summarized below.

Percent Missed	
BST	4.26Percent
CLEC	5.56Percent

Aggregate Z = -3.4923
BCV = -1.83311
Difference = negative (failure)

The metric fails. The payment made to the ALEC for this failure would be based on the fee of $4,550 as listed in the Tier 1 Fee Schedule for Provisioning-UNE (CCC).

E.2   Tier 2 Calculation for Retail Analogs

Tier 2 is triggered by three consecutive monthly failures of any Tier 2 remedy plan submetric. Calculate monthly statistical results and failures per submetric as outlined below for the ALEC aggregate performance.

1. Determine the Tier 2 payment for the state designated agency from the Tier 2 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

    State designated agency payment = fee ($$) from Tier 2 Fee Schedule

Example:
Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	22	1	11	-0.57735	0.375

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
2	3	18	1	10	-1.732051	0.405046
3	1	15	0	9	2.5553	0.213211
4	0	17	1	11	-1.154701	0.213211
Total counts	4	72	3	41	NA	NA

Percent Missed	
BST	5.56Percent
CLEC	7.32Percent

Aggregate Z = -1.73205.
BCV =-0.55526
Difference = negative (failure)

The measure fails. The payment made to the state designated agency for this failure would be $3,450, the fee listed in the Tier 2 Fee Schedule.

E.3 Tier 1 Calculation for Benchmarks

Use the procedure below to calculate results for benchmarks with five or more observations. An example follows the procedure.

1. For each ALEC with five or more observations, calculate monthly performance results for the State.
2. Determine the benchmark.

Sample Size	Benchmark Source
sample size < 5	Invalid sample size. No payment is necessary.
5 < sample size ≤ 30	Use equivalent benchmark from Table E-1 [A]
sample size > 30	SQM
[A] Collocation - Percent Missed Due Dates does not use the small sample size table. Obtain all benchmarks from the SQM.	

Table E-1: Small Sample Size Table

90Percent Sample Size		95Percent Sample Size		85Percent Sample Size		97Percent Sample Size	
Size	Benchmark	Size	Benchmark	Size	95Percent Equivalent	Size	95Percent Equivalent
5	60.00Percent	5	80.00Percent	5	60.00Percent	5	80.00Percent
6	66.67Percent	6	83.33Percent	6	66.67Percent	6	83.33Percent
7	71.43Percent	7	85.71Percent	7	57.14Percent	7	85.71Percent

Table E-1: Small Sample Size Table (Continued)

90Percent Sample Size		95Percent Sample Size		85Percent Sample Size		97Percent Sample Size	
Size	**Benchmark**	**Size**	**Benchmark**	**Size**	**95Percent Equivalent**	**Size**	**95Percent Equivalent**
8	75.00Percent	8	75.00Percent	8	62.50Percent	8	87.50Percent
9	66.67Percent	9	77.78Percent	9	66.67Percent	9	88.89Percent
10	70.00Percent	10	80.00Percent	10	70.00Percent	10	90.00Percent
11	72.73Percent	11	81.82Percent	11	63.64Percent	11	90.91Percent
12	75.00Percent	12	83.33Percent	12	66.67Percent	12	91.67Percent
13	76.92Percent	13	84.62Percent	13	69.23Percent	13	84.62Percent
14	78.57Percent	14	85.71Percent	14	71.43Percent	14	85.71Percent
15	73.33Percent	15	86.67Percent	15	66.67Percent	15	86.67Percent
16	75.00Percent	16	87.50Percent	16	68.75Percent	16	87.50Percent
17	76.47Percent	17	82.35Percent	17	70.59Percent	17	88.24Percent
18	77.78Percent	18	83.33Percent	18	72.22Percent	18	88.89Percent
19	78.95Percent	19	84.21Percent	19	68.42Percent	19	89.47Percent
20	80.00Percent	20	85.00Percent	20	70.00Percent	20	90.00Percent
21	76.19Percent	21	85.71Percent	21	71.43Percent	21	90.48Percent
22	77.27Percent	22	86.36Percent	22	72.73Percent	22	90.91Percent
23	78.26Percent	23	86.96Percent	23	73.91Percent	23	91.30Percent
24	79.17Percent	24	87.50Percent	24	70.83Percent	24	91.67Percent
25	80.00Percent	25	88.00Percent	25	72.00Percent	25	92.00Percent
26	80.77Percent	26	88.46Percent	26	73.08Percent	26	92.31Percent
27	81.48Percent	27	88.89Percent	27	74.07Percent	27	92.59Percent
28	78.57Percent	28	89.29Percent	28	75.00Percent	28	89.29Percent
29	79.31Percent	29	86.21Percent	29	72.41Percent	29	89.66Percent
30	80.00Percent	30	86.67Percent	30	73.33Percent	30	90.00Percent

3. Determine whether the monthly performance percentage meets the benchmark standard (or equivalent percentage for small samples).

