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CenturyLink™

October 15, 2015

VIA ELECTRONIC FILING

Ms. Carlotta Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 000121B-TP - Administrative filing to request revisions to CenturyLink's Performance Measurements Plan (PMP) in accordance with Order No. PSC-03-0067-PAA-TP

Dear Ms. Stauffer:

Embarq Florida, Inc. d/b/a CenturyLink ("CenturyLink") hereby gives notice under Order No. PSC-03-0067-PAA-TP that the Nevada Public Utilities Commission issued an Order in Docket No.15-01046, approving revisions to CenturyLink's performance measurement standards (Attachment 1). The revisions approved by the Nevada Commission are the result of a stipulation entered into by the parties to the Nevada Commission docket opened at CenturyLink's request to address legislation eliminating the statutory requirement for the performance measurement plan.

As adopted by the Nevada Commission, the proposed revisions to the PMP are effective September 30, 2015. The significant changes adopted by the Nevada Commission[1] include:

- Revising reporting requirements so that, while the reporting period will remain monthly, the reports will be provided quarterly.

- Revising the reporting requirements to focus on the products that CLECs are currently ordering most, as well as those products requiring repair activity.

In compliance with Order No. PSC-03-0067-PAA-TP, CLECs and Commission staff are allowed an opportunity to review the Nevada PMP changes before the staff brings a recommendation to the Commission to implement them in Florida. Attached to this letter are a copy of a revised edition of CenturyLink's performance measures and standards reflecting the Nevada PMP changes (Attachment 2); a red-lined version of the revised performance measures and standards (Attachment 3); and a summary of the changes (Attachment 4). A copy of this filing has been served to parties as shown on the attached Certificate of Service.

[1] The Nevada Commission also eliminated penalties under the Performance Incentive Plan that was applicable only in Nevada.

Thank you for your attention to this matter. If you have any questions, please call me or Sandy Khazraee at 850-847-0173.

Sincerely,

/s/Susan S. Masterton
Susan S. Masterton

Enclosures

cc: Sandy Khazraee, CenturyLink
Beth Salak, FPSC
Keino Young, FPSC

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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by electronic mail to all known parties of record this 15th day of October, 2015.

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/s/ Susan S. Masterton
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Senior Corporate Counsel

ATTACHMENT 1

BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA

Petition of Central Telephone Company d/b/a CenturyLink for review and approval of its 2015 Performance Measurement Plan and approval to remove its 2015 Performance Incentive Plan.	)))))	Docket No. 15-01046

At a general session of the Public Utilities Commission of Nevada, held at its offices on September 30, 2015.

PRESENT: Chairman Alaina Burtenshaw
Commissioner Rebecca D. Wagner
Commissioner David Noble
Assistant Commission Secretary Trisha Osborne

ORDER

The Public Utilities Commission of Nevada ("Commission") makes the following findings of fact and conclusions of law:

I. INTRODUCTION

Central Telephone Company d/b/a CenturyLink ("CenturyLink") filed a Petition with the Commission, designated as Docket No. 15-01046, for review and approval of its 2015 Performance Measurement Plan ("PMP") and approval to remove its 2015 Performance Incentive Plan ("PIP").

II. SUMMARY

The Commission accepts the Stipulation, attached hereto as Attachment 1, and approves CenturyLink's Amended Petition as modified by the Stipulation.

III. PROCEDURAL HISTORY

- On January 29, 2015, CenturyLink filed the Petition.

- CenturyLink filed the Petition pursuant to the Nevada Revised Statutes ("NRS") and the Nevada Administrative Code ("NAC") Chapters 703 and 704, including but not limited to NRS 704.6881 *et seq.* and NAC 704.680303 *et seq.*

- The Regulatory Operations Staff ("Staff") of the Commission participates as a matter of right pursuant to NRS 703.301.

DOCUMENT REVIEW AND APPROVAL ROUTING

DRAFTED BY: JSD

FINAL DRAFT ON 9/30/15 AT 11:20 A M

REVIEWED & APPROVED BY:		DATE
☐	ADMIN / ASST. ( )	/ /
☒	COMM / COUNSEL JSD for GCW	9/30/15
☐	SECRETARY / ASST. SEC.	/ /
☐	OTHER ( )	/ /

• On February 4, 2015, the Commission issued a Notice of Petition and a Notice of Prehearing Conference.

• On February 25, 2015, Cox Nevada Telecom ("Cox") filed a Petition for Leave to Intervene ("PLTI").

• On February 25, 2015, U.S. TelePacific Corp., MPower Communications, tw telecom of Nevada LLC, Level 3 Communications LLC, Telecommunications of Nevada LLC d/b/a XO Communications, and Sprint Communications Company L.P. (collectively, "U.S. TelePacific et al.") filed a PLTI.

• On March 3, 2015, the Commission held a prehearing conference. CenturyLink, Cox, U.S. TelePacific et al., and Staff made appearances.

• On March 5, 2015, the Presiding Officer issued a Procedural Order adopting a procedural schedule.

• On March 6, 2015, the Presiding Officer issued Orders granting the PLTIs of Cox and U.S. TelePacific et al.

• On June 1, 2015, CenturyLink filed an Amended Petition for Review of CenturyLink's Performance Incentive Plan and Performance Measurement Plan and Request to Deviate from Certain Provisions of the Nevada Administrative Code.

• On June 5, 2015, the Commission issued a Notice of Amended Petition to Review Performance Measurement Plan and Performance Incentive Plan.

• On July 1, 2015, CenturyLink filed direct testimony.

• On July 2, 2015, the Commission issued a Notice of Hearing.

• On August 7, 2015, CenturyLink, Cox, U.S. TelePacific et al., and Staff (hereinafter, "the Parties") filed a Stipulation Resolving All Issues.

• On September 24, 2015, the Commission held a hearing. BCP, CenturyLink, Cox, U.S. TelePacific et al., and Staff made appearances. Exhibits 1-3 were accepted into the record.

IV. STIPULATION

Parties' Position

1. The Parties recommend that the Commission approve the revised PMP as set forth in Exhibits A and B to the Stipulation. The proposed PMP removes the following measures:

a. Measure 6 – Average Jeopardy Notice Interval

b. Measure 8 – Percent Completed within Standard Interval

c. Measure 12 – Percent Due Dates Missed Due to Lack of Facilities

d. Measure 13 – Delay Order Interval to Completion Date

e. Measure 18 – Average Completion Notice Interval

f. Measure 22 – Plain Old Telephone Service ("POTS") Out of Service Less than 24 hours

g. Measure 24 – Percent Blocking on Common Trunks

h. Measure 26 – Exchange Codes ("NXX") Loaded by Local Exchange Routing Guide ("LERG") Effective Date

i. Measure 31 – Usage Completeness

j. Measure 32 – Recurring Charge Completeness

k. Measure 33 – Non-Recurring Charge Completeness

l. Measure 34 – Bill Accuracy

m. Measure 40 – Time to Respond to Collocation Request

n. Measure 41 – Time to Provide a Collocation Arrangement

o. Measure 42 – Percentage of Time Interface is Available

p. Measure 44 – Center Responsiveness

(Stip. at 3-4.)

2. In addition, the Parties recommend the following service group types/products be removed from the PMP measures: Residential POTS, Integrated Services Digital Network Basic Rate Interface ("ISDN BRI"), Private Branch Exchange ("PBX"), Digital Data Service ("DDS"), Digital Service Level 1/Integrated Services Digital Network Primary Rate Interface ("DS1/ISDN PRI"), Digital Service Level 3 ("DS3"), Voice Grade Private Line/Digital Service Level 0

("VGPL/DS0"), Unbundled Network Element ("UNE") Loops Designed, Centrex, Projects. (Stip. at 4.)

3. The Parties also recommend amending Measure 1, Average Response time to Pre Order Queries, so that it remains for Electronic Submeasures only. Measure 30 will remain for Bus POTS and UNE Loops only. Measure 42, Percentage of Time Interface is Available, should be eliminated. Competitive local exchange carriers ("CLECs") can call the interface help desk to obtain information about its availability. (Stip. at 4-5.)

4. The Parties agree that the PMP can be amended regarding the frequency with which monthly reports are posted to the external website. CenturyLink will continue to compile results on a monthly basis but they will be posted to the external website on a quarterly basis. (Stip. at 5.)

5. The Parties recommend changes to the sixth paragraph of the Reporting Requirements section of the PMP as outlined in paragraph 1.f.i. of the Stipulation. (Stip. at 5-6.)

6. The Parties agree to eliminate the PIP in its entirety. If necessary, the Commission may still impose penalties under NRS 703.380. However, NRS 704.6881 will no longer be applicable because the PIP will not be in place. Further, in the event a party believes a PIP should be reinstated, it can request that the Commission do so under existing regulations. (Stip. at 6.)

7. The Parties agree that CenturyLink will implement changes to its PMP and PIP following the first full month after the Commission approves the Stipulation. (Stip. at 6.)

Commission Discussion and Findings

8. The Commission finds that the Stipulation complies with the requirements of NAC 703.845, in that it settles only issues relating to the instant proceeding and does not seek

relief the Commission is not otherwise empowered to grant. The Stipulation is a consensus resolution of the issues pursuant to the Parties' negotiations and is a reasonable recommendation and resolution of the issues in this proceeding. Therefore, the Commission finds that it is in the public interest to accept the Stipulation.

THEREFORE, it is ORDERED that:

1. The Stipulation filed by Central Telephone Company d/b/a CenturyLink, Cox Nevada Telcom, LLC, Level 3 Communications LLC, MPower Communications Corp., Sprint Communications Company L.P., tw telecom of Nevada, LLC, Telecommunications of Nevada LLC d/b/a XO Communications, U.S. TelePacific Corp., and Regulatory Operations Staff, attached hereto as Attachment 1, is ACCEPTED.

2. The Commission's acceptance of the Stipulation does not constitute precedent regarding any legal or factual issue.

3. The Amended Petition of Central Telephone Company d/b/a CenturyLink in Docket 15-01046 is GRANTED as modified by the Stipulation.

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4. The Commission may correct any errors that have occurred in the drafting or issuance of this Order without future proceedings.

By the Commission,

ALAINA BURTENSHAW, Chairman

REBECCA D. WAGNER, Commissioner

DAVID NOBLE, Commissioner and
Presiding Officer

Attest:
TRISHA OSBORNE,
Assistant Commission Secretary

Dated: Carson City, Nevada
9.30.15

(SEAL)

PUBLIC UTILITIES COMMISSION OF NEVADA
PUC

ATTACHMENT 1

FILED WITH THE PUBLIC UTILITIES COMMISSION OF NEVADA - 8/7/2015

BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA

In re Petition of Central Telephone Company d/b/a CenturyLink for review and approval of its 2015 Performance Measurement Plan and Performance Incentive Plan.	DOCKET NO. 15-01046

STIPULATION OF THE PARTIES REGARDING CENTURYLINK'S PERFORMANCE MEASUREMENT PLAN AND PERFORMANCE INCENTIVE PLAN

Central Telephone Company d/b/a/ CenturyLink ("CenturyLink"), the Regulatory Operations Staff ("Staff") of the Public Utilities Commission of Nevada ("Commission"), Cox Nevada Telcom, LLC ("Cox"), U.S. TelePacific Corp. ("TelePacific"), MPower Communications Corp. ("MPower"), tw telecom of Nevada, LLC ("TWTC"), Level 3 Communications LLC, ("Level 3") Telecommunications of Nevada LLC d/b/a XO Communications, ("XO") and Sprint Communications Company L.P. ("Sprint") (CenturyLink, Staff, Cox, TelePacific, Mpower, TWTC, Level 3, XO and Sprint are collectively referred to as the "Parties"), hereby submit this Stipulation in full settlement of the matters at issue in Commission Docket No. 15-01046.

RECITALS

WHEREAS, on January 29, 2015, CenturyLink filed a Petition with the Commission for review and modification of its Performance Measurement Plan ("PMP") and Performance Incentive Plan ("PIP"), which Petition was designated by the Commission as Docket No. 15-01046;

WHEREAS, on March 3, 2015, a duly noticed prehearing conference was held in this matter;

WHEREAS, on March 5, 2015, the Presiding Officer issued a Procedural Order outlining the following procedural schedule: direct testimony by CenturyLink due on or before July 1, 2015; intervener direct testimony due on or before July 29, 2015; Staff direct testimony due on or before August 19, 2015; CenturyLink rebuttal testimony due on September 2, 2015; and a hearing to commence on September 24, 2015;

WHEREAS, on March 6, 2015, the Commission granted Petitions for Leave to Intervene on behalf of Cox, TelePacific, MPower, TWTC, Level 3, XO and Sprint;

WHEREAS, Staff participates as a matter of right pursuant to NRS 703.301;

WHEREAS, after filing the Petition, the Nevada Legislature adopted SB 112, and it was signed by the Governor on May 27, 2015. SB 112 became effective on July 1, 2015. SB 112 amended NRS 704.6881. Prior to SB 112, NRS 704.6881 had mandatory language requiring the Commission to adopt regulations establishing standards of performance and reporting (the PMP), and for penalties and expedited procedures for imposing penalties for actions inconsistent with the PMP (the PIP). SB 112 changed the mandatory nature of NRS 704.6881 and now makes it discretionary. On June 1, 2015, CenturyLink amended its filing and requested that its PIP be removed in its entirety, and certain additional changes be made;

WHEREAS, CenturyLink filed direct testimony on July 1, 2015;

WHEREAS, the Parties have reached agreement regarding the review and modification of CenturyLink's Performance Measurement Plan and Performance Incentive Plan resolving all issues in Docket No. 15-01046;

WHEREAS, on July 24, 2015 the parties requested that the Presiding officer vacate the procedural schedule and testimony dates;

WHEREAS, on July 24, 2015 the Presiding Officer granted the request to vacate the testimony dates, and kept the hearing date of September 24, 2015, if needed, for parties to explain the stipulation and answer any questions the Commission may have;

NOW THEREFORE, the Parties have entered into this Stipulation, which sets forth their agreement to the terms for resolution of the issues in this docket, and request the Commission's approval of this agreement. Based on the mutual agreements reflected in this Stipulation, the Parties agree as follows and request the Commission approve the agreement of the Parties as set forth below:

1. Attached to this Stipulation as Exhibit A is CenturyLink's Performance Measurement Plan that includes changes, in a redlined format, to which the Parties have agreed. A version with all of the changes accepted is attached as Exhibit B. The Parties agree that the revised Performance Measurement Plan as set forth in Exhibits A and B shall be approved in its entirety as CenturyLink's Performance Measurement Plan for Nevada. Changes to the PMP include the following:
    a. The following measures are being removed from the PMP:
        i. Measure 6 – Average Jeopardy Notice Interval
        ii. Measure 8 – Percent Completed within Standard Interval
        iii. Measure 12 – Percent Due Dates Missed Due to Lack of Facilities
        iv. Measure 13 – Delay Order Interval to Completion Date
        v. Measure 18 – Average Completion Notice Interval
        vi. Measure 22 – POTS Out of Service Less than 24 hours
        vii. Measure 24 – Percent Blocking on Common Trunks
        viii. Measure 26 – NXX Loaded by LERG Effective Date
        ix. Measure 31 – Usage Completeness

x. Measure 32 – Recurring Charge Completeness

xi. Measure 33 – Non-Recurring Charge Completeness

xii. Measure 34 – Bill Accuracy

xiii. Measure 40 – Time to Respond to Collocation Request

xiv. Measure 41 – Time to Provide a Collocation Arrangement

xv. Measure 42 – Percentage of Time Interface is Available

xvi. Measure 44 – Center Responsiveness

b. The following service group types/products are being removed from the PMP measures:

i. Residential POTS

ii. ISDN BRI

iii. PBX

iv. DDS

v. DS1/ISDN PRI

vi. DS3

vii. VGPL/DS0

viii. UNE Loops Designed

ix. Centrex

x. Projects

c. In addition to the above amendments to the PMP, the following measures are being amended:

i. Measure 1 – Average Response time to Pre Order Queries. This measure will remain for Electronic Submeasures only.

ii. Measure 30 – This measure will remain for Bus POTS and UNE Loops only.

d. Measure 42 – Percentage of Time Interface is Available is being eliminated. The information about EASE (the interface) availability can be determined by the CLEC calling the EASE help desk. A CLEC can call the EASE help desk and obtain the EASE availability.

e. The Parties agree the plan can be amended as it relates to the frequency that monthly reports are posted to the external website. CenturyLink will continue to compile results on a monthly basis. However, the reports will be posted to the external website for viewing once a quarter versus monthly.

f. The sixth paragraph of the Reporting Requirements section of the PMP will read as follows:

i. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs. The data provided does not include exceptions that were previously permitted for purposes of determining compliance for the performance incentive plan. In the event any person attempts to use the data provided to allege discrimination, CenturyLink may allege that the data does not contain statistical analysis, small sample size and forgiveness consistent with how it was done when the performance incentive plan

was in place, and CenturyLink may raise it as defense and apply these things in an effort to demonstrate non-discrimination.

2. The Parties agree to eliminate the Performance Incentive Plan in its entirety.
3. To the extent it is applicable, the Commission may impose penalties under NRS 703.380. NRS 704.6881 would no longer be applicable since the PIP will not be in place. Further, in the event a party believes a PIP should be reinstated, it has the ability to make that request under existing Commission regulations.
4. CenturyLink will implement changes to its Performance Measurement Plan and Performance Incentive Plan following the first full month after the Commission approves this Stipulation.
5. Although the hearing date has not currently been vacated, the Parties are not opposed to the Presiding Officer vacating the hearing date after review of this agreement.
6. The Parties agree that there is good cause to approve this Stipulation, including Exhibits A and B, and elimination of the PIP, and the approval of such is in the public interest, and is not contrary to statute.
7. Time is of the essence of the matters addressed in this Stipulation.
8. The Parties have each cooperated in the drafting and preparation of this Stipulation. This Stipulation shall not be construed against any of the Parties.
9. The Parties agree to cooperate with each other in presenting this Stipulation for approval to the Commission and to take no action, direct or indirect, in opposition to the request for approval.
10. This Stipulation is made upon the express understanding that it constitutes a negotiated settlement. It is not severable. In the event this Stipulation is not accepted in its entirety by the Commission, it shall be deemed to be withdrawn, without

prejudice to any claims or contentions that may have been made or are made in these proceedings and shall not be admissible in evidence or in any way described or discussed in any proceedings hereinafter. If this Stipulation is not accepted, the parties request that the Commission set a new procedural schedule so as to allow the parties the ability to complete and file testimony since the time spent on those efforts was replaced with settlement negotiations.

11. This Stipulation does not preclude CenturyLink, or other Parties, from raising any issues in future filings related to CenturyLink's Performance Measurement Plan, or another party's request to reinstate a Performance Incentive Plan.
12. This Stipulation may be signed in one or more counterparts, all of which together shall constitute the original document. This stipulation may be executed by signatures provided by electronic transmission, which signatures shall be as binding and effective as original signatures.
13. The parties signing below represent that they have authority to enter into this Stipulation.
14. This Stipulation constitutes the Parties' entire agreement with respect to CenturyLink's Performance Measurement Plan and Performance Incentive Plan, and shall not be modified or amended except by written agreement of the parties.