Monthly Performance and Benchmark Relationship	Action
Monthly performance ≥ benchmark	No payment is necessary; end procedure.
Monthly performance < benchmark	Failure; go to Step 4.

4. Determine the payment to ALEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

ALEC-1 payment= $$ from Tier 1 Fee Schedule

Tier 1 Benchmark, Small Sample Size Example:

Reject Interval Fully Mechanized 2-Wire Analog Loop Non-Design; Benchmark = 97Percent; Month 1

Numerator	Denominator	CLEC Performance	Benchmark (small sample size of 9)	Pass/Fail
7	9	77.78Percent ≤ 1 hour	88.89Percent ≤ 1 hour (small sample size of 9)[A]	fail

[A] The comparison benchmark of 88.89Percent was obtained from the Table E-1 (the small sample size table) for 97Percent benchmarks.

Payment to the ALEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

Tier 1 Benchmark Example:

Reject Interval - Partially Mechanized, Business; Benchmark is 95Percent; Month 1

Numerator	Denominator	CLEC Performance	Benchmark	Pass/Fail
36	40	90Percent ≤ 10 hours	95Percent ≤ 10 hours	fail

Payment to the ALEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

E.4   Tier 2 Calculations for Benchmarks

Tier-2 calculations for benchmark measures are the same as the Tier 1 benchmark calculations, except the ALEC aggregate data is evaluated over three consecutive months.

1. Accumulate the statewide monthly results for the measurement.
2. Determine whether the current month fails the statewide average.

Current Month Tier 2 Failure	Action
Yes	Go to Step 3.
No	No Tier 2 payment is necessary; end procedure.

3. Determine whether there is a Tier 2 failure.

Tier 2 Failure		Action
One Month Prior to Current Month	**Two Months Prior to Current Month**	
Failure	Failure	Go to Step 4.
Failure	Pass	No Tier 2 failure, no payment. End of procedure.
Pass	Failure	

4. Determine the payment to the state designated agency by obtaining the appropriate dollar amount from the Tier 2 Fee Schedule (Appendix A) for the fee measurement category containing the submetric being evaluated.

   State designated agency payment = Fee ($$) from Tier 2 Fee Schedule for the appropriate measurement category.

   Tier 2 Benchmark Example:

   Percent Missed Installation Appointments - LNP; Benchmark = 95Percent

Month	Numerator	Denominator	CLEC Performance (Percent)	Benchmark (Percent)	Pass/Fail
Current	1	8	87.5	95	fail
One month prior to Current	3	39	92.31	95	fail
Two months prior to current	4	75	94.6	95	fail

Payment to the state would be $5,700, the fee obtained from the LNP category in the Tier 2 Fee Schedule.

Special Access Measurements

SPECIAL ACCESS MEASUREMENTS

Issued: June 20, 2003

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Reporting Dimensions

CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements

- Special Access disaggregated by bandwidth
  - Sub Totaled by State
  - Totaled by BellSouth

Comparison reports are required for.

- CLEC/ IXC Carrier Aggregate
- BellSouth Long Distance (BSLD) Aggregate

Special Access is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing BellSouth end office switches

Special Access Services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

Exclusions: Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements (UNE) are excluded from these Performance Measures.

Reporting Period: The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.

ORDERING

Measurement: SA-1 FOC Receipt

Description

The Firm Order Confirmation (FOC) is the BellSouth response to an Access Service Request (ASR), whether an initial or supplement ASR, that provides the CLEC or IXC Carrier with the specific Due Date on which the requested circuit or circuits will be installed. BellSouth will conduct a minimum of an electronic facilities check to ensure due dates delivered in FOCs can be relied upon. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period. A diagnostic distribution is required along with a count of ASRs withdrawn at BellSouth's request due to a lack of BellSouth facilities or otherwise.