Respectfully submitted,

CENTRAL TELEPHONE COMPANY
D/B/A CENTURYLINK

Dated:_08/07/15_____

_____
Torry R. Somers

REGULATORY OPERATIONS STAFF OF THE PUBLIC UTILITIES COMMISSION

Dated: 8-6-15

for
Tammy Cordova

COX NEVADA TELCOM, LLC

Dated: _____

_____
Margaret L. Tobias

U.S. TELEPACIFIC CORP.; MPOWER COMMUNICATIONS CORP., TW TELECOM, LLC, LEVEL 3 COMMUNICATIONS LLC, TELECOMMUNICATIONS OF NEVADA LLC d/b/a XO COMMUNICATIONS, AND SPRINT COMMUNICATIONS COMPANY LP

Dated: _____

_____
Steven E. Tackes

REGULATORY OPERATIONS STAFF OF THE PUBLIC UTILITIES COMMISSION

Dated: _____

_____
Tammy Cordova

COX NEVADA TELCOM, LLC

Dated: 09/07/15

_____
Margaret L. Tobias

U.S. TELEPACIFIC CORP.; MPOWER COMMUNICATIONS CORP., TW TELECOM, LLC, LEVEL 3 COMMUNICATIONS LLC, TELECOMMUNICATIONS OF NEVADA LLC d/b/a XO COMMUNICATIONS, AND SPRINT COMMUNICATIONS COMPANY LP

Dated: _____

_____
Steven E. Tackes

----------end of document----------

REGULATORY OPERATIONS STAFF OF THE PUBLIC UTILITIES COMMISSION

Dated: _____

_____
Tammy Cordova

COX NEVADA TELCOM, LLC

Dated: _____

_____
Margaret L. Tobias

U.S. TELEPACIFIC CORP.; MPOWER COMMUNICATIONS CORP., TW TELECOM, LLC, LEVEL 3 COMMUNICATIONS LLC, TELECOMMUNICATIONS OF NEVADA LLC d/b/a XO COMMUNICATIONS, AND SPRINT COMMUNICATIONS COMPANY LP

Dated: 8-6-2015

_____
Steven E. Tackes

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EXHIBIT A

CenturyLink's Performance Measurement Plan

~~January 31, 2012~~

CenturyLink Performance Measurements

Public Utilities Commission of Nevada

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I. EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves.[1] In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[2] The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[3]

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

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. The Nevada Commission initiated a series of workshops to address many of these issues. The participating parties have worked in a collaborative fashion to resolve as many issues as possible. Sprint filed a Performance Measurement Plan revision in 2002 which was approved by order of the Commission in Docket 02-1039. Another revision of the plan was approved by order of the Commission 2003 in Docket 03-1041. This report is not intended to address statistical tests and incentives.

During the 2015 legislative session, the Nevada Legislature approved bill SB112 with an effective date of 7/1/2015. The legislation makes performance measures and penalties discretionary, rather than mandatory.

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

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

Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application: "Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

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

Major Categories

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

- **Pre-Ordering**

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

Address Verification
Request for Telephone Number
Request for Customer Service Record
Rejected/Failed Queries
~~Facility Availability~~

- **Ordering**

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

- **Provisioning**

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

- **Maintenance**

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

- **Network Performance**

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

- **Billing**

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

- **Database Updates**

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

- ~~**Collocation**~~

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

- ~~**Interfaces**~~

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

Auditing and Review Procedures

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

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

Reservation of Rights

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

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

ILECs

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

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

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

- do not admit that an apparent less-than-parity or falling below a benchmark condition reflects discriminatory treatment without further factual analysis.

CLECs

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

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

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

II. Performance Measurements

Measurement #	Measurement Title
Pre-Ordering	
01	Average Response Time to Pre Order Queries
Ordering	
02	Average FOC Notice Interval
03	Average Reject Notice Interval
04	Percent of Flow-Through Orders
Provisioning	
05	Percentage of Orders Jeopardized
~~06~~	~~Average Jeopardy Notice Interval~~
07	Average Completed Interval
~~08~~	~~Percent Completed Within Standard Interval~~
11	Percent of Due Dates Missed
~~12~~	~~Percent Due Dates Missed Due to Lack of Facilities~~
~~13~~	~~Delay Order Interval to Completion Date~~
15	Provisioning Trouble Reports Prior to Service Order Completion
17A	Percentage Troubles in 5 Days for New Orders
~~18~~	~~Average Completion Notice Interval~~
Maintenance	
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
~~22~~	~~POTS Out of Service Less Than 24 Hours~~
23	Frequency of Repeat Troubles in 30-Day Period
Network Performance	
~~24~~	~~Percent Blocking on Common Trunks~~
25	Percent Blocking on Interconnection Trunks
~~26~~	~~NXX Loaded by LERG Effective Date~~
Billing	
30	Wholesale Bill Timeliness
~~31~~	~~Usage Completeness~~
~~32~~	~~Recurring Charge Completeness~~
~~33~~	~~Non-Recurring Charge Completeness~~
~~34~~	~~Bill Accuracy~~
Database Updates	
38	Percent Database Accuracy
39	E911 MS Database Update Interval
~~Collocation~~	
~~40~~	~~Time to Respond to a Collocation Request~~

~~41~~	~~Time to Provide a Collocation Arrangement~~
~~Interface~~	
~~42~~	~~Percentage of Time Interface is Available~~
~~44~~	~~Center Responsiveness~~

Pre-Ordering **Measure 1**

Title: Average Response Time to Pre-Order Queries

Area	*Requirement Description*
Description	The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC. • Address Verification • Request for Telephone Number (TN) • Request for Customer Service Record - Single Telephone Number - BAN • Rejected/Failed Queries ~~• Facility Availability~~
Method of Calculation	**All Electronic:** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period) ~~**All Manual: Facility Availability**~~ ~~Sum [((Fax Date and Time Returned) – (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)] X 100~~
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliate.
Reported By	By query type ~~and by interface type, including fax~~
Geographic Level	Statewide
Measurable Standards	

~~Disaggregation Level~~ **All Electronic:**	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
Request for Address Verification	~~Request for Address Verification~~		Diagnostic ~~Only~~(no retail comparison)
Request for Telephone Number	~~Request for Telephone Number~~		Diagnostic (no retail comparison)~~Only~~
Request for Customer Service Record - Single Telephone Number	~~Request for Single Telephone Number CSR~~		Diagnostic (no retail comparison)~~Only~~
Request for Customer Service Record – BAN	~~Request for BAN CSR~~		Diagnostic (no retail comparison)~~Only~~
Rejected / Failed Queries	~~Rejected/Failed Queries~~		Diagnostic (no retail comparison)~~Only~~

	~~**All Manual:**~~			
	~~Facility Availability~~	~~Request for Facility Availability~~		~~Diagnostic Only~~
Business Rules	• Elapsed time is measured in seconds for electronic pre-order requests. • ~~Results for CLECs with 5 or fewer transactions will be compared with a benchmark of twice the applicable electronic submeasure to determine compliance.~~ • Elapsed time for fully electronic submeasures will be tracked during scheduled interface availability hours. • Exclude transactions that occur during OSS outages.			
Notes	• Implementation of systems to comply with Federal National Portability requirements will prevent the capability to query by NPA/NNX in 2002 to obtain Service Availability information as an independent query. Service Availability information is available in Address Verification and Customer Service Record queries. • ~~Submeasure Facility Availability provides switch verification information.~~			

Ordering **Measure 2**

Title: Average FOC Notice Interval

Area	*Requirement Description*			
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC).			
Method of Calculation	**All Electronic:** Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs Sent in Reporting Period) **Electronic/Manual Mix:** Sum ((FOC Date and Time) – (Receipt Date and Time of receipt of error free order)) / (Number of FOCs sent)			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLECs, CLECs in the aggregate, ~~by ILEC (if analog applies)~~ and ILEC affiliates.			
Reported By	• Electronically received/electronically handled • Electronically received and manually handled • By Service Group Type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** ~~RESALE~~	~~CLEC~~	~~**Retail Comparison** Standard~~ ~~Parity~~	~~Benchmark~~
	Bus POTS All Electronic Electronic/Manual Mix	~~Bus POTS~~	Diagnostic (no retail comparison)	~~20 mins~~ ~~12 hrs~~
	~~ISDN BRI~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~ISDN BRI~~		~~Diagnostic Only~~ ~~12 hrs~~
	~~CENTREX~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~CENTREX~~		~~Diagnostic Only~~ ~~24 hrs~~
	~~PBX~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~PBX~~		~~Diagnostic Only~~ ~~24 hrs~~
	~~**Intelligent FOC**~~			
	~~DDS~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~DDS~~		~~TBD~~ ~~36 business hrs~~
	~~DS1/ISDN PRI~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~DS1/ISDN PRI~~		~~TBD~~ ~~36 business hrs~~
	~~DS3~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~DS3~~		~~TBD~~ ~~36 business hrs~~
	~~VGPL/DS0~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~VGPL/DS0~~		~~TBD~~ ~~36 business hrs~~
	~~UNBUNDLED NETWORK ELEMENTS~~			
	~~**Blind FOC**~~			
	UNE Loops Non-Designed	~~UNE Loops~~	Diagnostic	

	All Electronic Electronic/Manual Mix	~~Non-Designed~~	(no retail comparison)	~~30 mins~~ ~~12 hrs~~
	UNE Loops xDSL Provisioned All Electronic Electronic/Manual Mix	~~UNE Loops xDSL Provisioned~~	Diagnostic (no retail comparison)	~~30 mins~~ ~~12 hrs~~
	LNP All Electronic Electronic/Manual Mix	~~LNP~~	Diagnostic (no retail comparison)	~~20 mins~~ ~~12 hrs~~
	~~**Intelligent FOC**~~			
	~~UNE Loops Designed~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~UNE Loops Designed~~		~~TBD~~ ~~36 business hrs~~
	EELS All Electronic Electronic/Manual Mix	~~EELS~~	Diagnostic (no retail comparison)	~~TBD~~ ~~36 business hrs~~
	~~UNE Dedicated Transport~~			
	UNE DS1/ISDN PRI All Electronic Electronic/Manual Mix		Diagnostic (no retail comparison)	
	~~UNE DS3~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~UNE DS3~~		~~TBD~~ ~~36 business hrs~~
	~~Interconnection Trunks~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~Interconnection Trunks~~		~~TBD~~ ~~7 business days~~
	~~**PROJECTS**~~			
	~~Projects~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~Projects~~		~~Diagnostic Only~~
Business Rules	• Elapsed time calculated in business hours and excludes non-business days and ILEC published holidays. • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Excludes Loop Pre-Qualification queries that are processed as LSRs. • Manually received and handled FOCs not included. • Denominator includes all FOCs sent regardless of receipt and response time. • CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.			
Notes	• None at this time.			

Ordering **Measure 3**

Title: Average Reject Notice Interval

Area	*Requirement Description*
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation	**All Electronic:** Sum((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected) **Electronic/Manual Mix:** Sum((Business Date and Time of ILEC transmission of Order Rejection) – (Business Date and Time of Order Receipt)) / (# of Electronic/Manual Orders Rejected)
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates

Reported By	• Electronically received, electronically handled
	  • All interfaces
	  • Resale orders and Facility based UNE orders
	• Electronically received, manually handled
	  • All interfaces
	  • Resale orders and Facility based UNE orders

Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
Reject Notice All Electronic	~~Reject Notice~~	Diagnostic (no retail comparison)	~~10 min~~
Reject Notice Electronic/Manual Mix	~~Reject Notice~~	Diagnostic (no retail comparison)	~~12hrs~~

Business Rules	• Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays. • Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day. • Exclude Loop Pre-Qualification queries created as service orders.
Notes	• None at this time.

Ordering **Measure 4**

Title: Percent of Flow-Through Orders

Area	*Requirement Description*
Description	Measures the percentage of mechanized service orders processed on a flow through basis. The definition of Flow-through for the intent of this measure is to reflect those orders that are able to get to the Firm Order Confirmation status without manual intervention.
Method of Calculation	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received service orders)] x 100
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By	• Orders that flow through as a percentage of all electronically received orders • By Service Group Types
Geographic Level	Statewide
Measurable Standards	

~~Disaggregation Level~~ ~~Resale~~	~~CLEC~~	~~Competitive Standard~~ ~~Parity~~	~~Benchmark~~
~~Res POTS~~	~~Res POTS~~		~~Diagnostic Only~~
Bus POTS	~~Bus POTS~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
~~ISDN BRI~~	~~ISDN BRI~~		~~Diagnostic Only~~
~~CENTREX~~	~~CENTREX~~		~~Diagnostic Only~~
~~PBX~~	~~PBX~~		~~Diagnostic Only~~
~~DDS~~	~~DDS~~		~~Diagnostic Only~~
~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~		~~Diagnostic Only~~
~~DS3~~	~~DS3~~		~~Diagnostic Only~~
~~VGPL/DS0~~	~~VGPL/DS0~~		~~Diagnostic Only~~
~~UNBUNDLED NETWORK ELEMENTS~~			
~~UNE Loops~~			
UNE Loops Non-Designed	~~UNE Loops - Non-Designed~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
~~UNE Loops Designed~~	~~UNE Loops Designed~~		~~Diagnostic Only~~
UNE Loops xDSL Provisioned	~~UNE Loops xDSL Provisioned~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
EELS	~~EELS~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
~~UNE Dedicated Transport~~			
UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
~~UNE DS3~~	~~UNE DS3~~		~~Diagnostic Only~~
LNP	~~LNP~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~

Business Rules	• Excludes Loop Pre-Qualification queries.

Notes	• None at this time.

Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

Area	*Requirement Description*			
Description	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed by the due date committed on the FOC.			
Method of Calculation	(Number of Orders Jeopardized) / (Number of Orders Completed) x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	~~Disaggregation Level~~ ~~Resale~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
	~~PBX~~	~~PBX~~	~~PBX~~	
	~~DDS~~	~~DDS~~	~~DDS~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
	~~DS3~~	~~DS3~~	~~DS3~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
	~~UNBUNDLED NETWORK ELEMENTS~~			
	~~UNE Loops~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Bus. POTS Dispatched Diagnostic (Expectation : parity with retail)	
	~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS, VGPL/DS0~~	
	UNE Loops - xDSL Provisioned	~~UNE Loops xDSL Provisioned~~	Bus POTS Dispatched ~~Retail xDSL~~	

			Diagnostic (Expectation : parity with retail)	
	EELS	~~EELS~~	DS3, DS1/ISDN PRI, VGPL/ DS0 Diagnostic (Expectation : parity with retail)	
	~~UNE Dedicated Transport~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)	
	~~UNE DS3~~	~~UNE DS3~~	~~DS3~~	
Business Rules	• Excludes delays for customer reasons. • Excludes Loop Pre-Qualification queries.			
Notes	• None at this time.			

Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval

Area	*Requirement Description*
Description	Measures the remaining time between the pre-existing committed order completion date (communicated via the FOC) and the date the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date has been missed).
Method of Calculation	Jeopardy Notice: Sum((Date of Committed Due Date for the Order) – (Date of Jeopardy Notice)) / (Number of Orders Jeopardized) Notification of Missed Commitments: Sum((Due Date of Missed Commit Notice) – (Due Date of Order)) / (Number of Missed Commit Notices)
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By	• By service group type
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.

Disaggregation Level Resale	CLEC	Retail Comparison Standard Parity	Benchmark
Res POTS	Res POTS	Res POTS Diagnostic Only	
Bus POTS	Bus POTS	Diagnostic Only Bus POTS	
ISDN BRI	ISDN BRI	Diagnostic Only ISDN BRI	
CENTREX	CENTREX	Diagnostic Only CENTREX	
PBX	PBX	Diagnostic Only PBX	
DDS	DDS	Diagnostic Only DDS	
DS1/ISDN PRI	DS1/ISDN PRI	Diagnostic Only DS1/ISDN PRI	
DS3	DS3	Diagnostic Only DS3	
VGPL/DS0	VGPL/DS0	Diagnostic Only VGPL/DS0	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Diagnostic Only Bus. POTS Dispatched	
UNE Loops Designed	UNE Loops Designed	Diagnostic Only DDS, VGPL/DS0	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Diagnostic Only Retail xDSL	
EELS	EELS	Diagnostic Only DS1/ISDN PRI,	

			~~DS3, VGPL/DS0~~	
	~~UNE Dedicated Transport~~			
	~~UNE DS1/ISDN PRI~~	~~UNE DS1/ISDN PRI~~	~~Diagnostic Only DS1/ISDN PRI~~	
	~~UNE DS3~~	~~UNE DS3~~	~~Diagnostic Only DS3~~	
	~~Projects~~	~~Projects Diagnostic Only~~	~~Projects Diagnostic Only~~	
~~***Business Rules***~~	~~• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons.~~ ~~• Excludes Loop Pre-Qualification queries.~~			
~~***Notes***~~	~~• If the ILEC policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog.~~ ~~• Interval is reported in business days.~~			

Provisioning **Measure 7**

Title: Average Completed Interval

Area	*Requirement Description*
Description	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation	(Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders) / (Total new, move and change orders)
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type and field work/no field work where applicable.
Geographic Level	Statewide
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.

~~Disaggregation Level~~ ~~Resale~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)	
~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
~~PBX~~	~~PBX~~	~~PBX~~	
~~DDS~~	~~DDS~~	~~DDS~~	
~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
~~DS3~~	~~DS3~~	~~DS3~~	
~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
~~UNBUNDLED NETWORK ELEMENTS~~			
~~UNE Loops~~			
UNE Loops Non-Designed		Bus. POTS Dispatched Diagnostic (Expectation : parity with retail)	
~~UNE Loops Designed – No Field Work~~	~~UNE Loops Designed – No Field Work~~		~~6 Days~~
~~UNE Loops Designed – Field Work~~	~~UNE Loops Designed – Field Work~~	~~DDS,VGPL/DS0~~	
UNE Loops - xDSL Provisioned – No Field Work	~~UNE Loops – xDSL Provisioned – No Field Work~~		~~3.5 Days~~ Diagnostic (no retail comparison)
UNE Loops - xDSL Provisioned – Field Work		Bus. POTS Dispatched Diagnostic (Expectation	

			: parity with retail)	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation : parity with retail)	
	~~UNE Dedicated Transport~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)	
	~~UNE DS3~~	~~UNE DS3~~	~~DS3~~	
	~~Interconnection Trunks~~	~~Interconnection Trunks~~	~~ILEC Dedicated Trunks~~	
	~~Projects~~	~~Projects Diagnostic Only~~	~~Projects Diagnostic Only~~	
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries. • The start time of requests received after the end of the business day will be the beginning of the next business day.			
Notes	• None at this time.			

Provisioning **Measure 8**

Title: Percent Completed Within Standard Interval

Area	*Requirement Description*
Description	Measures orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation	[(Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type excluding services with flexible due dates.
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Res- POTS	Res- POTS	Res- POTS Diagnostic Only	
Bus POTS	Bus POTS	Bus POTS Diagnostic Only	
ISDN BRI	ISDN BRI	ISDN BRI Diagnostic Only	
CENTREX	CENTREX	CENTREX Diagnostic Only	
PBX	PBX	PBX Diagnostic Only	
DDS	DDS	DDS Diagnostic Only	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
DS3	DS3	DS3 Diagnostic Only	
VGPL/DS0	VGPL/DS0	VGPL/DS0 Diagnostic Only	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic Only	
UNE Loops Designed	UNE Loops Designed	0 DDS and VGPL/DS0 Diagnostic Only	
UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL Diagnostic Only	
EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic Only	
UNE Dedicated Transport			
UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
UNE DS3	UNE DS3	DS3 Diagnostic Only	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic Only	

	~~Projects~~	~~Projects Diagnostic Only~~	~~Projects Diagnostic Only~~	
~~***Business Rules***~~	• ~~Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons.~~ • ~~Excludes services with flexible due dates.~~ • ~~For UNE Loop services, feature only orders are excluded from the retail analog.~~ • ~~Excludes Loop Pre-Qualification queries.~~			
~~***Notes***~~	• ~~None at this time.~~			

Provisioning **Measure 11**

Title: Percent of Due Dates Missed

Area	*Requirement Description*
Description	Measures the percent of new, move and change orders where installation was not completed by the due date.
Method of Calculation	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders) / (Total Number of Completed New, Move and Change Orders)] x 100
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates
Reported By	By service group type and Field Work/No Field Work as appropriate
Geographic Level	Statewide
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.