Calculation Methodology

Percent Meeting Performance Standard:

- [Count FOCs received where (FOC Receipt Date – ASR Received Date) < = Performance Standard] / Total FOCs received during reporting period x 100

FOC Receipt - Distribution:

- (FOC Receipt Date - ASR Received Date), for each FOC received during reporting period, distributed by:

  0 days, >0 - <=1day, >0 day - <=2 days, >0 day - <= 5 days, > 2 days - <= 10 days, > 10 days

ASRs Withdrawn at BellSouth Request due to a lack of BellSouth Facilities or Otherwise

- Count of ASRs, which have not yet received a FOC, Withdrawn at BellSouth's Request, during the current reporting period, due to a lack of BellSouth facilities or otherwise

Business Rules

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent FOCs Received within Standard ....- DS0 >= 98.0% within 2 business days
  - DS1 >= 98.0% within 2 business days
  - DS3 >= 98.0% within 5 business days
  - OCn - ICB (Individual Case Basis)
- FOC Receipt Distribution ....- Diagnostic
- ASRs Withdrawn at BellSouth's Request Due to a Lack of
  BellSouth Facilities or Otherwise ....- Diagnostic

ORDERING

Measurement: SA-2   FOC Receipt Past Due

Description

The FOC Receipt Past Due measure tracks all ASR requests that have not received an FOC from BellSouth within the expected FOC receipt interval, as of the last day of the reporting period and do not have an open, or outstanding, Query/Reject. This measure gauges the magnitude of late FOC's. A distribution of these late FOC's, along with a report of those late FOCs that do have an open Query/Reject, is required for diagnostic purposes.

Calculation Methodology

Percent FOC Receipt Past Due - Without Open Query/Reject.

- Sum of ASRs without a FOC Received, and a Query/Reject is not open, where (End of Reporting Period - ASR Received Date >Expected FOC Receipt Interval) / Total number of ASRs received during reporting period x 100

FOC Receipt Past Due - Without Open Query/Reject - Distribution:

- [(End of Reporting Period – ASR Received date) – (Expected FOC Receipt Interval)] for ASRs without a FOC received and a Query/Reject is not open with the CLEC or IXC Carrier, distributed by.

  0 days, >0 - < 5 days, >5 days - < 10 days, > 10 days - < 20 days, > 20 days - < 30 days, > 30 days - < 40 days, > 40 days

Percent FOC Receipt Past Due - With Open Query/Reject:

- Sum of ASRs without a FOC Received, and a Query/Reject is open, where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs received during reporting period x 100

Business Rules

1. All counts are based on the latest ASR request sent to BellSouth. Where one or more subsequent ASRs have been sent, only the latest ASR would be recorded as Past Due if no FOC had yet been returned.
2. The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
3. Days shown are business days, Monday to Friday, excluding National Holidays   **Activity starting on a weekend, or holiday, will** reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent FOC Receipt Past Due - Without Open Query/Reject ... .< 2.0 % FOC Receipt Past Due
- FOC Receipt Past Due   Without Open Query/Reject   Distribution   - Diagnostic
- Percent FOC Receipt Past Due - With Open Query/Reject...... ....- Diagnostic

ORDERING

Measurement: SA-3   Offered Versus Requested Due Date

Description

The Offered Versus Desired Due Date measure reflects the degree to which BellSouth is committing to install service on the CLEC or IXC Carrier Desired Due Date (CDDD), when a Due Date desired is equal to or greater than the BellSouth stated interval. A distribution of the delta, the difference between the CDDD and the Offered Date, for these FOCs is required for diagnostic purposes.

Calculation Methodology

Percent Offered with CLEC or IXC Carrier Requested Due Date:

- [Count of ASRs where (FOC Due Date = CDDD] / [Total number of ASRs where (CDDD = ASR Received Date) - >BellSouth Stated Interval] x 100

Offered versus Requested Interval Delta Distribution:

- [(Offered Due Date – CDDD) where (CDDD – ASR Received Date) => BellSouth Stated Interval] for each FOC received during the reporting period, distributed by:

  0 days, >0 - < 5 days, >5 days - < 10 days, > 10 days - < 20 days, > 20 days - < 30 days, > 30 days - < 40 days, > 40 days

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Business Rules

1. Counts are based on each instance of a FOC received from BellSouth. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent Offered with CDDD (where CDDD => BellSouth Stated Interval) __100%
- Offered versus Requested Interval Delta Distribution....... ....- Diagnostic

- BellSouth Stated Intervals· To be determined by BellSouth

PROVISIONING

Measurement: SA-4   On Time Performance To FOC Due Date

Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR received. Customer Not Ready (CNR) situations are defined as Customer Not Ready (SR), No Access (SA), Customer Requests a Later Date (SL), and Customer Other (SO) which may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