~~Disaggregation Level~~ ~~Resale~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)	
~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
~~PBX~~	~~PBX~~	~~PBX~~	
~~DDS~~	~~DDS~~	~~DDS~~	
~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
~~DS3~~	~~DS3~~	~~DS3~~	
~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
~~UNBUNDLED NETWORK ELEMENTS~~			
~~UNE Loops~~			
UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Bus. POTS Dispatched Diagnostic (Expectation : parity with retail)	
~~UNE Loops Designed – No Field Work~~	~~UNE Loops Designed – No Field Work~~		~~10%~~
~~UNE Loops Designed – Field Work~~	~~UNE Loops Designed – Field Work~~	~~DDS and VGPL/DS0~~	
UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	~~Retail xDSL~~ Bus. POTS Dispatched Diagnostic (Expectation : parity with retail)	

	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation : parity with retail)	
	~~UNE Dedicated Transport~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)	
	~~UNE DS3~~	~~UNE DS3~~	~~DS3~~	
	Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation : parity with retail)	
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • All available due dates are reported, except those missed due to customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes cancelled orders. • Excludes Loop Pre-Qualification queries.			
Notes	• CenturyLink will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.			

Provisioning **Measure 12**

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

Area	*Requirement Description*			
Description	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"			
Method of Calculation	[((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders))] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.			
	Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Res- POTS	Res- POTS	Res- POTS Diagnostic Only	
	Bus POTS	Bus POTS	Bus POTS Diagnostic Only	
	ISDN BRI	ISDN BRI	ISDN BRI Diagnostic Only	
	CENTREX	CENTREX	CENTREX Diagnostic Only	
	PBX	PBX	PBX Diagnostic Only	
	DDS	DDS	DDS Diagnostic Only	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
	DS3	DS3	DS3 Diagnostic Only	
	VGPL/DS0	VGPL/DS0	VGPL/DS0 Diagnostic Only	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic Only	
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0 Diagnostic Only	
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL Diagnostic Only	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic Only	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
	UNE DS3	UNE DS3	DS3 Diagnostic Only	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic Only	
Business Rules	• All available due dates are reported, except those missed due to			

	~~customer reasons.~~ • ~~Excludes customer requested due dates beyond the interval offered, and orders delayed for customer reasons.~~ • ~~For UNE Loop services, feature only orders are excluded from the retail analog.~~ • ~~Excludes Loop Pre-Qualification queries.~~
~~*Notes*~~	• ~~None at this time.~~

Provisioning **Measure 13**

Title: Delay Order Interval to Completion Date

Area	*Requirement Description*			
Description	Measures the average calendar days from due date to completion date on company missed orders.			
Method of Calculation	Sum ((Completion Date for orders missed) – (Committed Order Due Date for orders missed)) / (Number of Orders Missed in the Reporting Period)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	• By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.			
	Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Res- POTS	Res- POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops - Non-Designed	Bus. POTS Dispatched	
	UNE Loops Designed	UNE Loops- Designed	DDS and VGPL/DS0	
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	Lack of Facilities	Lack of Facilities	Diagnostic Only	
Business Rules	• Excludes Loop Pre-Qualification queries.			
Notes	• Lack of Facilities represents a subset of all delayed orders reported by service group type.			

Provisioning **Measure 15**

Title: Provisioning Trouble Reports Prior to Service Order Completion

Area	*Requirement Description*			
Description	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.			
Method of Calculation	[(Total number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion) / (Total Number of service orders completed in reporting period)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	• By ~~Resale~~Business POTS, UNE Loop Non-Designed, ~~,~~and LNP • By Affecting Service and Out of Service			
Geographic Level	Statewide			
Measurable Standards	CenturyLink will~~is required to~~ provide a retail analog for this measurement.			
	~~**Disaggregation Level**~~ ~~**Resale**~~	~~**CLEC**~~	~~**Retail Comparison Standard**~~ ~~**Parity**~~	~~**Benchmark**~~
	~~Res Pots,~~ Bus Pots	~~Res POTS, Bus POTS~~	~~Res POTS,~~ Bus POTS Diagnostic (Expectation: parity with retail) ~~Only~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	—UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	B1 Dispatch Non-Designed Diagnostic (Expectation: parity with retail) ~~Only~~	
	LNP	~~LNP~~	LNP Diagnostic (Expectation: parity with retail) ~~Only~~	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports.			
Notes	• None at this time.			

Provisioning **Measure 17a**

Title: Percentage Troubles in 5 Days for New Orders

Area	*Requirement Description*
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.
Method of Calculation	[(Total Number of Customer Trouble reports received within 5 calendar days of service order completion) / (Total Number of new, move and change completed orders)] x 100
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.

~~Disaggregation Level~~ ~~Resale~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~ ~~Benchmark~~
~~Res POTS~~	~~Res POTS~~	~~Res POTS~~
Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)
UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus POTS Diagnostic (Expectation : parity with retail)
~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~
UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	~~Retail xDSL~~ Res and Bus POTS Diagnostic (Expectation : parity with retail)
EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation : parity with retail)
~~UNE Dedicated Transport~~		
UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)

	~~UNE DS3~~ LNP	~~UNE DS3~~ ~~LNP~~	~~DS3~~ LNP Diagnostic (Expectation : parity with retail)	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wire. • Excludes Trouble Reports Received on the Due Date • Excludes cancelled tickets. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports. • Excludes Loop Pre-Qualification queries. • Includes trouble tickets that were received during the reporting period.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Provisioning **Measure 18**

Title: Average Completion Notice Interval

Area	*Requirement Description*			
Description	Measures the average time per order to issue notification to CLEC of a completed order.			
Method of Calculation	**All Electronic:** Sum((Date and Time of Electronic Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed Electronically) **Electronic/Manual Mix:** ((Date and Time of Completion Notification to CLEC for Orders Completed that Required Manual Intervention) – (Date and Time of Work Completion))/(Number of Orders Completed That Required Manual Intervention)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates			
Reported By	Electronic and Electronic/Manual Mix Interface			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	**CLEC**	**Retail Comparison Standard**	
			Parity	**Benchmark**
	All Electronic	Completion Notice		Diagnostic Only
	Electronic/Manual Mix	Completion Notice		Diagnostic Only
Business Rules	• 24 hour clock is used to measure interval for electronic/manual process. • For fully electronic completions that occur after 8pm (Pacific)/11pm (Eastern), the interval will start at 5am (Pacific)/8am (Eastern) the next business day. • Excludes weekends and ILEC published holidays. • Excludes Loop Pre-Qualification queries.			
Notes	• CenturyLink will track fall out rate.			

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	*Requirement Description*
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.
Method of Calculation	[(Total Number of Customer initial and repeat network trouble reports) / (Number of access lines/circuits/UNEs in service at the end of the reporting period)] x 100
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.

~~Disaggregation Level~~ ~~Resale~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~ ~~Benchmark~~	
~~Res POTS~~	~~Res POTS~~	~~Res POTS~~ ~~Diagnostic Only~~	
Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~ ~~Diagnostic Only~~	
~~CENTREX~~	~~CENTREX~~	~~CENTREX~~ ~~Diagnostic Only~~	
~~PBX~~	~~PBX~~	~~PBX~~ ~~Diagnostic Only~~	
~~DDS~~	~~DDS~~	~~DDS~~ ~~Diagnostic Only~~	
~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~ ~~Diagnostic Only~~	
~~DS3~~	~~DS3~~	~~DS3~~ ~~Diagnostic Only~~	
~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~ ~~Diagnostic Only~~	
~~UNBUNDLED NETWORK ELEMENTS~~			
~~UNE Loops~~			
UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus POTS Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~ ~~Diagnostic Only~~	
UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	~~Retail xDSL~~ Res and Bus POTS Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0	

			Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	~~UNE Dedicated Transport~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	UNE DS3	~~UNE DS3~~	DS3 Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	LNP	~~LNP~~	LNP Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes canceled trouble tickets. • Excludes ILEC employee generated reports. • An LNP trouble is excluded from duplicate reporting in another service group type.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Maintenance **Measure 20**

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*
Description	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation	[(Total network trouble reports not cleared by the commitment time for ILEC reasons) / (Total network trouble reports completed)] x 100
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	• By service group type • By dispatch and no dispatch
Geographic Level	Statewide
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.

~~Disaggregation Level~~ ~~Resale~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
~~Res POTS~~	~~Res POTS~~	~~Res POTS Diagnostic Only~~	
Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus POTS Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0 Diagnostic Only~~	
UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	~~Retail xDSL~~Res and Bus POTS Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL /DS0 Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
~~UNE Dedicated Transport~~			

	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
	UNE DS3	~~UNE DS3~~	DS3 Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
	Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
	LNP		LNP Diagnostic (Expectation : parity with retail)	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Excludes customer caused misses. • Excludes canceled trouble tickets. • Includes LNP NXX Code Opening Troubles. • An LNP trouble is excluded from duplicate reporting in another service group type.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Maintenance **Measure 21**

Title: Average Time to Restore

Area	*Requirement Description*
Description	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	• By service group type • By dispatch and no dispatch
Geographic Level	Statewide
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.

~~Disaggregation Level~~ ~~Resale~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~ ~~Benchmark~~	
~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)	
~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
~~PBX~~	~~PBX~~	~~PBX~~	
~~DDS~~	~~DDS~~	~~DDS~~	
~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
~~DS3~~	~~DS3~~	~~DS3~~	
~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
~~UNBUNDLED NETWORK ELEMENTS~~			
~~UNE Loops~~			
UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus POTS Diagnostic (Expectation : parity with retail)	
~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~	
UNE Loops - XDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	~~Retail xDSL~~ Res and Bus POTS Diagnostic (Expectation : parity with retail)	
EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/ DS0 Diagnostic (Expectation : parity with	

		retail)	
~~UNE Dedicated Transport~~			
UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)	
UNE DS3	~~UNE DS3~~	DS3 Diagnostic (Expectation : parity with retail)	
Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation : parity with retail)	
LNP		LNP Diagnostic (Expectation : parity with retail)	

Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Excludes canceled trouble tickets. • Includes LNP NXX Code Opening troubles. • An LNP trouble is excluded from duplicate reporting in another service group type. • Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	*Requirement Description*			
Description	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.			
Method of Calculation	[(Total number of out of service network troubles cleared in less than 24 hours) / (Total number of out of service network troubles reported)] x 100 Note: For non-designed services only			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	By POTS Residence and Business (Resale)			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.			
	Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Res POTS, Bus POTS	Res POTS, Bus POTS	Res POTS, Bus POTS Diagnostic Only	
Business Rules	• Residential and Business POTS only. • Excludes no access. • Interval for tickets received Saturday, Sunday, or ILEC published holiday begins no later than Monday morning. • Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes canceled trouble tickets. • Excludes ILEC employee generated reports. • Excludes out of service tickets when the customer requests a commitment more than 24 hours from the time the trouble is reported.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	*Requirement Description*			
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.			
Method of Calculation	[(Total customer network trouble reports received within 30 calendar days of a previous customer report) / (Total customer network trouble reports)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	~~**Disaggregation Level**~~ ~~**Resale**~~	~~**CLEC**~~	~~**Retail Comparison Standard**~~ ~~**Parity**~~	~~**Benchmark**~~
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)	
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus POTS Diagnostic (Expectation : parity with retail)	
	~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~	
	UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	~~Retail xDSL~~ Res and Bus POTS Diagnostic (Expectation : parity with retail)	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation : parity with retail)	
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)	
	UNE DS3	~~UNE DS3~~	DS3	

			Diagnostic (Expectation : parity with retail)	
	Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation : parity with retail)	
	LNP	~~LNP~~	LNP Diagnostic (Expectation : parity with retail)	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wiring. • Excludes Subsequent reports. • Excludes Message Reports. • Excludes canceled trouble tickets. • An LNP trouble is excluded from duplicate reporting in another service group type. • Excludes ILEC employee generated reports. • Includes LNP NXX Code Opening troubles.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Network Performance **Measure 24**

Title: Percent Blocking on Common Trunks

Area	*Requirement Description*			
Description	Measures the total percentage of blockage across all common and shared transport trunk groups exceeding 1% blockage. Note: Includes list of trunks exceeding 1% benchmark			
Method of Calculation	[(Total blocked calls across all common and shared transport trunk groups) / (Total call attempts count across all common and shared transport trunk groups)] x 100			
Report Period	Monthly			
Report Structure	Reported by common/shared transport trunk group			
Reported By	State			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	**CLEC**	**Retail Comparison Standard** **Parity** **Benchmark**	
	State	Common Trunk Group		Diagnostic Only
Business Rules	• Exclude 911 trunks except where ILEC has augmentation control. • Excludes the maintenance window (12am local time to 6am local time). • Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.). • Measured by: Total trunk groups - Percent Blocking			
Notes	• Common trunk groups provide service to all customers; therefore, there is one result for both CLEC and ILEC.			

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*			
Description	Measures the total percent of blockage on final dedicated interconnection trunk groups, ~~exceeding 1% blockage.~~			
Method of Calculation	[(Total blocked calls across all final dedicated interconnection trunk groups per CLEC) / (Total call attempts count across all final dedicated interconnection trunk groups per CLEC)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates			
Reported By	State			
Geographic Level	Statewide			
Measurable Standards				
	~~Disaggregation Level~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
	~~State~~Interconnection Trunks	~~Interconnection Trunks~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
Business Rules	• Only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity. • Threshold exception trunk detail. • Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.). • Excludes the maintenance window (12am local time to 6am local time). • Applies to those trunks where the ILEC has augmentation control. • Does not apply when trunks are provisioned as two-way trunks.			
Notes	• Measured by: - Total trunk groups - Threshold exceptions - ILEC end office to CLEC end office - ILEC tandem to CLEC end office			

Network Performance **Measure 26**

Title: NXX Loaded by LERG Effective Date

Area	*Requirement Description*			
Description	Measures the number of NXXs loaded and tested by the LERG effective date.			
Method of Calculation	[((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date))] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates			
Reported By	Reported for all NXX codes scheduled to be loaded in reporting period			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.			
	Disaggregation Level	**CLEC**	**Retail Comparison Standard** Parity / Benchmark	
	CLLI	CLEC NXXs loaded	ILEC NXXs loaded Diagnostic Only	
Business Rules	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 calendar days). • Excludes any NXX code facilities that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.			
Notes	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing.			

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	*Requirement Description*
Description	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC.
Method of Calculation	[(Count of Invoices where difference between distribution date and bill date is less than or equal to 10) / (Count of Total Invoices Distributed within the Reporting Period)] x100
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By	• Bus POTS Resale • UNE Loops • ~~Facilities/Interconnection~~
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	~~**CLEC**~~	~~**Retail Comparison Standard**~~	
		~~**Parity**~~	~~**Benchmark**~~
Bus POTS Resale	~~CLEC Invoices~~	Diagnostic (no retail comparison)	~~99% within 10 calendar days~~
UNE Loops	~~CLEC Invoices~~	Diagnostic (no retail comparison)	~~99% within 10 calendar days~~
~~Facilities/Interconnection~~	~~CLEC Invoices~~		~~99% within 10 calendar days~~

Business Rules	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes	• None at this time.

Billing **Measure 31**

Title: Usage Completeness

Area	*Requirement Description*
Description	Measures the percentage of usage charges appearing on the correct bill. *Correct bill = next available bill
Method of Calculation	[(Count of usage charges on the bill that were recorded within last 30 billing days) / (Total count of usage charges on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale	IntraLATA toll messages sent-paid	CenturyLink IntraLATA toll messages sent-paid	
UNE	Minutes of use		95% complete
Facilities/Interconnection	Minutes of use		95% complete

Business Rules	• Excludes summarized charges. • Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights. • Excludes usage recorded by other (non-CenturyLink affiliate) companies and sent to CenturyLink.
Notes	• None at this time.

Billing **Measure 32**

Title: Recurring Charge Completeness

Area	*Requirement Description*
Description	Measures the percentage of fractional recurring charges appearing on the correct bill. * Correct bill = next available bill
Method of Calculation	[(Count of fractional recurring charges that are on the correct bill*) / (Total count of fractional recurring charges that are on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale	Number of fractional OCCs	Number of fractional OCCs	
UNE	% charges on correct bill		90% Complete
Facilities/Interconnection	% charges on correct bill		90% Complete

Business Rules	• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Excludes zero dollar billing charges. • Excludes late charges resulting from mandated billing changes if CenturyLink makes its changes on time.
Notes	• None at this time.

Billing **Measure 33**

Title: Non-Recurring Charge Completeness

Area	*Requirement Description*
Description	Measures the percentage of non-recurring charges appearing on the correct bill. * Correct bill = next available bill
Method of Calculation	[(Count of non-recurring charges that are on the correct bill) / (Total count of non-recurring charges that are on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale	Total number of non-recurring OCCs	Total number of non-recurring OCCs	
UNE	% of charges on correct bill		90% complete
Facilities/Interconnection	% of charges on correct bill		90% complete

Business Rules	• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Excludes zero dollar billing charges. • Excludes late charges resulting from mandated billing changes if CenturyLink makes its changes on time.
Notes	• None at this time.

Billing **Measure 34**

Title: Bill Accuracy

Area	*Requirement Description*
Description	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments on a rolling six month average.
Method of Calculation	(Total monies billed without corrections on a rolling six month average) / (Total monies billed on a rolling six month average) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale – Usage – Recurring Charges – Non-Recurring Charges • UNE – Usage – Recurring Charges – Non-Recurring Charges • Facilities/Interconnection – Usage – Recurring Charges - Non-Recurring Charges
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Resale			
Usage	Total Dollars billed and adjustments for usage	Total Dollars billed and adjustments for usage – Diagnostic Only	
Recurring Charge	Total Dollars billed and adjustments for recurring charges	Total Dollars billed and adjustments for recurring charges – Diagnostic Only	
Non-recurring Charges	Total Dollars billed and adjustments for non-recurring charges	Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only	
UNE			
Usage	Total Dollars billed and adjustments for usage		Diagnostic Only
Recurring Charge	Total Dollars billed and adjustments for recurring		Diagnostic Only
Non-recurring Charges	Total Dollars billed		

		~~and adjustments for nonrecurring~~		~~Diagnostic Only~~
	~~**Facilities/Interconnection**~~			
	~~Usage~~	~~Total Dollars billed and adjustments for usage~~		~~Diagnostic Only~~
	~~Recurring Charges~~	~~Total Dollars billed and adjustments for recurring~~		~~Diagnostic Only~~
	~~Non-recurring Charges~~	~~Total Dollars billed and adjustments for nonrecurring~~		~~Diagnostic Only~~
~~***Business Rules***~~	~~• Excludes Uncollectible status accounts, restoration charges, non-recurring charges billed in installments, non-regulated charges, refunds of deposits, transfer of payments or balances, returned check charges, taxes, and surcharges.~~ ~~• Excludes adjustments issued for reasons not related to bill accuracy.~~			
~~***Notes***~~	~~• None at this time.~~			

Database Updates **Measure 38**

Title: Percent Database Accuracy

Area	*Requirement Description*
Description	The percentage of E911 records that were updated by CenturyLink in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. CenturyLink will verify the records determined to be in error to validate that the records were input by CenturyLink incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC. • E911 Databases
Method of Calculation	[(Count of Updates Completed without error) / (Count of Updates Completed)] x 100
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	For E911 Database: • Service Order generated updates • Direct gateway input
Geographic Level	Statewide
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for certain levels of disaggregation for this measurement.

~~Disaggregation Level~~	~~CLEC~~	~~Retail Comparison Standard~~	
		~~Parity~~	~~Benchmark~~
~~E911~~			
Service Order Updates	~~Number Updates~~	Number Updates Diagnostic (Expectation : parity with retail) ~~Diagnostic Only~~	
Direct Gateway Updates		Diagnostic (no retail comparison)	~~Diagnostic Only~~

Business Rules	• Excludes CLEC caused errors.
Notes	• CLECs reserve the right to request additional databases be included in this measure.

Database Updates **Measure 39**

Title: E911 MS Database Update

Area	*Requirement Description*			
Description	Measures the percentage of E911 database updates completed within 24 hours.			
Method of Calculation	(Number of records updated within 24 hours) / (Total number of records updated) x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates			
Reported By	Update types			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for certain levels of disaggregation for this measurement.			
	~~Disaggregation Level~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
	Service Order Update	~~911 Updates~~	911 Updates Diagnostic (Expectation : parity with retail) ~~Diagnostic Only~~	
	Direct Gateway Update	~~% Updates within 24 hours~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
Business Rules	• Excludes scheduled system outages. • Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors). • Interval is measured in clock hours.			
Notes				

Collocation **Measure 40**

Title: Time to Respond to a Collocation Request

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to a CLEC complete collocation request, within the allotted time.
Method of Calculation	**Space Availability:** [(Count of Complete Requests due and returned within 10 calendar days) / (Count of requests due for Space Availability)] x 100 **Price and Schedule Quote:** [(Count of Complete Requests due and Returned within 10 calendar days) / (Count of requests due for Price and Schedule Quote)] x 100 **Right Of Way Required:** [(Count of complete Space Availability requests requiring ROW permits returned within TBD calendar days)/(Count of Space Availability requests returned that required ROW permits)] x 100 **ICB (Individual Case Basis) Quote:** [(Count of complete ICB Price and Schedule Quote requests due and returned within 20 calendar days)/(Count of ICB Price and Schedule Quote requests due)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • Space Availability • Price and Schedule Quote • Space Availability Requests Requiring ROW Permits • Price and Schedule Quotes for non-Commission Approved Price List requests with Individual Case Basis (ICB) requirements
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	**CLEC**	**Retail Comparison Standard**	
		Parity	**Benchmark**
Space Availability			
Physical Caged	Space Availability Requests		Diagnostic Only
Physical Cageless	Space Availability Requests		Diagnostic Only
Virtual	Space Availability Requests		Diagnostic Only
Other	Space Availability Requests		Diagnostic Only
ROW	Space Availability Requests		Diagnostic Only

	~~Price and Schedule Quote~~			
	~~Physical Caged~~	~~Price and Schedule Quotes~~		~~Diagnostic Only~~
	~~Physical Cageless~~	~~Price and Schedule Quotes~~		~~Diagnostic Only~~
	~~Virtual~~	~~Price and Schedule Quotes~~		~~Diagnostic Only~~
	~~Other~~	~~Price and Schedule Quotes~~		~~Diagnostic Only~~
	~~ICB Requests~~	~~ICB Price and Schedule Quotes~~		~~Diagnostic Only~~
~~***Business Rules***~~	~~• Excludes orders canceled by CLEC.~~ ~~• Excludes requests/applications that are incomplete and must be returned to CLEC for completion. The new completed version counts as a new request.~~ ~~• If more than 5 collocation requests are submitted by one CLEC within 10 calendar days, the response interval for each additional 5 requests will extend by 5 calendar days.~~ ~~• CenturyLink will provide a tracking log for ROW requests that provide the following component: Name of agency contacted, date ROW request submitted to the agency, and date ROW received from agency.~~			
~~***Notes***~~	~~• A collocation application is complete when both the application and applicable application fee are received by CenturyLink.~~			

Collocation — Measure 41

Title: Time to Provide a Collocation Arrangement

Area	Requirement Description			
Description	Measures the percentage of time the ILEC responds to the CLEC approved* collocation request, within 90 days. *Approved means ILEC approves the application and has received, from CLEC, financial payment or bond.			
Method of Calculation	[(Count of Collocation Arrangements due and completed within 90 calendar days) / (Count of Collocation Arrangements Due)] x 100			
Report Period	Monthly			
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates			
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • New • Augment			
Geographic Level	Statewide			
Measurable Standard	**Disaggregation Level**	**CLEC**	**Retail Comparison Standard**	
			Parity	**Benchmark**
	New Arrangement			
	Physical Caged	Collocation Arrangements		Diagnostic Only
	Physical Cageless	Collocation Arrangements		Diagnostic Only
	Virtual	Collocation Arrangements		Diagnostic Only
	Other	Collocation Arrangements		Diagnostic Only
	Augment Arrangement			
	Physical Caged	Collocation Arrangements		Diagnostic Only
	Physical Cageless	Collocation Arrangements		Diagnostic Only
	Virtual	Collocation Arrangements		Diagnostic Only
	Other	Collocation Arrangements		Diagnostic Only
Business Rules	• Excludes orders canceled by CLEC. • Excludes requests/applications that are incomplete and must be returned to CLEC for completion.			
Notes	• None at this time.			

Interfaces **Measure 42**

Title: Percentage of Time Interface is Available

Area	*Requirement Description*			
Description	Measures percent of time OSS interface is available compared to scheduled availability.			
Method of Calculation	[((Number of Scheduled Interface Available Hours) – (Number of Unscheduled Interface Unavailable Hours)) / (Scheduled Interface Available Hours)] x 100			
Report Period	Monthly			
Report Structure	CLECs in the aggregate			
Reported By	By interface type accessed by CLECs			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Retail Comparison Standard**	**Parity – Benchmark**
	Ordering	EASE Availability		98.5% of scheduled hours

Business Rules	• Outage hours are obtained from outage reports.
	• Any change requests for extended availability during the reporting period are added to the scheduled hours.
	• Scheduled interface availability hours:
	  ◦ 8AM – 8PM EST (Monday-Friday)
	  ◦ Excludes non-business days and ILEC published holidays.
	• CLECs are notified via e-mail in advance of changes to the published availability schedule.			

Notes	• CenturyLink has one interface for pre-ordering and ordering; therefore, both of these functions are reported under ordering. • Any outage in a source system that inhibits the system from performing pre-ordering or ordering functions is considered an outage.			

Interfaces **Measure 44**

Title: Center Responsiveness

Area	*Requirement Description*			
Description	Measures the average time it takes the ILEC's work center to answer a call.			
Method of Calculation	**Order Center:** [(Number of Orders where ((Date and Time of Call answer) – (Date and Time of Call Receipt) < 20 seconds))/ (Total calls answered by center)] x 100 **Repair Center:** Sum((Date and Time of Call answer – (Date and Time of Call Receipt))/ (Total calls answered by center)			
Report Period	Monthly			
Report Structure	CLECs in the aggregate, and by ILEC (if analog applies)			
Reported By	• ILEC Ordering Center • ILEC Repair Center			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	**CLEC**	**Retail Comparison Standard**	
			Parity	**Benchmark**
	Ordering Center	ACD Inc Calls		80% within 20 seconds
	Repair Center (Designed)	ACD Inc Calls	Parity by design	
	Repair Center (Non-Designed)	ACD Inc Calls		20 Sec
Business Rules	• Does not include abandoned calls. • Measured by individual queue, if applicable, in each ILEC center.			
Notes	• None at this time.			

REPORTING PROCESS

Performance reports will be provided quarterly by the ~~twentieth~~ thirtieth calendar day of the month succeeding the ~~reporting period~~quarter. The reporting period is the calendar month, unless otherwise noted and the results provided each quarter will include all reporting periods in the quarter. ~~Positive reporting will be done for all measures, even those reported on an exception only basis.~~

CenturyLink will publish results for all CLECs who have ordered one or more CLEC products and have one or more CLEC access lines (e.g., Measure 19 denominator is 1 or more). If the CLEC announces they will discontinue service to all of their end users, performance reporting for the CLEC will cease on the last day of the month of the discontinuation month.

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

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

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

~~In addition to the performance measure results themselves, CenturyLink will provide data which comprise the results and which are readily available from the systems that provides the reportable data.~~ Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs. The data provided does not include exceptions that were previously permitted for purposes of determining compliance for the performance incentive plan. In the event any person attempts to use the data provided to allege discrimination, CenturyLink may allege that the data does not contain statistical analysis, small sample size and forgiveness consistent with how it was done when the performance incentive plan was in place, and CenturyLink may raise it as defense and apply these things in an effort to demonstrate non-discrimination.

CenturyLink will report affiliate results to the Commission, Bureau of Consumer Protection and CLECs under proprietary information provisions.

General Exclusions

Published results will not include the following:
- Queries, orders, or maintenance tickets initiated by CenturyLink for administrative purposes.
- Data impacted by customer-caused reasons.
- Data impacted by CenturyLink dependence on a third party (not including CenturyLink affiliates or agents within CenturyLink's control).
- Service results for products and services outside of Interconnection and Resale Agreements between CenturyLink and CLECs.
- Products subject to TRRO relief shall be excluded for all non-impaired wire centers.

CenturyLink dependence on a third party
If CenturyLink dependence on a third party is not specifically noted in this document, CenturyLink will contact parties of record from this docket to discuss implementation of the data exclusion. CenturyLink will request a meeting within 30 days and propose 5 potential meeting times to occur during business hours. If any party does not respond within 10 days, the meetings will be scheduled without their input.

CenturyLink will propose two meeting dates/times based on maximum availability of parties and request attendance at both. Any party who cannot make one or both meetings and wishes to request an alternate date/time must contact CenturyLink within 5 days. Contingent upon the willingness of parties to schedule meetings in a timely manner, CenturyLink will make every attempt to schedule meeting dates/times that are amenable to all parties.

At least 10 days prior to the first scheduled meeting, CenturyLink will distribute relevant documentation/information to parties.

During the first meeting, CenturyLink will describe the situation and answer questions from parties. If parties agree this constitutes a valid case of dependence on a third party, CenturyLink will implement this exclusion in the reporting system and communicate the intended implementation date.

If parties are not in agreement at the end of the first meeting, the second meeting will be utilized to resolve open issues. Additional meetings may be scheduled if parties are willing.

If parties cannot reach agreement, and CenturyLink wishes to pursue the exclusion, CenturyLink will initiate an expedited hearing process in accordance with the Commission's rules.

At least 30 days prior to implementation of a new exclusion, CenturyLink will publish a notification on the reporting website.

For this purpose, CenturyLink will provide the excluded data within 15 days upon request by any affected party, the Bureau of Consumer Protection, and Commission Staff, for the first three reporting dates following implementation of a new exclusion.

III. SERVICE GROUP TYPES

Service Group Type	CenturyLink	CLEC
RESALE		
~~Residential POTS~~	~~Residential POTS~~	~~Residential POTS~~
Business POTS	Business POTS	Business POTS
~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~
~~Centrex~~	~~Centrex~~	~~Centrex~~
~~PBX~~	~~PBX~~	~~PBX~~
~~DDS~~	~~DDS~~	~~DDS~~
~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~
~~DS3~~	~~DS3~~	~~DS3~~
~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~
UNBUNDLED NETWORK ELEMENTS		
~~UNE Loops Designed~~ ~~5.5 dB 2 or 4 wire analog assured~~ ~~2 wire Digital ISDN Capable~~	~~DDS, VGPL/DS0~~	~~UNE Loops Designed~~
UNE Loops xDSL Provisioned	~~Retail xDSL~~ Provisioning - Bus. POTS Dispatched Maintenance – Res and Bus POTS	UNE Loops xDSL Provisioned
UNE Loops Non-Designed 8dB weighted 2/4 wire analog basic/Coin	Provisioning - Bus. POTS Dispatched Maintenance – Res and Bus POTS	UNE Loops Non-Designed
	~~DS1/ISDN PRI~~	
UNE Dedicated Transport		
UNE DS1/ISDN PRI	DS1/ISDN PRI	UNE DS1/ISDN PRI
UNE DS3	DS3	UNE DS3
	~~Retail xDSL~~	
EELS	DS1/ISDN PRI, DS3, VGPL/DS0	EELS
Interconnection Trunks	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP
~~Projects~~	~~Projects as defined below.~~	~~Projects as defined below.~~

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

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

~~**PROJECTS** are defined as follows:~~
~~"Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, CenturyLink and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be~~

~~met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type."~~

SERVICE ORDER TYPES

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

IV. AUDITING

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

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

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

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

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

V. REVIEW PROCEDURES

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

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

VI. DEFINITION OF TERMS

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

	access traffic.

DEFINITION OF TERMS

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

DEFINITION OF TERMS

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

DEFINITION OF TERMS

TERM	DEFINITION
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Projects	Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, CenturyLink and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Commission.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occurs if required fields are not included in the LSR and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premise address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.

Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
Transport	A carrier facility medium in which transmission takes place. Transport carries voice and data from point A to point B, usually between two offices. Transport medium includes copper wire, fiber optics, microwave and satellite.
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

GLOSSARY OF ACRONYMS

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

GLOSSARY OF ACRONYMS

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

VII. MISSED APPOINTMENT REASON CODES

CenturyLink Due Date - Specials

RCODE	Description
1A	Inter office facility shortage
1B	Scheduling/work load
1C	**Customer not ready**
1D	No loop available
1E	**End user not ready**
1F	NSP missed appointment
1G	**No access to end user premises**
1H	Central office freeze
1J	Special construction
1K	**Natural disaster (flood, etc.)**
1L	Frame due time cannot be met
1M	**Requested DD is less than published interval**
1N	DD and frame due time cannot be met
1P	Other
1Q	Assignment problem
1R	**Customer could not be reached at the reach number**
1S	**Building not ready, customer will advise**
1T	**Pole at trailer site not set**
1W	Entrance facilities required
1X	**Not technically feasible**
1Y	No central office equipment available
1Z	Loop requires installation of additional equipment
2A	**LSR error, incorrect or missing information**
2B	Facility work order pending, no Bona Fide Request (BFR) required
3A	Records
3B	**Facilities incorrect/busy**
3C	Dependent/related order not complete
3D	Translation problems
3E	**Provider order information/codes incorrect/missing**
3F	**Public agency/right of way delays**
3G	Pre-service testing
3H	No trunks available
3I	**Busy cable ID and channel pair**
4A	**Field visit determined address invalid - send supplement**
4B	**Verify address, or provide nearby TN - send supplement**
4C	**New access required - send supplement**
4D	**Access refused - send supplement**
4E	**CFA/POI defective/busy - send supplement**
4F	**Invalid/duplicate circuit ID send supplement**
4G	**Need to revise TN - send supplement**
4H	**Invalid feature/feature detail - send supplement**
4I	**Provide driving instructions - send supplement**
5A	Notification of new due date only

5B	**Additional paperwork required - contact service center**
5C	Jeopardy previously sent without Estimated Due Date (ESDD) - new ESDD now provided

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

MISSED APPOINTMENT REASON CODES
CenturyLink - Retail

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

MISSED APPOINTMENT REASON CODES
CenturyLink - Retail

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

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

DISPOSITION CODES

CenturyLink

Code	Description
CAN	Cancellation of ticket at customer request
CC	Came Clear
CO	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.
CPE	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.
INF	Ticket created for informational purposes only
HSD	High Speed Data
OTH	Other – CenturyLink Network
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc
TOK	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.
TRN	Transport – Troubles isolated to an outage caused by a transport issue in the CenturyLink network. These outages are generally isolated to DS3 or higher service types.
XCC	IXC/CLEC/ALEC
CCO	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.
TT	Translations Trouble
UNK	Unknown
PRV	Provisioning Trouble

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

EXHIBIT B

CenturyLink's Performance Measurement Plan

CenturyLink Performance Measurements

Public Utilities Commission of Nevada

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I. EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves.[1] In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[2] The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[3]

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

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. The Nevada Commission initiated a series of workshops to address many of these issues. The participating parties have worked in a collaborative fashion to resolve as many issues as possible. Sprint filed a Performance Measurement Plan revision in 2002 which was approved by order of the Commission in Docket 02-1039. Another revision of the plan was approved by order of the Commission 2003 in Docket 03-1041. This report is not intended to address statistical tests and incentives.

During the 2015 legislative session, the Nevada Legislature approved bill SB112 with an effective date of 7/1/2015. The legislation makes performance measures and penalties discretionary, rather than mandatory.

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

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

Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application: "Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

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

Major Categories

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

- **Pre-Ordering**

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

Address Verification
Request for Telephone Number
Request for Customer Service Record
Rejected/Failed Queries

- **Ordering**

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

- **Provisioning**

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

- **Maintenance**

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

- **Network Performance**

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

- **Billing**

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

- **Database Updates**

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

Auditing and Review Procedures

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

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

Reservation of Rights

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

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

ILECs

By agreeing to the performance measures contained in the Plan, ILECs:

- Do not admit that an apparent less-than-parity or falling below a benchmark condition reflects discriminatory treatment without further factual analysis.

CLECs

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

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

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

II. Performance Measurements

Measurement #	Measurement Title
Pre-Ordering	
01	Average Response Time to Pre Order Queries
Ordering	
02	Average FOC Notice Interval
03	Average Reject Notice Interval
04	Percent of Flow-Through Orders
Provisioning	
05	Percentage of Orders Jeopardized
07	Average Completed Interval
11	Percent of Due Dates Missed
15	Provisioning Trouble Reports Prior to Service Order Completion
17A	Percentage Troubles in 5 Days for New Orders
Maintenance	
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
23	Frequency of Repeat Troubles in 30-Day Period
Network Performance	
25	Percent Blocking on Interconnection Trunks
Billing	
30	Wholesale Bill Timeliness
Database Updates	
38	Percent Database Accuracy
39	E911 MS Database Update Interval

Pre-Ordering **Measure 1**

Title: Average Response Time to Pre-Order Queries

Area	*Requirement Description*	
Description	The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC. • Address Verification • Request for Telephone Number (TN) • Request for Customer Service Record - Single Telephone Number - BAN • Rejected/Failed Queries	
Method of Calculation	**All Electronic:** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliate.	
Reported By	By query type	
Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level **All Electronic:**	
	Request for Address Verification	Diagnostic (no retail comparison)
	Request for Telephone Number	Diagnostic (no retail comparison)
	Request for Customer Service Record - Single Telephone Number	Diagnostic (no retail comparison)
	Request for Customer Service Record – BAN	Diagnostic (no retail comparison)
	Rejected / Failed Queries	Diagnostic (no retail comparison)
Business Rules	• Elapsed time is measured in seconds for electronic pre-order requests. • Elapsed time for fully electronic submeasures will be tracked during scheduled interface availability hours. • Exclude transactions that occur during OSS outages.	
Notes	• Implementation of systems to comply with Federal National Portability requirements will prevent the capability to query by NPA/NNX in 2002 to obtain Service Availability information as an independent query. Service Availability information is available in Address Verification and Customer Service Record queries.	