Calculation Methodology

Percent On Time Performance to FOC Due Date _ With CNR Consideration:

- [(Count of Circuits Completed on or before BellSouth Committed Due Date + Count of Circuits Completed after FOC Due Date with a verifiable CNR code) / (Count of Circuits Completed in Reporting Period)] x 100

Percent On Time Performance to FOC Due Date - Without CNR Consideration:

- [(Count of Circuits Completed on or before BellSouth Committed Due Date) / (Count of Circuits Completed in Reporting Period)] x 100

Note: The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed.
3. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion notice to the CLEC or IXC Carrier
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready, end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Percent On Time to FOC Due Date - With CNR Consideration   => 98.0 % On Time
- Percent On Time to FOC Due Date - Without CNR Consideration   - Diagnostic

PROVISIONING

Measurement: SA-5   Days Late

Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation. A breakdown of delay days caused by a lack of BellSouth facilities is required for diagnostic purposes.

Calculation Methodology

Average Days Late.

- Σ [Circuit Completion Date - BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)] / (Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code)

Days Late Distribution:

- Circuit Completion Date – BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code) distributed by:

  < = 1 day, 0 - < 3 days, >1 - < =5 days, >5 - < =10 days, >10 - < =20 days, >20 - < =30 days, >30 - <=40 days, >40 days

Average Days Late Due to a Lack of BellSouth Facilities:

- Σ [Circuit Completion Date – BellSouth Committed Due Date (for all Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities] / (Count of Circuits Completed Beyond BellSouth Committed Due Date without a CNR code and due to a Lack of BellSouth Facilities)

Business Rules

1. Measures are based on the latest valid ASR received and the associated FOC Due Date received from the BellSouth
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all circuits are completed
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Average Days Late...< 3.0 Days
- Days Late Distribution..- Diagnostic
- Average Days Late Due to a Lack of BellSouth Facilities............- Diagnostic

PROVISIONING

Measurement: SA-6 Average Intervals - Requested/Offered/Installation

Description

This measure captures three important aspects of the provisioning process and displays them in relation to each other. The Average CLEC or IXC Carrier Requested Interval, the Average BellSouth Offered Interval, and the Average Installation Interval, provide a comprehensive view of provisioning, with the ultimate goal of having these three intervals equivalent.

Calculation Methodology

Average CLEC or IXC Carrier Requested Interval:

- Sum (CDDD – ASR Received Date) / Total Circuits Completed during reporting period

Average BellSouth Offered Interval:

- Sum (FOC Due Date – ASR Received Date) / Total Circuits Completed during reporting period

Average Installation Interval:

- Sum (BellSouth Completion Date – ASR Received Date) / Total Circuits Completed during reporting period

Business Rules

1. Measures are based on the last ASR received and the associated FOC Due Date received from BellSouth.
2. Selection is based on circuits completed by BellSouth during the reporting period. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed
3. Days shown are business days, Monday to Friday, excluding National Holidays   Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. The Average Installation Interval includes all completions

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Average Requested Interval ... .,.,......... - Diagnostic
- Average Offered Interval .... - Diagnostic
- Average Installation Interval ....,.,,............ .... - Diagnostic

PROVISIONING

Measurement: SA-7   Past Due Circuits

Description

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received a FOC Due Date but the date has passed. Results are separated into those held for BellSouth reasons and those held for CLEC or IXC Carrier reasons (CNRs), with a breakdown, for diagnostic purposes, of Past Due Circuits due to a lack of BellSouth facilities. A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed

Calculation Methodology

Percent Past Due Circuits:

- [(Count of all circuits not completed at the end of the reporting period > 5 days beyond the FOC Due Date, grouped separately for Total BellSouth Reasons, Lack of BellSouth Facility Reasons, and Total CLEC/Carrier Reasons) / (Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period)] x 100

Past Due Circuits Distribution:

- Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by:

  < = 1 day, >1 - < =5 days, 0 days - < = 5 days, >5 - < 10 days, >10 - < =20 days, >20 - < =30 days, >30 - <=40 days, >40 days

Percent Cancellations After FOC Due Date:

- [Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled > FOC Due Date) / (Total circuits Past Due at the end of the previous reporting period)] x 100

Business Rules

1. Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date
2. An ASR may provision more than one circuit and BellSouth may break the ASR into separate internal orders, however, the service order is not considered completed for measurement purposes until all segments are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays   Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the control of BellSouth that prevents BellSouth from completing an order, including the following CLEC or IXC Carrier is not ready, end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready BellSouth must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Record ASRs