Ordering **Measure 2**

Title: Average FOC Notice Interval

Area	*Requirement Description*	
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC).	
Method of Calculation	**All Electronic:** Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs Sent in Reporting Period) **Electronic/Manual Mix:** Sum ((FOC Date and Time) – (Receipt Date and Time of receipt of error free order)) / (Number of FOCs sent)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliates.	
Reported By	• Electronically received/electronically handled • Electronically received and manually handled • By Service Group Type	
Geographic Level	Statewide	
Measurable Standards	**Disaggregation Level**	
	Bus POTS All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	UNE Loops Non-Designed All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	UNE Loops xDSL Provisioned All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	LNP All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	EELS All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	UNE DS1/ISDN PRI All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
Business Rules	• Elapsed time calculated in business hours and excludes non-business days and ILEC published holidays. • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.	

	• Excludes Loop Pre-Qualification queries that are processed as LSRs. • Manually received and handled FOCs not included. • Denominator includes all FOCs sent regardless of receipt and response time. • CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.
Notes	• None at this time.

Title: Average Reject Notice Interval

Area	*Requirement Description*	
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.	
Method of Calculation	**All Electronic:** Sum((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected) **Electronic/Manual Mix:** Sum((Business Date and Time of ILEC transmission of Order Rejection) – (Business Date and Time of Order Receipt)) / (# of Electronic/Manual Orders Rejected)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates	

Reported By	• Electronically received, electronically handled
	  • All interfaces
	  • Resale orders and Facility based UNE orders
	• Electronically received, manually handled
	  • All interfaces
	  • Resale orders and Facility based UNE orders	

Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level	
	Reject Notice All Electronic	Diagnostic (no retail comparison)
	Reject Notice Electronic/Manual Mix	Diagnostic (no retail comparison)
Business Rules	• Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays. • Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day. • Exclude Loop Pre-Qualification queries created as service orders.	
Notes	• None at this time.	

Ordering **Measure 4**

Title: Percent of Flow-Through Orders

Area	*Requirement Description*	
Description	Measures the percentage of mechanized service orders processed on a flow through basis. The definition of Flow-through for the intent of this measure is to reflect those orders that are able to get to the Firm Order Confirmation status without manual intervention.	
Method of Calculation	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received service orders)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates	
Reported By	• Orders that flow through as a percentage of all electronically received orders • By Service Group Types	
Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level	
	Bus POTS	Diagnostic (no retail comparison)
	UNE Loops Non-Designed	Diagnostic (no retail comparison)
	UNE Loops xDSL Provisioned	Diagnostic (no retail comparison)
	EELS	Diagnostic (no retail comparison)
	UNE DS1/ISDN PRI	Diagnostic (no retail comparison)
	LNP	Diagnostic (no retail comparison)
Business Rules	• Excludes Loop Pre-Qualification queries.	
Notes	• None at this time.	

Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

Area	*Requirement Description*	
Description	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed by the due date committed on the FOC.	
Method of Calculation	(Number of Orders Jeopardized) / (Number of Orders Completed) x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC and ILEC Affiliates	
Reported By	By service group type	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Bus POTS Dispatched Diagnostic (Expectation: parity with retail)
	EELS	DS3, DS1/ISDN PRI, VGPL/ DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes delays for customer reasons. • Excludes Loop Pre-Qualification queries.	
Notes	• None at this time.	

Provisioning **Measure 7**

Title: Average Completed Interval

Area	*Requirement Description*	
Description	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.	
Method of Calculation	(Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders) / (Total new, move and change orders)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates	
Reported By	By service group type and field work/no field work where applicable.	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned – No Field Work	Diagnostic (no retail comparison)
	UNE Loops - xDSL Provisioned – Field Work	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries. • The start time of requests received after the end of the business day will be the beginning of the next business day.	
Notes	• None at this time.	

Provisioning **Measure 11**

Title: Percent of Due Dates Missed

Area	*Requirement Description*	
Description	Measures the percent of new, move and change orders where installation was not completed by the due date.	
Method of Calculation	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders) / (Total Number of Completed New, Move and Change Orders)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates	
Reported By	By service group type and Field Work/No Field Work as appropriate	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • All available due dates are reported, except those missed due to customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes cancelled orders. • Excludes Loop Pre-Qualification queries.	
Notes	• CenturyLink will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.	

Provisioning **Measure 15**

Title: Provisioning Trouble Reports Prior to Service Order Completion

Area	*Requirement Description*	
Description	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.	
Method of Calculation	[(Total number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion) / (Total Number of service orders completed in reporting period)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	• By Business POTS, UNE Loop Non-Designed, and LNP • By Affecting Service and Out of Service	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus Pots	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	B1 Dispatch Non-Designed Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports.	
Notes	• None at this time.	

Provisioning **Measure 17a**

Title: Percentage Troubles in 5 Days for New Orders

Area	*Requirement Description*	
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.	
Method of Calculation	[(Total Number of Customer Trouble reports received within 5 calendar days of service order completion) / (Total Number of new, move and change completed orders)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	By service group type	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wire. • Excludes Trouble Reports Received on the Due Date • Excludes cancelled tickets. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports. • Excludes Loop Pre-Qualification queries. • Includes trouble tickets that were received during the reporting period.	
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	*Requirement Description*	
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.	
Method of Calculation	[(Total Number of Customer initial and repeat network trouble reports) / (Number of access lines/circuits/UNEs in service at the end of the reporting period)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	By service group type	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes canceled trouble tickets. • Excludes ILEC employee generated reports. • An LNP trouble is excluded from duplicate reporting in another service group type.	
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	

Maintenance **Measure 20**

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*	
Description	Measures the percent of trouble reports not cleared by the commitment time.	
Method of Calculation	[(Total network trouble reports not cleared by the commitment time for ILEC reasons) / (Total network trouble reports completed)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	• By service group type • By dispatch and no dispatch	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL /DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Excludes customer caused misses. • Excludes canceled trouble tickets. • Includes LNP NXX Code Opening Troubles. • An LNP trouble is excluded from duplicate reporting in another service group type.	
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	

Maintenance **Measure 21**

Title: Average Time to Restore

Area	*Requirement Description*	
Description	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.	
Method of Calculation	(Total duration of customer network trouble reports) / (Total customer network trouble reports)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	• By service group type • By dispatch and no dispatch	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - XDSL Provisioned	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/ DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Excludes canceled trouble tickets. • Includes LNP NXX Code Opening troubles. • An LNP trouble is excluded from duplicate reporting in another service group type. • Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.	
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition	

codes as diagnostic data upon a request for raw data.

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	*Requirement Description*	
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Method of Calculation	[(Total customer network trouble reports received within 30 calendar days of a previous customer report) / (Total customer network trouble reports)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	By service group type	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Res and Bus POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wiring. • Excludes Subsequent reports. • Excludes Message Reports. • Excludes canceled trouble tickets. • An LNP trouble is excluded from duplicate reporting in another service group type. • Excludes ILEC employee generated reports. • Includes LNP NXX Code Opening troubles.	
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*	
Description	Measures the total percent of blockage on final dedicated interconnection trunk groups.	
Method of Calculation	[(Total blocked calls across all final dedicated interconnection trunk groups per CLEC) / (Total call attempts count across all final dedicated interconnection trunk groups per CLEC)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates	
Reported By	State	
Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level	
	Interconnection Trunks	Diagnostic (no retail comparison)
Business Rules	• Only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity. • Threshold exception trunk detail. • Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.). • Excludes the maintenance window (12am local time to 6am local time). • Applies to those trunks where the ILEC has augmentation control. • Does not apply when trunks are provisioned as two-way trunks.	
Notes	• Measured by: - Total trunk groups - Threshold exceptions - ILEC end office to CLEC end office - ILEC tandem to CLEC end office	

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	*Requirement Description*	
Description	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC.	
Method of Calculation	[(Count of Invoices where difference between distribution date and bill date is less than or equal to 10) / (Count of Total Invoices Distributed within the Reporting Period)] x100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates	
Reported By	• Bus POTS Resale • UNE Loops	
Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level	
	Bus POTS Resale	Diagnostic (no retail comparison)
	UNE Loops	Diagnostic (no retail comparison)
Business Rules	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.	
Notes	• None at this time.	

Database Updates **Measure 38**

Title: Percent Database Accuracy

Area	*Requirement Description*	
Description	The percentage of E911 records that were updated by CenturyLink in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. CenturyLink will verify the records determined to be in error to validate that the records were input by CenturyLink incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC. • E911 Databases	
Method of Calculation	[(Count of Updates Completed without error) / (Count of Updates Completed)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates	
Reported By	For E911 Database: • Service Order generated updates • Direct gateway input	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for certain levels of disaggregation for this measurement.	
	Disaggregation Level	
	E911	
	Service Order Updates	Number Updates Diagnostic (Expectation: parity with retail)
	Direct Gateway Updates	Diagnostic (no retail comparison)
Business Rules	• Excludes CLEC caused errors.	
Notes	• CLECs reserve the right to request additional databases be included in this measure.	

Database Updates **Measure 39**

Title: E911 MS Database Update

Area	*Requirement Description*	
Description	Measures the percentage of E911 database updates completed within 24 hours.	
Method of Calculation	(Number of records updated within 24 hours) / (Total number of records updated) x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates	
Reported By	Update types	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for certain levels of disaggregation for this measurement.	
	Disaggregation Level	
	Service Order Updates	911 Updates Diagnostic (Expectation: parity with retail)
	Direct Gateway Updates	Diagnostic (no retail comparison)
Business Rules	• Excludes scheduled system outages. • Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors). • Interval is measured in clock hours.	
Notes		

REPORTING PROCESS

Performance reports will be provided quarterly by the thirtieth calendar day of the month succeeding the quarter. The reporting period is the calendar month, unless otherwise noted and the results provided each quarter will include all reporting periods in the quarter.

CenturyLink will publish results for all CLECs who have ordered one or more CLEC products and have one or more CLEC access lines (e.g., Measure 19 denominator is 1 or more). If the CLEC announces they will discontinue service to all of their end users, performance reporting for the CLEC will cease on the last day of the month of the discontinuation month.

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

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

Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs. The data provided does not include exceptions that were previously permitted for purposes of determining compliance for the performance incentive plan. In the event any person attempts to use the data provided to allege discrimination, CenturyLink may allege that the data does not contain statistical analysis, small sample size and forgiveness consistent with how it was done when the performance incentive plan was in place, and CenturyLink may raise it as defense and apply these things in an effort to demonstrate non-discrimination.

CenturyLink will report affiliate results to the Commission, Bureau of Consumer Protection and CLECs under proprietary information provisions.

General Exclusions

Published results will not include the following:
- Queries, orders, or maintenance tickets initiated by CenturyLink for administrative purposes.
- Data impacted by customer-caused reasons.
- Data impacted by CenturyLink dependence on a third party (not including CenturyLink affiliates or agents within CenturyLink's control).
- Service results for products and services outside of Interconnection and Resale Agreements between CenturyLink and CLECs.
- Products subject to TRRO relief shall be excluded for all non-impaired wire centers.

CenturyLink dependence on a third party
If CenturyLink dependence on a third party is not specifically noted in this document, CenturyLink will contact parties of record from this docket to discuss implementation of the data exclusion. CenturyLink will request a meeting within 30 days and propose 5 potential meeting times to occur during business hours. If any party does not respond within 10 days, the meetings will be scheduled without their input.

CenturyLink will propose two meeting dates/times based on maximum availability of parties and request attendance at both. Any party who cannot make one or both meetings and wishes to request an alternate date/time must contact CenturyLink within 5 days. Contingent upon the willingness of parties to schedule meetings in a timely manner, CenturyLink will make every attempt to schedule meeting dates/times that are amenable to all parties.

At least 10 days prior to the first scheduled meeting, CenturyLink will distribute relevant documentation/information to parties.

During the first meeting, CenturyLink will describe the situation and answer questions from parties. If parties agree this constitutes a valid case of dependence on a third party, CenturyLink will implement this exclusion in the reporting system and communicate the intended implementation date.

If parties are not in agreement at the end of the first meeting, the second meeting will be utilized to resolve open issues. Additional meetings may be scheduled if parties are willing.

If parties cannot reach agreement, and CenturyLink wishes to pursue the exclusion, CenturyLink will initiate an expedited hearing process in accordance with the Commission's rules.

At least 30 days prior to implementation of a new exclusion, CenturyLink will publish a notification on the reporting website.

For this purpose, CenturyLink will provide the excluded data within 15 days upon request by any affected party, the Bureau of Consumer Protection, and Commission Staff, for the first three reporting dates following implementation of a new exclusion.

III. SERVICE GROUP TYPES

Service Group Type	CenturyLink	CLEC
RESALE		
Business POTS	Business POTS	Business POTS
UNBUNDLED NETWORK ELEMENTS		
UNE Loops xDSL Provisioned	Provisioning - Bus. POTS Dispatched Maintenance – Res and Bus POTS	UNE Loops xDSL Provisioned
UNE Loops Non-Designed 8dB weighted 2/4 wire analog basic/Coin	Provisioning - Bus. POTS Dispatched Maintenance – Res and Bus POTS	UNE Loops Non-Designed
UNE Dedicated Transport		
UNE DS1/ISDN PRI	DS1/ISDN PRI	UNE DS1/ISDN PRI
UNE DS3	DS3	UNE DS3
EELS	DS1/ISDN PRI, DS3, VGPL/DS0	EELS
Interconnection Trunks	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP

INTERCONNECTION TRUNKS will be included in measures: 11, 19, 20, 21, 23, and 25.

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

SERVICE ORDER TYPES

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

IV. AUDITING

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

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

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

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

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

V. REVIEW PROCEDURES

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

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

VI. DEFINITION OF TERMS

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

DEFINITION OF TERMS

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

DEFINITION OF TERMS

TERM	DEFINITION
Local Exchange Routing Guide (LERG)	A Telcordia master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Number Portability	A network technology that allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Local Service Confirmation	OBF term for a FOC.
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IXC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IXC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IXC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Ordering and Billing Forum (OBF)	Industry forum that works to develop national ordering and billing standards.
Other Charges and Credits	Partial month recurring and non-recurring charges, installation, and other charges other than basic monthly charges appearing on a bill.
Parity Measurable Standards	Indicates a retail analog process or system exists and can report the ILEC and ILEC Affiliate results to be compared to the CLEC results.
Parity by Design	Parity by Design occurs where the same process or system is used for both CLEC and ILEC and does not allow the opportunity to discriminate or to recognize differences between CLEC activity and ILEC activity. As such, the results calculated will apply for all CLECs and ILEC measurable standards.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology that allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

DEFINITION OF TERMS

TERM	DEFINITION
Projects	Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, CenturyLink and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Commission.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occurs if required fields are not included in the LSR and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premise address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".

DEFINITION OF TERMS

TERM	DEFINITION
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
Transport	A carrier facility medium in which transmission takes place. Transport carries voice and data from point A to point B, usually between two offices. Transport medium includes copper wire, fiber optics, microwave and satellite.
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

GLOSSARY OF ACRONYMS

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

GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PBX	Private Branch Exchange
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
PSC	Public Service Commission (term equivalent to PUC)
PUC	Public Utilities Commission (term equivalent to PSC)
SCP	Service Control Point
SGT	Service Group Type
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TN	Telephone Number
TRRO	Triennial Review Remand Order
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

VII. MISSED APPOINTMENT REASON CODES

CenturyLink Due Date - Specials

RCODE	Description
1A	Inter office facility shortage
1B	Scheduling/work load
1C	**Customer not ready**
1D	No loop available
1E	**End user not ready**
1F	NSP missed appointment
1G	**No access to end user premises**
1H	Central office freeze
1J	Special construction
1K	**Natural disaster (flood, etc.)**
1L	Frame due time cannot be met
1M	**Requested DD is less than published interval**
1N	DD and frame due time cannot be met
1P	Other
1Q	Assignment problem
1R	**Customer could not be reached at the reach number**
1S	**Building not ready, customer will advise**
1T	**Pole at trailer site not set**
1W	Entrance facilities required
1X	**Not technically feasible**
1Y	No central office equipment available
1Z	Loop requires installation of additional equipment
2A	**LSR error, incorrect or missing information**
2B	Facility work order pending, no Bona Fide Request (BFR) required
3A	Records
3B	**Facilities incorrect/busy**
3C	Dependent/related order not complete
3D	Translation problems
3E	**Provider order information/codes incorrect/missing**
3F	**Public agency/right of way delays**
3G	Pre-service testing
3H	No trunks available
3I	**Busy cable ID and channel pair**
4A	**Field visit determined address invalid - send supplement**
4B	**Verify address, or provide nearby TN - send supplement**
4C	**New access required - send supplement**
4D	**Access refused - send supplement**
4E	**CFA/POI defective/busy - send supplement**
4F	**Invalid/duplicate circuit ID send supplement**
4G	**Need to revise TN - send supplement**
4H	**Invalid feature/feature detail - send supplement**
4I	**Provide driving instructions - send supplement**
5A	Notification of new due date only

5B	**Additional paperwork required - contact service center**
5C	Jeopardy previously sent without Estimated Due Date (ESDD) - new ESDD now provided

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

MISSED APPOINTMENT REASON CODES
CenturyLink - Retail

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

MISSED APPOINTMENT REASON CODES
CenturyLink - Retail

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

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

DISPOSITION CODES
CenturyLink

Code	Description
CAN	Cancellation of ticket at customer request
CC	Came Clear
CO	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.
CPE	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.
INF	Ticket created for informational purposes only
HSD	High Speed Data
OTH	Other – CenturyLink Network
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc
TOK	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.
TRN	Transport – Troubles isolated to an outage caused by a transport issue in the CenturyLink network. These outages are generally isolated to DS3 or higher service types.
XCC	IXC/CLEC/ALEC
CCO	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.
TT	Translations Trouble
UNK	Unknown
PRV	Provisioning Trouble

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

CenturyLink Performance Measurement Plan
Florida Public Service Commission

October 15, 2015

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I. Executive Summary

PMP Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves.[1] In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[2] The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[3]

In 2000 the Florida Public Service Commission opened Docket No. 000121-TP to develop permanent performance metrics for the ongoing evaluation of operations support systems (OSS) provided for alternative local exchange carriers' (CLECs) use by incumbent local exchange carriers (ILECs). Docket No. 000121-TP consisted of three phases. Phase I began with workshops conducted by Commission Staff with members of the CLEC and ILEC communities. The purpose of Phase I was to determine and resolve any policy and legal issues in this matter. Phase II involved establishing permanent metrics for BellSouth Telecommunications, Inc. (BellSouth), including a specific monitoring and enforcement program. In 2002 the Florida Public Service Commission began Phase III and opened Docket No. 000121B-TP (CenturyLink Track) and Docket No. 000121C-TP (Verizon Track) to establish performance metrics and a performance monitoring and evaluation program for the other Florida ILECs.

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

[2] See, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:
"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."[3] See, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

CenturyLink Performance Measurement Plan

On May 2, 2002, Sprint filed its initial response to Commission Staff's data request for proposed permanent performance measures in Florida in Docket No. 000121B-TP (Sprint Track). On June 30, 2002, initial comments on Sprint's proposal were filed by interested parties. Taking into consideration the information provided by Sprint and the comments provided by interested parties, Commission Staff developed an independent proposal for Sprint OSS permanent performance measurements and submitted it for comment on November 1, 2002. Comments on Commission Staff's proposal were filed November 15, 2002, and supplemental comments were filed with the Commission on November 25, 2002.

On January 9, 2003, the Florida Public Service Commission issued Order No. PSC-03-0067-PAA-TP. Order No. PSC-03-0067-PAA-TP addressed the proposed establishment and implementation of operations support systems permanent performance measures for the Sprint Track, Docket Number 000121B-TP.

Sprint complied with Order No. PSC-03-0067-PAA-TP and implemented this Performance Measurement Plan (PMP) on February 1, 2003. This Performance Measurement Plan includes:

- service quality measures
- business rules
- reporting requirements
- auditing
- statistical methodology

This Performance Measurement Plan includes performance measurements from the Sprint Nevada Plan, *August 2002 Cookbook*, and statistical methodology contained in the *Sprint Performance Measurement Plan Compliance Methodology* adopted, with modifications, by the FPSC to measure Sprint's performance in Florida.

On February 12, 2007, the Florida Public Service Commission issued Order PSC-07-0123-PAA-TP approving revisions to Embarq's Performance Measurement Plan in order to enable simultaneous implementation of changes with Embarq's Nevada Performance.

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

Major Categories

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

- **Pre-Ordering**

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

Address Verification
Request for Telephone Number
Request for Customer Service Record
Rejected/Failed Queries

- **Ordering**

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

- **Provisioning**

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

- **Maintenance**

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

trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

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

- **Billing**

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

- **Database Updates**

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

Auditing and Review Procedures

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

Reservation of Rights

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

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

CenturyLink

By implementing these performance measurements, CenturyLink**:**

- does not admit that an apparent less-than-parity or falling below a benchmark condition reflects discriminatory treatment without further factual analysis.

CLECs

- By implementing these performance measurements, CLECs do not agree with, endorse, or otherwise concur in the terms of CenturyLink's reservation of rights.

- CLECs reserve the right to contend that CenturyLink's compliance with the performance measures and standards in the Florida Plan does not conclusively demonstrate CenturyLink compliance with the Telecommunications Act of 1996.

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

II. Performance Measurements

Measurement #	Measurement Title
Pre-Ordering	
01	Average Response Time to Pre Order Queries
Ordering	
02	Average FOC Notice Interval
03	Average Reject Notice Interval
04	Percent of Flow-Through Orders
Provisioning	
05	Percentage of Orders Jeopardized
07	Average Completed Interval
11	Percent of Due Dates Missed
15	Provisioning Trouble Reports Prior to Service Order Completion
17A	Percentage Troubles in 5 Days for New Orders
Maintenance	
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
23	Frequency of Repeat Troubles in 30-Day Period
Network Performance	
25	Percent Blocking on Interconnection Trunks
Billing	
30	Wholesale Bill Timeliness
Database Updates	
38	Percent Database Accuracy
39	E911MS Database Update Interval

Pre-Ordering **Measure 1**

Title: Average Response Time to Pre-Order Queries

Area	*Requirement Description*	

Description	The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.
	
	• Address Verification
	• Request for Telephone Number (TN)
	• Request for Customer Service Record
	  - Single Telephone Number
	  - BAN
	• Rejected/Failed Queries	

Method of Calculation	**All Electronic:** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliate.	
Reported By	By query type	
Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level **All Electronic:**	
	Request for Address Verification	Diagnostic (no retail comparison)
	Request for Telephone Number	Diagnostic (no retail comparison)
	Request for Customer Service Record - Single Telephone Number	Diagnostic (no retail comparison)
	Request for Customer Service Record – BAN	Diagnostic (no retail comparison)
	Rejected / Failed Queries	Diagnostic (no retail comparison)
Business Rules	• Elapsed time is measured in seconds for electronic pre-order requests. • Elapsed time for fully electronic submeasures will be tracked during scheduled interface availability hours. • Exclude transactions that occur during OSS outages.	

Ordering **Measure 2**

Title: Average FOC Notice Interval

Area	*Requirement Description*	
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC).	
Method of Calculation	**All Electronic:** Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs Sent in Reporting Period) **Electronic/Manual Mix:** Sum ((FOC Date and Time) – (Receipt Date and Time of receipt of error free order)) / (Number of FOCs sent.)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliates.	
Reported By	• Electronically received/electronically handled • Electronically received and manually handled • By Service Group Type	
Geographic Level	Statewide	
Measurable Standards	Disaggregation Level	
	Bus POTS All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	UNE Loops Non-Designed All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	UNE Loops xDSL Provisioned All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	LNP All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	EELS All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
	UNE DS1/ISDN PRI All Electronic Electronic/Manual Mix	Diagnostic (no retail comparison)
Business Rules	• Elapsed time calculated in business hours and excludes non-business days and ILEC published holidays. • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering	

	center. • Excludes Loop Pre-Qualification queries that are processed as LSRs. • Manually received and handled FOCs not included. • Denominator includes all FOCs sent regardless of receipt and response time. • CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.
Notes	• None at this Time.

Ordering **Measure 3**

Title: Average Reject Notice Interval

Area	*Requirement Description*	
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.	
Method of Calculation	**All Electronic** Sum((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected) **Electronic/Manual Mix** Sum((Business Date and Time of ILEC transmission of Order Rejection) – (Business Date and Time of Order Receipt)) / (# of Electronic/Manual Orders Rejected).	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates	

Reported By	• Electronically received, electronically handled
	  • All interfaces
	  • Resale orders and Facility based UNE orders
	• Electronically received, manually handled
	  • All interfaces
	  • Resale orders and Facility based UNE orders	

Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level	
	Reject Notice All Electronic	Diagnostic (no retail comparison)
	Reject Notice Electronic/Manual Mix	Diagnostic (no retail comparison)
Business Rules	• Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays. • Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center • Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day. • Exclude Loop Pre-Qualification queries created as service orders.	
Notes	• None at this time.	

Ordering **Measure 4**

Title: Percent of Flow-Through Orders

Area	*Requirement Description*	
Description	Measures the percentage of mechanized service orders processed on a flow through basis. The definition of Flow-through for the intent of this measure is to reflect those orders that are able to get to the Firm Order Confirmation status without manual intervention.	
Method of Calculation	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received service orders)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates	
Reported By	• Orders that flow through as a percentage of all electronically received orders • By Service Group Types	
Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level	
	Bus POTS	Diagnostic (no retail comparison)
	UNE Loops Non-Designed	Diagnostic (no retail comparison)
	UNE Loops xDSL Provisioned	Diagnostic (no retail comparison)
	EELS	Diagnostic (no retail comparison)
	UNE DS1/ISDN PRI	Diagnostic (no retail comparison)
	LNP	Diagnostic (no retail comparison)
Business Rules	• Excludes Loop Pre-Qualification queries.	
Notes	• None at this time.	

Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

Area	*Requirement Description*	
Description	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed by the due date committed on the FOC.	
Method of Calculation	(Number of Orders Jeopardized) / (Number of Orders Completed) x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC and ILEC Affiliates	
Reported By	By service group type	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	EELS	DS3, DS1/ISDN PRI, VGPL/ DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes delays for customer reasons. • Excludes Loop Pre-Qualification queries.	
Notes	• None at this time.	

Provisioning **Measure 7**

Title: Average Completed Interval

Area	*Requirement Description*	
Description	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.	
Method of Calculation	(Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders) / (Total new, move and change orders)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates	
Reported By	By service group type and field work/no field work where applicable.	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned – No Field Work	Diagnostic (no retail comparison)
	UNE Loops - xDSL Provisioned – Field Work	Bus POTS Dispatched Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries • The start time of requests received after the end of the business day will be the beginning of the next business day.	
Notes	• None at this time.	

Provisioning **Measure 11**

Title: Percent of Due Dates Missed

Area	*Requirement Description*	
Description	Measures the percent of new, move and change orders where installation was not completed by the due date.	
Method of Calculation	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders) / (Total Number of Completed New, Move and Change Orders)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates	
Reported By	By service group type and Field Work/No Field Work as appropriate	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • All available due dates are reported, except those missed due to customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes canceled orders. • Excludes Loop Pre-Qualification queries.	
Notes	• CenturyLink will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.	

Provisioning **Measure 15**

Title: Provisioning Trouble Reports Prior to Service Order Completion

Area	*Requirement Description*	
Description	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.	
Method of Calculation	[(Total number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion) / (Total Number of service orders completed in reporting period)] x 100.	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	• By Resale, UNE Loop Non-Designed, and LNP • By Affecting Service and Out of Service	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	B1 Dispatch Non-Designed Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports.	
Notes	• None at this time.	

Provisioning **Measure 17a**

Title: Percentage Troubles in 5 Days for New Orders

Area	*Requirement Description*	
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.	
Method of Calculation	[(Total Number of Customer Trouble reports received within 5 calendar days of service order completion) / (Total Number of new, move and change completed orders)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	By service group type	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wire. • Excludes Trouble Reports Received on the Due Date • Excludes canceled tickets. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports. • Excludes Loop Pre-Qualification queries. • Includes trouble tickets that were received during the reporting period.	
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	*Requirement Description*	
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.	
Method of Calculation	[(Total Number of Customer initial and repeat network trouble reports) / (Number of access lines/circuits/UNEs in service at the end of the reporting period)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	By service group type	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)

Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes canceled trouble tickets. • Excludes ILEC employee generated reports. • An LNP trouble is excluded from duplicate reporting in another service group type.
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 20**

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*	
Description	Measures the percent of trouble reports not cleared by the commitment time.	
Method of Calculation	[(Total network trouble reports not cleared by the commitment time for ILEC reasons) / (Total network trouble reports completed)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	• By service group type • By dispatch and no dispatch	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL /DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Excludes customer caused misses. • Excludes canceled trouble tickets • Includes LNP NXX Code Opening Troubles. • An LNP trouble is excluded from duplicate reporting in another service group type.	
Notes	• CenturyLink will provide disaggregation by Maintenance	

	Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 21**

Title: Average Time to Restore

Area	*Requirement Description*	
Description	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.	
Method of Calculation	(Total duration of customer network trouble reports) / (Total customer network trouble reports)	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	• By service group type • By dispatch and no dispatch	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - XDSL Provisioned	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/ DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Excludes canceled trouble tickets. • Includes LNP NXX Code Opening troubles. • An LNP trouble is excluded from duplicate reporting in another service group type. • Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.	

Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	*Requirement Description*	
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Method of Calculation	[(Total customer network trouble reports received within 30 calendar days of a previous customer report) / (Total customer network trouble reports)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates	
Reported By	By service group type	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for this measurement.	
	Disaggregation Level	
	Bus POTS	Bus POTS Diagnostic (Expectation: parity with retail)
	UNE Loops Non-Designed	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	UNE Loops - xDSL Provisioned	Res and Bus. POTS Diagnostic (Expectation: parity with retail)
	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)
	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)
	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)
	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)
	LNP	LNP Diagnostic (Expectation: parity with retail)
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wiring. • Excludes Subsequent reports. • Excludes Message Reports. • Excludes canceled trouble tickets. • An LNP trouble is excluded from duplicate reporting in another service group type. • Excludes ILEC employee generated reports. • Includes LNP NXX Code Opening troubles.	
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*	
Description	Measures the total percent of blockage on final dedicated interconnection trunk groups.	
Method of Calculation	[(Total blocked calls across all final dedicated interconnection trunk groups per CLEC)/(Total call attempts count across all final dedicated interconnection trunk groups per CLEC)] x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates	
Reported By	State	
Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level	
	Interconnection Trunks	Diagnostic (no retail comparison)
Business Rules	• Only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity. • Threshold exception trunk detail. • Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.). • Excludes the maintenance window (12am local time to 6am local time. • Applies to those trunks where the ILEC has augmentation control. • Does not apply when trunks are provisioned as two-way trunks.	
Notes	• Measured by: - Total trunk groups - Threshold exceptions - ILEC end office to CLEC end office - ILEC tandem to CLEC end office	

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	*Requirement Description*	
Description	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC.	
Method of Calculation	[(Count of Invoices where difference between distribution date and bill date is less than or equal to 10) / (Count of Total Invoices Distributed within the Reporting Period)] x100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates	
Reported By	• Bus POTS Resale • UNE Loops	
Geographic Level	Statewide	
Measurable Standards		
	Disaggregation Level	
	Bus POTS Resale	Diagnostic (no retail comparison)
	UNE	Diagnostic (no retail comparison)
Business Rules	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.	
Notes	• None at this time.	

Database Updates **Measure 38**

Title: Percent Database Accuracy

Area	*Requirement Description*	
Description	The percentage of E911 records that were updated by CenturyLink in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. CenturyLink will verify the records determined to be in error to validate that the records were input by CenturyLink incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC. • E911 Databases	
Method of Calculation	[(Count of Updates Completed without error) / (Count of Updates Completed)]x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates	
Reported By	For E911 Database: • Service Order generated updates • Direct gateway input	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for certain levels of disaggregation for this measurement.	
	Disaggregation Level	
	E911	
	Service Order Updates	Number Updates Diagnostic (Expectation: parity with retail)
	Direct Gateway Updates	Diagnostic (no retail comparison)
Business Rules	• Excludes CLEC caused errors	
Notes	• CLECs reserve the right to request additional databases be included in this measure.	

Database Updates **Measure 39**

Title: E911 MS Database Update

Area	*Requirement Description*	
Description	Measures the percentage of E911 database updates completed within 24 hours.	
Method of Calculation	(Number of records updated within 24 hours) / (Total number of records updated) x 100	
Report Period	Monthly Report, but provided Quarterly	
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates	
Reported By	Update types	
Geographic Level	Statewide	
Measurable Standards	CenturyLink will provide a retail analog for certain levels of disaggregation for this measurement.	
	Disaggregation Level	
	Service Order Update	911 Updates Diagnostic (Expectation: parity with retail)
	Direct Gateway Update	Diagnostic (no retail comparison)
Business Rules	• Excludes scheduled system outages. • Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors). • Interval is measured in clock hours.	
Notes		

REPORTING PROCESS

Performance reports will be provided quarterly by the thirtieth calendar day of the month succeeding the quarter. The reporting period is the calendar month, unless otherwise noted and the results provided each quarter will include all reporting periods in the quarter. . CenturyLink will publish results for all CLECs who have ordered one or more CLEC products and have one or more CLEC access lines (e.g., Measure 19 denominator is 1 or more). If the CLEC announces they will discontinue service to all of their end users, performance reporting for the CLEC will cease on the last day of the month of the discontinuation month.

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

Authorized users will have access to monthly reports posted each quarter, through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, and CenturyLink Retail data. The Public Service Commission will have access to reports for all entities, including CenturyLink Affiliate data. CenturyLink Affiliate data will not be included in CLEC aggregate data.

Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by CenturyLink (for the CLEC) with its own internal data. Furthermore, data that relates to CenturyLink's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs. The data provided does not include exceptions that were previously permitted for purposes of determining compliance. In the event any person attempts to use the data provided to allege discrimination, CenturyLink may allege that the data does not contain statistical analysis, small sample size and forgiveness consistent with how it was done when the compliance methodology was in place, and CenturyLink may raise it as defense and apply these things in an effort to demonstrate non-discrimination.

CenturyLink will report affiliate results to the Commission, Bureau of Consumer Protection and CLECs under proprietary information provisions.

General Exclusions

Published results will not include the following:
• Queries, orders, or maintenance tickets initiated by CenturyLink for administrative purposes.
• Data impacted by customer-caused reasons.
• Data impacted by CenturyLink dependence on a third party (not including CenturyLink affiliates or agents within CenturyLink's control).
• Service results for products and services outside of Interconnection and Resale Agreements between CenturyLink and CLEC's

- Products subject to TRRO relief shall be excluded for all non-impaired wire centers.

CenturyLink dependence on a third party
If CenturyLink dependence on a third party is not specifically noted in this document, CenturyLink will contact parties of record from this docket to discuss implementation of the data exclusion. CenturyLink will request a meeting within 30 days and propose 5 potential meeting times to occur during business hours. If any party does not respond within 10 days, the meetings will be scheduled without their input.

CenturyLink will propose two meeting dates/times based on maximum availability of parties and request attendance at both. Any party who cannot make one or both meetings and wishes to request an alternate date/time must contact CenturyLink within 5 days. Contingent upon the willingness of parties to schedule meetings in a timely manner, CenturyLink will make every attempt to schedule meeting dates/times that are amenable to all parties.

At least 10 days prior to the first scheduled meeting, CenturyLink will distribute relevant documentation/information to parties.

During the first meeting, CenturyLink will describe the situation and answer questions from parties. If parties agree this constitutes a valid case of dependence on a third party, CenturyLink will implement this exclusion in the reporting system and communicate the intended implementation date.

If parties are not in agreement at the end of the first meeting, the second meeting will be utilized to resolve open issues. Additional meetings may be scheduled if parties are willing.

If parties cannot reach agreement, and CenturyLink wishes to pursue the exclusion, CenturyLink will initiate an expedited hearing process in accordance with the Commission's rules.

At least 30 days prior to implementation of a new exclusion, CenturyLink will publish a notification on the reporting website.

For this purpose, CenturyLink will provide the excluded data within 15 days upon request by any affected party and Commission Staff, for the first three reporting dates following implementation of a new exclusion.

Uniform Business Rules

To ensure a unified plan across CenturyLink states, CenturyLink will propose to the Florida Commission changes to measurement business rules ordered in other CenturyLink states if applicable to the Florida PMP.

When other CenturyLink states issue an order approving changes to the CenturyLink PMP measurement business rules, and those changes are applicable to the Florida PMP, CenturyLink will notify the Commission of performance measurement changes by other states, and file such changes in the appropriate docket. Such changes will be filed within 15 days of the order being issued in other states. Interested CLECs and Commission Staff shall be allowed an opportunity to review such changes before a recommendation is brought before the FPSC.

III. SERVICE GROUP TYPES

Service Group Type	CenturyLink	CLEC
RESALE		
Business POTS	Business POTS	Business POTS
UNBUNDLED NETWORK ELEMENTS		
UNE Loops xDSL Provisioned	Provisioning- Bus. POTS Dispatched Maintenance-Res and Bus. POTS	UNE Loops xDSL Provisioned
UNE Loops Non-Designed 8dB weighted 2/4 wire analog basic/Coin	Provisioning- Bus. POTS Dispatched Maintenance-Res and Bus. POTS	UNE Loops Non-Designed
UNE Dedicated Transport		
UNE DS1/ISDN PRI	DS1/ISDN PRI	UNE DS1/ISDN PRI
UNE DS3	DS3	UNE DS3
EELS	DS1/ISDN PRI, DS3, VGPL/DS0	EELS
Interconnection Trunks	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP

INTERCONNECTION TRUNKS will be included in measures: 11, 19, 20, 21, 23, and 25.

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

SERVICE ORDER TYPES

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

IV. AUDITING

The Florida Public Service Commission (FPSC) ordered at least one annual independent third-party comprehensive audit. Based on the results of the initial independent comprehensive audit and any future reviews outlined in the Review Procedures, FPSC staff shall determine whether the interval for additional comprehensive third-party audits should be modified during the first five years after initial implementation.

The cost for a comprehensive annual audit shall be borne by CenturyLink within the first five years after implementation of the Florida Plan. During this time period, CenturyLink reserves the right to seek a waiver if it deems a comprehensive annual audit unnecessary.

Independent third-party auditors and audit scope shall be jointly selected by CenturyLink and the CLECs prior to initiating any third-party audit. If the parties cannot agree on the independent auditor, FPSC staff shall have final approval.