Levels of Disaggregation

- DS0 / DS1 / DS3 (Non Optical) / DS3 (Optical OCn)

Performance Standard

- Percent Past Due Circuits - Total BellSouth Reasons ....< 3.0 % > 5 days beyond FOC Due Date
- Percent Past Due Circuits - Due to Lack of BellSouth Facilities ...- Diagnostic
- Percent Past Due Circuits - Total CLEC Reasons .. ..- Diagnostic
- Past Due Circuits Distribution .. ..- Diagnostic
- Percent Cancellation After FOC Due Date ....- Diagnostic

PROVISIONING

Measurement: SA-8   New Installation Trouble Report Rate

Description

New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

Calculation Methodology

Trouble Report Rate Within 30 Calendar Days of Installation:

- [Count (trouble reports within 30 Calendar Days of Installation) / (Total Number of Circuits Installed in the Report Period)] x 100

Business Rules

1. BellSouth Completion Date is the date upon which BellSouth completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
2. The calculation for the following 30 calendar days is based on the creation date of the trouble ticket.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier. CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Tickets used to track referrals of misdirected calls
- CLEC or IXC Carrier requests for informational tickets

Levels of Disaggregation

- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)
- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)

Performance Standard

- New Installation Trouble Report Rate ....< = 1.0 trouble reports per 100 circuits installed

MAINTENANCE & REPAIR

Measurement: SA-9 Failure Rate

Description

Failure Rate measures the overall quality of the circuits being provided by the BellSouth and is calculated by dividing the number of troubles resolved during the reporting period by the total number of "in service" circuits, at the end of the reporting period, and is then annualized.

Calculation Methodology

Failure Rate – Annualized:

Failure Rate $= (a / b)*100$

- a   Count of trouble reports resolved during a report period
- b = Number of circuits in service at the end of the report period

Failure Rate Annualized $= (c / d)*100$

- c = Average count of trouble reports closed per month during the past 12 months
- d = Average number of circuits in service per month for the past 12 months

Business Rules

1. A trouble report/ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical Ocn)

Performance Standard

- Failure Rate Annualized ....- Below DS3 < 10.0%
                                                                              - DS3 and Above <= 10.0%

MAINTENANCE & REPAIR

Measurement: SA-10   Mean Time to Restore

Description

The Mean Time To Restore interval measures the promptness in restoring circuits to operating levels when a problem or trouble is received by BellSouth. Calculation is the elapsed time from the CLEC or IXC Carrier submission of a trouble report to BellSouth to the time BellSouth closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer, CLEC, or IXC Carrier caused delays. A breakdown of the percent of troubles outstanding greater than 24 hours, and the Mean Time to Restore of those troubles recorded as NTF / Test OK, is required for diagnostic purposes.

Calculation Methodology

Mean Time To Restore:

- Σ [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier   Date and Time of Trouble Ticket Received by BellSouth) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period)]

% Out of Service Greater than 24 hrs.

- [Count of Troubles where (Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Received by BellSouth)   (Customer Hold Times) is > 24 hrs / (Count of Trouble Tickets Resolved in Reporting Period)] x 100

Mean Time To Restore   NTF / Test OK:

- Σ [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier as NTF /Test OK   Date and Time of Trouble Ticket Referred to BellSouth)   (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period as NTF / Test OK)]

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
3. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as "subsequent" (an additional report on an already open ticket).
4. "Restore" means to return to the expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is "resolved" when BellSouth issues notice to the CLEC or IXC Carrier that the customer's service is restored to operating parameters.
5. Customer Hold Time or Delayed Maintenance Time resulting from verifiable situations of no access to the end user's premises, or other CLEC or IXC Carrier caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- CLEC or IXC Carrier requests for informational tickets
- Trouble tickets created for tracking and/or monitoring circuits
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standard

- Mean Time to Restore..- Below DS3 <= 2.0 Hours
                                                                              - DS3 and Above <= 1.0 Hour
- % Out of Service > 24 Hrs..- Diagnostic
- Mean Time to Restore - NTF/ Test OK...- Diagnostic

MAINTENANCE & REPAIR

Measurement: SA-11   Repeat Trouble Report Rate

Description

The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report

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Calculation Methodology

Repeat Trouble Report Rate:

- [(Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days)] / (Number of Reports in the Report Period) x 100

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by BellSouth for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when BellSouth issues notice to the CLEC or IXC Carrier that the circuit has been restored to operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as NTF/TOK, then the second trouble must be counted as a repeat trouble report if it is resolved to BellSouth reasons
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

Exclusions

- Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- BellSouth trouble reports associated with administrative service
- Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

Levels of Disaggregation

- Below DS3 (DS0 + DS1)
- DS3 and Above (DS3 + OCn)
- DS0
- DS1
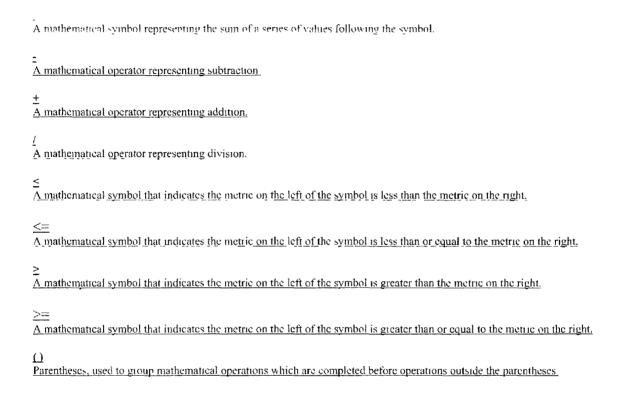- DS3 (Non Optical)
- DS3 (Optical OCn)

Performance Standards

- Repeat Trouble Report Rate................................- Below DS3 < 6.0%
                                                    - DS3 and Above <= 3.0%

GLOSSARY

Term	Definition
Access Service Request (ASR)	A request to BellSouth to order new service, or request a change to existing service, which provides access to the local exchange company's network, under terms specified in the local exchange company's special or switched access tariffs.
Business Days	Monday through Friday excluding holidays
CDDD	Customer Desired Due Date
Customer Not Ready (CNR)	A verifiable situation beyond the normal control of BellSouth that prevents BellSouth from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready.
(SA)	No access to subscriber premises
(SR)	Customer Not Ready
(SL)	Customer Requests Later Date
(SO)	Customer Other
Facility Check	A pre-provisioning check performed by BellSouth, in response to an access service request, to determine the availability of facilities and assign the installation date.
Firm Order Confirmation (FOC)	The notice returned from BellSouth, in response to an Access Service Request from a CLEC or IXC Carrier that confirms receipt of the request, that a facility has been made, and that a service request has been created with an assigned due date.
NTF	No Trouble Found
Unsolicited FOC	An Unsolicited FOC is a supplemental FOC issued by BellSouth to change the due date or for other reasons, although no change to the ASR was requested by the CLEC or IXC Carrier.
Project	Service requests that exceed the line size and/or level of complexity that would allow the use of standard ordering and provisioning processes.
Query/Reject	BellSouth response to an ASR requesting clarification or correction to one or more fields on the ASR before an FOC can be issued
Repeat Trouble	Trouble that reoccurs on the same telephone number/circuit ID within 30 calendar days
Supplement ASR	A revised ASR that is sent to change due dates or alter the original ASR request. A "Version" indicator related to the original ASR number tracks each Supplement ASR.
TOK	Test OK

Symbols Used In Calculations

$\sum$

A mathematical symbol representing the sum of a series of values following the symbol.

$-$

A mathematical operator representing subtraction.

$+$

A mathematical operator representing addition.

$/$

A mathematical operator representing division.

$\leq$

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

$\leq$

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

$\geq$

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

$\geq$

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

$()$

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses

Reposting Policy

Reposting Of Performance Data and Recalculation of SEEM Payments

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

1. Those measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting.

2. Performance sub-metric calculations that result in a shift in the performance in the aggregate from an "in parity" condition to an "out of parity" condition will be available for reposting.

3. Performance sub-metric calculations with benchmarks that are in an "out of parity" condition will be available for reposting whenever there is a > 2% deviation in performance at the sub-metric level.

4. Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a .5 change in the z-score at the sub-metric level.

5. Performance data will be available with the updated data for a maximum of three months in arrears. Performance data charts (MSS Charts) that incorporate updated data will only be generated as part of the normal monthly production cycle. A notice will be placed on the PMAP website advising CLECs when reposted data is available.

6. When updated performance data has been made available for reposting or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments. Where technically feasible, SEEM payments will be subject to recalculation for a maximum of three months in arrears from the date updated performance data was made available or the date when the payment error was discovered.

7. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.

8. Any adjustments for underpayments will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.