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

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

Each mini-audit shall be submitted to the Commission as a proprietary document.

V. REVIEW PROCEDURES

For the first two years after this Florida Plan is implemented, collaborative reviews between CenturyLink and the CLECs are scheduled to be conducted every six months by FPSC staff. Based on input from the participants at each review and the need determined therein, FPSC staff will determine whether the interval for the next review should be adjusted.

VI. DEFINITION OF TERMS

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

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

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

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

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

VI. GLOSSARY OF ACRONYMS

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

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

VII. Performance Measurement Plan Attachments

A. MISSED APPOINTMENT REASON CODES
CenturyLink Due Date - Specials

RCODE	Description
1A	Inter office facility shortage
1B	Scheduling/work load
1C	**Customer not ready**
1D	No loop available
1E	**End user not ready**
1F	NSP missed appointment
1G	**No access to end user premises**
1H	Central office freeze
1J	Special construction
1K	**Natural disaster (flood, etc.)**
1L	Frame due time can not be met
1M	**Requested DD is less than published interval**
1N	DD and frame due time can not be met
1P	Other
1Q	Assignment problem
1R	**Customer could not be reached at the reach number**
1S	**Building not ready, customer will advise**
1T	**Pole at trailer site not set**
1W	Entrance facilities required
1X	**Not technically feasible**
1Y	No central office equipment available
1Z	Loop requires installation of additional equipment
2A	**LSR error, incorrect or missing information**
2B	Facility work order pending, no Bona Fide Request (BFR) required
3A	Records
3B	**Facilities incorrect/busy**
3C	Dependent/related order not complete
3D	Translation problems
3E	**Provider order information/codes incorrect/missing**
3F	**Public agency/right of way delays**
3G	Pre-service testing
3H	No trunks available
3I	**Busy cable ID and channel pair**
4A	**Field visit determined address invalid - send supplement**
4B	**Verify address, or provide nearby TN - send supplement**
4C	**New access required - send supplement**
4D	**Access refused - send supplement**
4E	**CFA/POI defective/busy - send supplement**
4F	**Invalid/duplicate circuit ID send supplement**
4G	**Need to revise TN - send supplement**
4H	**Invalid feature/feature detail - send supplement**
4I	**Provide driving instructions - send supplement**

5A	Notification of new due date only
5B	**Additional paperwork required - contact service center**
5C	Jeopardy previously sent without Estimated Due Date (ESDD) - new ESDD now provided

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

B. MISSED APPOINTMENT REASON CODES
CenturyLink - Retail

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

MISSED APPOINTMENT REASON CODES
CenturyLink - Retail

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

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

C. DISPOSITION CODES
CenturyLink

Code	Description
CAN	Cancellation of ticket at customer request
CC	Came Clear
CO	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.
CPE	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.
INF	Ticket created for informational purposes only
HSD	High Speed Data
OTH	Other – CenturyLink Network
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc
TOK	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.
TRN	Transport – Troubles isolated to an outage caused by a transport issue in the CenturyLink network. These outages are generally isolated to DS3 or higher service types.
XCC	IXC/CLEC/CLEC
CCO	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.
TT	Translations Trouble
UNK	Unknown
PRV	Provisioning Trouble

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

ATTACHMENT 3

CenturyLink Performance Measurement Plan

CenturyLink Performance Measurement Plan
Florida Public Service Commission

~~February~~ October 15, ~~2013~~2015

CenturyLink Performance Measurement Plan

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CenturyLink Performance Measurement Plan

I. Executive Summary

PMP Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves.[1] In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[2] The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[3]

In 2000 the Florida Public Service Commission opened Docket No. 000121-TP to develop permanent performance metrics for the ongoing evaluation of operations support systems (OSS) provided for alternative local exchange carriers' (CLECs) use by incumbent local exchange carriers (ILECs). Docket No. 000121-TP consisted of three phases. Phase I began with workshops conducted by Commission Staff with members of the CLEC and ILEC communities. The purpose of Phase I was to determine and resolve any policy and legal issues in this matter. Phase II involved establishing permanent metrics for BellSouth Telecommunications, Inc. (BellSouth), including a specific monitoring and enforcement program. In 2002 the Florida Public Service Commission began Phase III and opened Docket No. 000121B-TP (CenturyLink Track) and Docket No. 000121C-TP (Verizon Track) to establish performance metrics and a performance monitoring and evaluation program for the other Florida ILECs.

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

[2] See, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:
"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."[3] See, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

CenturyLink Performance Measurement Plan

On May 2, 2002, Sprint filed its initial response to Commission Staff's data request for proposed permanent performance measures in Florida in Docket No. 000121B-TP (Sprint Track). On June 30, 2002, initial comments on Sprint's proposal were filed by interested parties. Taking into consideration the information provided by Sprint and the comments provided by interested parties, Commission Staff developed an independent proposal for Sprint OSS permanent performance measurements and submitted it for comment on November 1, 2002. Comments on Commission Staff's proposal were filed November 15, 2002, and supplemental comments were filed with the Commission on November 25, 2002.

On January 9, 2003, the Florida Public Service Commission issued Order No. PSC-03-0067-PAA-TP. Order No. PSC-03-0067-PAA-TP addressed the proposed establishment and implementation of operations support systems permanent performance measures for the Sprint Track, Docket Number 000121B-TP.

Sprint complied with Order No. PSC-03-0067-PAA-TP and implemented this Performance Measurement Plan (PMP) on February 1, 2003. This Performance Measurement Plan includes:

- service quality measures
- business rules
- reporting requirements
- auditing
- statistical methodology

This Performance Measurement Plan includes performance measurements from the Sprint Nevada Plan, *August 2002 Cookbook*, and statistical methodology contained in the *Sprint Performance Measurement Plan Compliance Methodology* adopted, with modifications, by the FPSC to measure Sprint's performance in Florida.

On February 12, 2007, the Florida Public Service Commission issued Order PSC-07-0123-PAA-TP approving revisions to Embarq's Performance Measurement Plan in order to enable simultaneous implementation of changes with Embarq's Nevada Performance.

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

Major Categories

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

- **Pre-Ordering**

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

Address Verification
Request for Telephone Number
Request for Customer Service Record
Rejected/Failed Queries
~~Facility Availability~~

- **Ordering**

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

- **Provisioning**

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

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and

tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

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

- **Billing**

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

- **Database Updates**

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

~~• **Collocation**~~

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

~~• **Interfaces**~~

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

Auditing and Review Procedures

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

Reservation of Rights

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

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

CenturyLink

By implementing these performance measurements, CenturyLink**:**

- ~~does not make any admission regarding the propriety or reasonableness of establishing performance incentives;~~

- does not admit that an apparent less-than-parity or falling below a benchmark condition reflects discriminatory treatment without further factual analysis.

CLECs

- By implementing these performance measurements, CLECs do not agree with, endorse, or otherwise concur in the terms of CenturyLink's reservation of rights.

- CLECs reserve the right to contend that CenturyLink's compliance with the performance measures and standards in the Florida Plan does not conclusively demonstrate CenturyLink compliance with the Telecommunications Act of 1996.

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

II. Performance Measurements

Measurement #	Measurement Title
Pre-Ordering	
01	Average Response Time to Pre Order Queries
Ordering	
02	Average FOC Notice Interval
03	Average Reject Notice Interval
04	Percent of Flow-Through Orders
Provisioning	
05	Percentage of Orders Jeopardized
~~06~~	~~Average Jeopardy Notice Interval~~
07	Average Completed Interval
~~08~~	~~Percent Completed Within Standard Interval~~
11	Percent of Due Dates Missed
~~12~~	~~Percent Due Dates Missed Due to Lack of Facilities~~
~~13~~	~~Delay Order Interval to Completion Date~~
15	Provisioning Trouble Reports Prior to Service Order Completion
17A	Percentage Troubles in 5 Days for New Orders
~~18~~	~~Average Completion Notice Interval~~
Maintenance	
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
~~22~~	~~POTS Out of Service Less Than 24 Hours~~
23	Frequency of Repeat Troubles in 30-Day Period
Network Performance	
~~24~~	~~Percent Blocking on Common Trunks~~
25	Percent Blocking on Interconnection Trunks
~~26~~	~~NXX Loaded by LERG Effective Date~~
Billing	
30	Wholesale Bill Timeliness
~~31~~	~~Usage Completeness~~
~~32~~	~~Recurring Charge Completeness~~
~~33~~	~~Non-Recurring Charge Completeness~~
~~34~~	~~Bill Accuracy~~
Database Updates	
38	Percent Database Accuracy
39	E911MS Database Update Interval
~~Collocation~~	
~~40~~	~~Time to Respond to a Collocation Request~~

~~41~~	~~Time to Provide a Collocation Arrangement~~
~~Interface~~	
~~42~~	~~Percentage of Time Interface is Available~~
~~44~~	~~Center Responsiveness~~

Pre-Ordering **Measure 1**

Title: Average Response Time to Pre-Order Queries

Area	*Requirement Description*

Description	The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.
	
	• Address Verification
	• Request for Telephone Number (TN)
	• Request for Customer Service Record
	  - Single Telephone Number
	  - BAN
	• Rejected/Failed Queries
	~~• Facility Availability~~

Method of Calculation	**All Electronic:** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period) ~~**All Manual: Facility Availability**~~ ~~Sum [((Fax Date and Time Returned) - (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)] X 100~~
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliate.
Reported By	By query type ~~and by interface type, including fax~~
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level **All Electronic:**	~~**CLEC**~~	~~**Comparison Standard**~~ ~~**Parity**~~	~~**Benchmark**~~
Request for Address Verification	~~Request for Address Verification~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
Request for Telephone Number	~~Request for Telephone Number~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
Request for Customer Service Record - Single Telephone Number	~~Request for CSR - Single Telephone Number~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
Request for Customer Service Record – BAN	~~Request for CSR - BAN~~	Diagnostic (no retail	~~Diagnostic Only~~

			comparison)	
	Rejected / Failed Queries	~~Rejected/Failed Queries~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
	~~**All Manual:**~~			
	~~Facility Availability~~	~~Request for Facility Availability~~		~~Diagnostic Only~~
Business Rules	• Elapsed time is measured in seconds for electronic pre-order requests. • Elapsed time for fully electronic submeasures will be tracked during scheduled interface availability hours. • Exclude transactions that occur during OSS outages.			

Ordering **Measure 2**

Title: Average FOC Notice Interval

Area	*Requirement Description*			
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC).			
Method of Calculation	**All Electronic:** Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs Sent in Reporting Period) **Electronic/Manual Mix:** Sum ((FOC Date and Time) – (Receipt Date and Time of receipt of error free order)) / (Number of FOCs sent.)			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLECs, CLECs in the aggregate, ~~by ILEC (if analog applies)~~ and ILEC affiliates.			
Reported By	• Electronically received/electronically handled • Electronically received and manually handled • By Service Group Type			
Geographic Level	Statewide			
Measurable Standards	Disaggregation Level ~~RESALE~~	~~CLEC~~	~~Retail Comparison Standard~~ ~~Parity~~	~~Benchmark~~
	~~**Blind FOC**~~			
	~~Res POTS~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~Res POTS~~		~~20 mins~~ ~~12 hrs~~
	Bus POTS All Electronic Electronic/Manual Mix	~~Bus POTS~~	Diagnostic (no retail comparison)	~~20 mins~~ ~~12 hrs~~
	~~ISDN BRI~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~ISDN BRI~~		~~Diagnostic Only~~ ~~12 hrs~~
	~~CENTREX~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~CENTREX~~		~~Diagnostic Only~~ ~~24 hrs.~~
	~~PBX~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~PBX~~		~~Diagnostic Only~~ ~~24 hrs.~~
	~~**Intelligent FOC**~~			
	~~DDS~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~DDS~~		~~TBD~~ ~~36 business hrs~~
	~~DS1/ISDN PRI~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~DS1/ISDN PRI~~		~~TBD~~ ~~36 business hrs~~
	~~DS3~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~DS3~~		~~TBD~~ ~~36 business hrs~~
	~~VGPL/DS0~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~VGPL/DS0~~		~~TBD~~ ~~36 business hrs~~

	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**Blind FOC**~~			
	UNE Loops Non-Designed All Electronic Electronic/Manual Mix	~~UNE Loops Non-Designed~~	Diagnostic (no retail comparison)	~~30 mins~~ ~~12 hrs~~
	UNE Loops xDSL Provisioned All Electronic Electronic/Manual Mix	~~UNE Loops xDSL Provisioned~~	Diagnostic (no retail comparison)	~~30 mins~~ ~~12 hrs~~
	LNP All Electronic Electronic/Manual Mix	~~LNP~~	Diagnostic (no retail comparison)	~~20 mins~~ ~~12 hrs~~
	~~**Intelligent FOC**~~			
	~~UNE Loops Designed~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~UNE Loops Designed~~		~~TBD~~ ~~36 business hrs~~
	EELS All Electronic Electronic/Manual Mix	~~EELS~~	Diagnostic (no retail comparison)	~~TBD~~ ~~36 business hrs~~
	~~**UNE Dedicated Transport**~~			
	UNE DS1/ISDN PRI All Electronic Electronic/Manual Mix	~~UNE DS1/ISDN PRI~~	Diagnostic (no retail comparison)	~~TBD~~ ~~36 business hrs~~
	~~UNE DS3~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~UNE DS3~~		~~TBD~~ ~~36 business hrs~~
	~~Interconnection Trunks~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~Interconnection Trunks~~		~~TBD~~ ~~7 business days~~
	~~PROJECTS:~~			
	~~Projects~~ ~~All Electronic~~ ~~Electronic/Manual Mix~~	~~Projects~~		~~Diagnostic Only~~
Business Rules	• Elapsed time calculated in business hours and excludes non-business days and ILEC published holidays. • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Excludes Loop Pre-Qualification queries that are processed as LSRs. • Manually received and handled FOCs not included. • Denominator includes all FOCs sent regardless of receipt and response time. • CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.			
Notes	• None at this Time.			

Ordering **Measure 3**

Title: Average Reject Notice Interval

Area	*Requirement Description*
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation	**All Electronic** Sum((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected) **Electronic/Manual Mix** Sum((Business Date and Time of ILEC transmission of Order Rejection) – (Business Date and Time of Order Receipt)) / (# of Electronic/Manual Orders Rejected).
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates

Reported By	• Electronically received, electronically handled
	  • All interfaces
	  • Resale orders and Facility based UNE orders
	• Electronically received, manually handled
	  • All interfaces
	  • Resale orders and Facility based UNE orders

Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	~~CLEC~~	~~Retail Comparison Standard~~ Parity	~~Benchmark~~
Reject Notice All Electronic	~~Reject Notice~~	Diagnostic (no retail comparison)	~~10 min~~
Reject Notice Electronic/Manual Mix	~~Reject Notice~~	Diagnostic (no retail comparison)	~~12 hrs~~

Business Rules	• Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays. • Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center • Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day. • Exclude Loop Pre-Qualification queries created as service orders.
Notes	• None at this time.

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Ordering **Measure 4**

Title: Percent of Flow-Through Orders

Area	*Requirement Description*			
Description	Measures the percentage of mechanized service orders processed on a flow through basis. The definition of Flow-through for the intent of this measure is to reflect those orders that are able to get to the Firm Order Confirmation status without manual intervention.			
Method of Calculation	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received service orders)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates			
Reported By	• Orders that flow through as a percentage of all electronically received orders • By Service Group Types			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Res POTS	Res POTS		Diagnostic Only
	Bus POTS	Bus POTS	Diagnostic (no retail comparison)	Diagnostic Only
	ISDN BRI	ISDN BRI		Diagnostic Only
	CENTREX	CENTREX		Diagnostic Only
	PBX	PBX		Diagnostic Only
	DDS	DDS		Diagnostic Only
	DS1/ISDN PRI	DS1/ISDN PRI		Diagnostic Only
	DS3	DS3		Diagnostic Only
	VGPL/DS0	VGPL/DS0		Diagnostic Only
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops - Non-Designed	Diagnostic (no retail comparison)	Diagnostic Only
	UNE Loops Designed	UNE Loops Designed		Diagnostic Only
	UNE Loops xDSL Provisioned	UNE Loops xDSL Provisioned	Diagnostic (no retail comparison)	Diagnostic Only

	EELS	~~EELS~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
	~~**UNE Dedicated Transport**~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
	~~UNE DS3~~	~~UNE DS3~~		~~Diagnostic Only~~
	LNP	~~LNP~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~ Diagnostic Only
Business Rules	• Excludes Loop Pre-Qualification queries.			
Notes	• None at this time.			

Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

Area	*Requirement Description*			
Description	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed by the due date committed on the FOC.			
Method of Calculation	(Number of Orders Jeopardized) / (Number of Orders Completed) x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level ~~Resale~~	~~CLEC~~	~~Retail Comparison Standard Parity~~ ~~Benchmark~~	
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
	~~PBX~~	~~PBX~~	~~PBX~~	
	~~DDS~~	~~DDS~~	~~DDS~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
	~~DS3~~	~~DS3~~	~~DS3~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Bus. POTS Dispatched Diagnostic (Expectation : parity with retail)	
	~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS, VGPL/DS0~~	
	UNE Loops - xDSL Provisioned	~~UNE Loops – xDSL Provisioned~~	~~Retail xDSL~~Bus. POTS Dispatched Diagnostic (Expectation : parity with retail)	
	EELS	~~EELS~~	DS3, DS1/ISDN PRI, VGPL/ DS0 Diagnostic (Expectation	

			: parity with retail)	
	~~**UNE Dedicated Transport**~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)	
	~~UNE DS3~~	~~UNE DS3~~	~~DS3~~	
Business Rules	• Excludes delays for customer reasons. • Excludes Loop Pre-Qualification queries.			
Notes	• None at this time.			

Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval

Area	*Requirement Description*
Description	Measures the remaining time between the pre-existing committed order completion date (communicated via the FOC) and the date the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date has been missed).
Method of Calculation	Jeopardy Notice: Sum((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice) / (Number of Orders Jeopardized)) **Notification of Missed Commitments:** Sum(Due Date of Missed Commit Notice) - (Due Date of Order) / (Number of Missed Commit Notices)
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By	• By service group type •
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
Res POTS	Res POTS	Res POTS Diagnostic Only	
Bus POTS	Bus POTS	Bus POTS Diagnostic Only	
ISDN BRI	ISDN BRI	ISDN BRI Diagnostic Only	
CENTREX	CENTREX	CENTREX Diagnostic Only	
PBX	PBX	PBX Diagnostic Only	
DDS	DDS	DDS Diagnostic Only	
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
DS3	DS3	DS3 Diagnostic Only	
VGPL/DS0	VGPL/DS0	VGPL/DS0 Diagnostic Only	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic Only	
UNE Loops Designed	UNE Loops	DDS, VGPL/DS0	

		~~Designed~~	~~Diagnostic Only~~	
	~~UNE Loops - xDSL Provisioned~~	~~UNE Loops - xDSL Provisioned~~	~~Retail xDSL Diagnostic Only~~	
	~~EELS~~	~~EELS~~	~~DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic Only~~	
	~~**UNE Dedicated Transport**~~			
	~~UNE DS1/ISDN PRI~~	~~UNE DS1/ISDN PRI~~	~~DS1/ISDN PRI Diagnostic Only~~	
	~~UNE DS3~~	~~UNE DS3~~	~~DS3 Diagnostic Only~~	
	~~Projects~~	~~Projects Diagnostic Only~~	~~Projects Diagnostic Only~~	
~~***Business Rules***~~	~~• Excludes customers requested due dates beyond interval offered, and orders delayed for customers reasons.~~ • ~~Excludes Loop Pre-Qualification queries.~~			
~~***Notes***~~	~~• If the ILEC policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog.~~ • ~~Interval is reported in business days.~~			

Provisioning **Measure 7**

Title: Average Completed Interval

Area	*Requirement Description*			
Description	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.			
Method of Calculation	(Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders) / (Total new, move and change orders)			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	By service group type and field work/no field work where applicable.			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level **~~Resale~~**	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity~~** **~~Benchmark~~**	
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation : parity with retail)	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
	~~PBX~~	~~PBX~~	~~PBX~~	
	~~DDS~~	~~DDS~~	~~DDS~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
	~~DS3~~	~~DS3~~	~~DS3~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Bus. POTS Dispatched Diagnostic (Expectation : parity with retail)	
	~~UNE Loops Designed – Field Work~~	~~UNE Loops Designed – Field Work~~	~~DDS,VGPL/DS0~~	
	~~UNE Loops Designed – No Field Work~~	~~UNE Loops Designed – No Field Work~~		~~6 Days~~
	UNE Loops - xDSL Provisioned – No Field Work	~~UNE Loops – xDSL Provisioned – No Field Work~~	Diagnostic (no retail comparison)	~~3.5 Days~~
	UNE Loops - xDSL Provisioned – Field Work	~~UNE Loops – xDSL Provisioned – Field~~	~~Retail xDSL~~ Bus POTS Dispatched	

		~~Work~~	Diagnostic (Expectation : parity with retail)	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation : parity with retail)	
	~~UNE Dedicated Transport~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation : parity with retail)	
	~~UNE DS3~~	~~UNE DS3~~	~~DS3~~	
	~~Interconnection Trunks~~	~~Interconnection Trunks~~	~~ILEC Dedicated Trunks~~	
	~~Projects~~	~~Projects Diagnostic Only~~	~~Projects Diagnostic Only~~	
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries • The start time of requests received after the end of the business day will be the beginning of the next business day.			
Notes	• None at this time.			

Provisioning **Measure 8**

Title: Percent Completed Within Standard Interval

Area	*Requirement Description*			
Description	Measures orders completed within the standard interval of receipt of valid, error-free service request.			
Method of Calculation	[(Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	By service group type excluding services with flexible due dates.			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement			
	Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Res- POTS	Res- POTS	Res- POTS Diagnostic Only	
	Bus POTS	Bus POTS	Bus POTS Diagnostic Only	
	ISDN BRI	ISDN BRI	ISDN BRI Diagnostic Only	
	CENTREX	CENTREX	CENTREX Diagnostic Only	
	PBX	PBX	PBX Diagnostic Only	
	DDS	DDS	DDS Diagnostic Only	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
	DS3	DS3	DS3 Diagnostic Only	
	VGPL/DS0	VGPL/DS0	VGPL/DS0 Diagnostic Only	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic Only	
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0 Diagnostic Only	
	UNE Loops – xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL Diagnostic Only	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic Only	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
	UNE DS3	UNE DS3	DS3	

			~~Diagnostic Only~~	
	~~Interconnection Trunks~~	~~Interconnection Trunks~~	~~ILEC Dedicated Trunks Diagnostic Only~~	
	~~Projects~~	~~Projects Diagnostic Only~~	~~Projects Diagnostic Only~~	
~~***Business Rules***~~	~~• Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons.~~ ~~• Excludes services with flexible due dates.~~ ~~• For UNE Loop services, feature only orders are excluded from the retail analog.~~ • ~~Excludes Loop Pre-Qualification queries.~~			
~~***Notes***~~	• ~~None at this time.~~			

Provisioning **Measure 11**

Title: Percent of Due Dates Missed

Area	*Requirement Description*			
Description	Measures the percent of new, move and change orders where installation was not completed by the due date.			
Method of Calculation	[(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders) / (Total Number of Completed New, Move and Change Orders)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	By service group type and Field Work/No Field Work as appropriate			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level **~~Resale~~**	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity~~**	**~~Benchmark~~**
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation: parity with retail)	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
	~~PBX~~	~~PBX~~	~~PBX~~	
	~~DDS~~	~~DDS~~	~~DDS~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
	~~DS3~~	~~DS3~~	~~DS3~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Bus. POTS Dispatched Diagnostic (Expectation: parity with retail)	
	~~UNE Loops Designed – No Field Work~~	~~UNE Loops Designed – No Field Work~~		~~10%~~
	~~UNE Loops Designed – Field Work~~	~~UNE Loops Designed – Field Work~~	~~DDS and VGPL/DS0~~	
	UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	Bus. POTS Dispatched ~~Retail xDSL~~ Diagnostic (Expectation: parity with	

			retail)	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with retail)	
	~~UNE Dedicated Transport~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)	
	~~UNE DS3~~	~~UNE DS3~~	~~DS3~~	
	Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)	
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons. • All available due dates are reported, except those missed due to customer reasons. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes canceled orders. • Excludes Loop Pre-Qualification queries.			
Notes	• CenturyLink will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.			

Provisioning **Measure 12**

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

Area	*Requirement Description*			
Description	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"			
Method of Calculation	[((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders))] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.			
	Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Res- POTS	Res- POTS	**Res- POTS**	
	Bus POTS	Bus POTS	Bus POTS Diagnostic Only	
	ISDN BRI	ISDN BRI	ISDN BRI Diagnostic Only	
	CENTREX	CENTREX	CENTREX Diagnostic Only	
	PBX	PBX	PBX Diagnostic Only	
	DDS	DDS	DDS Diagnostic Only	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	
	DS3	DS3	DS3 Diagnostic Only	
	VGPL/DS0	VGPL/DS0	VGPL/DS0 Diagnostic Only	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched Diagnostic Only	
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0 Diagnostic Only	
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL Diagnostic Only	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic Only	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only	

	~~UNE DS3~~	~~UNE DS3~~	~~DS3 Diagnostic Only~~	
	~~Interconnection Trunks~~	~~Interconnection Trunks~~	~~ILEC Dedicated Trunks Diagnostic Only~~	
~~Business Rules~~	• ~~All available due dates are reported, except those missed due to customer reasons.~~ • ~~Excludes customer requested due dates beyond the interval offered, and orders delayed for customer reasons.~~ • ~~For UNE Loop services, feature only orders are excluded from the retail analog.~~ • ~~Excludes Loop Pre-Qualification queries.~~			
~~Notes~~	• ~~None at this time.~~			

Provisioning **Measure 13**

Title: Delay Order Interval to Completion Date

Area	*Requirement Description*			
Description	Measures the average calendar days from due date to completion date on company missed orders.			
Method of Calculation	Sum ((Completion Date for orders missed) – (Committed Order Due Date for orders missed)) / (Number of Orders Missed in the Reporting Period)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates			
Reported By	• By service group type •			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.			
	Disaggregation Level Resale	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Res POTS	Res POTS	**Res POTS**	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops - Non-Designed	Bus. POTS Dispatched	
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	Lack of Facilities	Lack of Facilities	Diagnostic Only	
Business Rules	• Excludes Loop Pre-Qualification queries.			
Notes	• Lack of Facilities represents a subset of all delayed orders reported by service group type.			

Provisioning **Measure 15**

Title: Provisioning Trouble Reports Prior to Service Order Completion

Area	*Requirement Description*			
Description	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.			
Method of Calculation	[(Total number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion) / (Total Number of service orders completed in reporting period)] x 100.			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	• By Resale, UNE Loop Non-Designed, and LNP • By Affecting Service and Out of Service			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level **~~Resale~~**	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity~~**	**~~Benchmark~~**
	~~ResPOTS,~~ Bus POTS	~~Res POTS, Bus POTS~~	~~Res POTS,~~ Bus POTS Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	~~UNBUNDLED NETWORK ELEMENTS~~			
	~~UNE Loops~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	B1 Dispatch Non-Designed Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	LNP	~~LNP~~	LNP Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no			

	records). • Excludes ILEC employee generated reports.
Notes	• None at this time.

Provisioning **Measure 17a**

Title: Percentage Troubles in 5 Days for New Orders

Area	*Requirement Description*			
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.			
Method of Calculation	[(Total Number of Customer Trouble reports received within 5 calendar days of service order completion) / (Total Number of new, move and change completed orders)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level **~~Resale~~**	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity~~**	**~~Benchmark~~**
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation: parity with retail)	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
	~~PBX~~	~~PBX~~	~~PBX~~	
	~~DDS~~	~~DDS~~	~~DDS~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
	~~DS3~~	~~DS3~~	~~DS3~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus. POTS Diagnostic (Expectation: parity with retail)	
	~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~	
	UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	Res and Bus. POTS ~~Retail xDSL~~ Diagnostic (Expectation: parity with retail)	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with	

			retail)	
	~~**UNE Dedicated Transport**~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)	
	~~UNE DS3~~	~~UNE DS3~~	~~DS3~~	
	LNP	~~LNP~~	LNP Diagnostic (Expectation: parity with retail)	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wire. • Excludes Trouble Reports Received on the Due Date • Excludes canceled tickets. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes ILEC employee generated reports. • Excludes Loop Pre-Qualification queries. • Includes trouble tickets that were received during the reporting period.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Provisioning **Measure 18**

Title: Average Completion Notice Interval

Area	*Requirement Description*			
Description	Measures the average time per order to issue notification to CLEC of a completed order.			
Method of Calculation	**All Electronic:** Sum((Date and Time of Electronic Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed Electronically) **Electronic/Manual Mix:** ((Date and Time of Electronic Completion Notification to CLEC for Orders Completed that Required Manual Intervention) - (Date and Time of Work Completion)/ (Number of Orders Completed That Required Manual Intervention)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates			
Reported By	Electronic and Electronic/Manual Mix Interface			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	All Electronic	Completion Notice		Diagnostic Only
	Electronic/Manual Mix	Completion Notice		Diagnostic Only
Business Rules	• 24-hour clock is used to measure interval for electronic/manual process. • For fully electronic completions that occur after 11pm (Eastern), the interval will start at 8am (Eastern) the next business day. • Excludes weekends and ILEC published holidays. • Excludes Loop Pre-Qualification queries.			
Notes	• CenturyLink will track fall out rate.			

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	*Requirement Description*			
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.			
Method of Calculation	[(Total Number of Customer initial and repeat network trouble reports) / (Number of access lines/circuits/UNEs in service at the end of the reporting period)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level **~~Resale~~**	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity~~** **~~Benchmark~~**	
	~~Res- POTS~~	~~Res- POTS~~	~~Res- POTS~~ ~~Diagnostic Only~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~ ~~Diagnostic Only~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~ ~~Diagnostic Only~~	
	~~PBX~~	~~PBX~~	~~PBX~~ ~~Diagnostic Only~~	
	~~DDS~~	~~DDS~~	~~DDS~~ ~~Diagnostic Only~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~ ~~Diagnostic Only~~	
	~~DS3~~	~~DS3~~	~~DS3~~ ~~Diagnostic Only~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~ ~~Diagnostic Only~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus. POTS Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~ ~~Diagnostic Only~~	
	UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	Res and Bus. POTS ~~Retail- xDSL~~ Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0	

		Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
~~**UNE Dedicated Transport**~~			
UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
UNE DS3	~~UNE DS3~~	DS3 Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
LNP	~~LNP~~	LNP Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	

Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes canceled trouble tickets. • Excludes ILEC employee generated reports. • An LNP trouble is excluded from duplicate reporting in another service group type.
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 20**

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*			
Description	Measures the percent of trouble reports not cleared by the commitment time.			
Method of Calculation	[(Total network trouble reports not cleared by the commitment time for ILEC reasons) / (Total network trouble reports completed)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	• By service group type • By dispatch and no dispatch			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level **~~Resale~~**	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity~~**	**~~Benchmark~~**
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~ ~~Diagnostic Only~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~ ~~Diagnostic Only~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~ ~~Diagnostic Only~~	
	~~PBX~~	~~PBX~~	~~PBX~~ ~~Diagnostic Only~~	
	~~DDS~~	~~DDS~~	~~DDS~~ ~~Diagnostic Only~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~ ~~Diagnostic Only~~	
	~~DS3~~	~~DS3~~	~~DS3~~ ~~Diagnostic Only~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~ ~~Diagnostic Only~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus. POTS Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~ ~~Diagnostic Only~~	
	UNE Loops - xDSL Provisioned	~~UNE Loops – xDSL Provisioned~~	~~Res and Bus. POTS Retail xDSL~~	

			Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL /DS0 Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	~~**UNE Dedicated Transport**~~			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	UNE DS3	UNE DS3	DS3 Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
	LNP	LNP	LNP Diagnostic (Expectation: parity with retail)~~Diagnostic Only~~	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Excludes customer caused misses. • Excludes canceled trouble tickets • Includes LNP NXX Code Opening Troubles. • An LNP trouble is excluded from duplicate reporting in another service group type.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Maintenance **Measure 21**

Title: Average Time to Restore

Area	*Requirement Description*			
Description	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.			
Method of Calculation	(Total duration of customer network trouble reports) / (Total customer network trouble reports)			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	• By service group type • By dispatch and no dispatch			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level ~~**Resale**~~	~~**CLEC**~~	~~**Retail Comparison Standard**~~ ~~**Parity Benchmark**~~	
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation: parity with retail)	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
	~~PBX~~	~~PBX~~	~~PBX~~	
	~~DDS~~	~~DDS~~	~~DDS~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
	~~DS3~~	~~DS3~~	~~DS3~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus. POTS Diagnostic (Expectation: parity with retail)	
	~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~	
	UNE Loops - XDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	Res and Bus. POTS ~~Retail xDSL~~Diagnostic (Expectation: parity with retail)	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/ DS0 Diagnostic	

			(Expectation: parity with retail)	
	~~**UNE Dedicated Transport**~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)	
	UNE DS3	~~UNE DS3~~	DS3 Diagnostic (Expectation: parity with retail)	
	Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)	
	LNP	~~LNP~~	LNP Diagnostic (Expectation: parity with retail)	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports which ILEC has no records on). • Excludes ILEC employee generated reports. • Excludes canceled trouble tickets. • Includes LNP NXX Code Opening troubles. • An LNP trouble is excluded from duplicate reporting in another service group type. • Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	*Requirement Description*
Description	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.
Method of Calculation	[(Total number of out-of service network troubles cleared in less than 24 hours) / (Total number of out of service network troubles reported)] x 100 Note: For non-designed services only
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates
Reported By	By POTS Residence and Business (Resale),
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.

Disaggregation Level Resale	CLEC	Retail Comparison Standard Parity	Benchmark
Res- POTS, Bus POTS	Res- POTS, Bus POTS	Res- POTS, Bus POTS Diagnostic Only	

Business Rules	• Residential and Business POTS only. • Excludes no access. • Interval for tickets received Saturday, Sunday or ILEC published holiday begins no later than Monday morning. • Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes Subsequent reports. • Excludes Message Reports (circuit reports for which ILEC has no records). • Excludes canceled trouble tickets. • Excludes ILEC employee generated reports. • Excludes out of service tickets when the customer requests a commitment more than 24 hours from the time the trouble is reported.
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	*Requirement Description*			
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.			
Method of Calculation	[(Total customer network trouble reports received within 30 calendar days of a previous customer report) / (Total customer network trouble reports)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, ILEC, and ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for this measurement.			
	Disaggregation Level **~~Resale~~**	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity Benchmark~~**	
	~~Res POTS~~	~~Res POTS~~	~~Res POTS~~	
	Bus POTS	~~Bus POTS~~	Bus POTS Diagnostic (Expectation: parity with retail)	
	~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~	
	~~CENTREX~~	~~CENTREX~~	~~CENTREX~~	
	~~PBX~~	~~PBX~~	~~PBX~~	
	~~DDS~~	~~DDS~~	~~DDS~~	
	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	
	~~DS3~~	~~DS3~~	~~DS3~~	
	~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~	
	~~**UNBUNDLED NETWORK ELEMENTS**~~			
	~~**UNE Loops**~~			
	UNE Loops Non-Designed	~~UNE Loops Non-Designed~~	Res and Bus. POTS Diagnostic (Expectation: parity with retail)	
	~~UNE Loops Designed~~	~~UNE Loops Designed~~	~~DDS and VGPL/DS0~~	
	UNE Loops - xDSL Provisioned	~~UNE Loops - xDSL Provisioned~~	~~Res and Bus. POTS Retail xDSL~~Diagnostic (Expectation: parity with retail)	
	EELS	~~EELS~~	DS1/ISDN PRI, DS3, VGPL/DS0 Diagnostic (Expectation: parity with	

			retail)	
	~~**UNE Dedicated Transport**~~			
	UNE DS1/ISDN PRI	~~UNE DS1/ISDN PRI~~	DS1/ISDN PRI Diagnostic (Expectation: parity with retail)	
	UNE DS3	~~UNE DS3~~	DS3 Diagnostic (Expectation: parity with retail)	
	Interconnection Trunks	~~Interconnection Trunks~~	ILEC Dedicated Trunks Diagnostic (Expectation: parity with retail)	
	LNP	~~LNP~~	LNP Diagnostic (Expectation: parity with retail)	
Business Rules	• Excludes CPE and IEC/IXC/CLEC caused troubles. • Excludes troubles associated with inside wiring. • Excludes Subsequent reports. • Excludes Message Reports. • Excludes canceled trouble tickets. • An LNP trouble is excluded from duplicate reporting in another service group type. • Excludes ILEC employee generated reports. • Includes LNP NXX Code Opening troubles.			
Notes	• CenturyLink will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Network Performance **Measure 24**

Title: Percent Blocking on Common Trunks

Area	*Requirement Description*			
Description	Measures the total percentage of blockage across all common and shared transport trunk groups exceeding 1% blockage. Note: Includes list of trunks exceeding 1% benchmark			
Method of Calculation	[(Total blocked calls across all common and shared transport trunk groups)/(Total call attempts count across all common and shared transport trunk groups)] x 100			
Report Period	Monthly			
Report Structure	Reported by common/shared transport trunk group			
Reported By	State			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	**CLEC**	**Retail Comparison Standard** **Parity** **Benchmark**	
	State	Common Trunk Group		Diagnostic Only
Business Rules	- Exclude 911 trunks except where ILEC has augmentation control. - Excludes the maintenance window (12am local time to 6am local time. • Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.). - Measured by: • Total trunk groups • Percent Blocking			
Notes	• Common trunk groups provide service to all customers, therefore, there is one result for both CLEC and ILEC.			

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*			
Description	Measures the total percent of blockage on final dedicated interconnection trunk groups ~~exceeding 1% blockage~~.			
Method of Calculation	[(Total blocked calls across all final dedicated interconnection trunk groups per CLEC)/(Total call attempts count across all final dedicated interconnection trunk groups per CLEC)] x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates			
Reported By	State			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	~~**CLEC**~~	~~**Retail Comparison Standard**~~ ~~**Parity**~~	~~**Benchmark**~~
	~~**State**~~ **Interconnection Trunks**	~~Interconnection Trunks~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
Business Rules	• Only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity. • Threshold exception trunk detail. • Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.). • Excludes the maintenance window (12am local time to 6am local time. • Applies to those trunks where the ILEC has augmentation control. • Does not apply when trunks are provisioned as two-way trunks.			
Notes	• Measured by: - Total trunk groups - Threshold exceptions - ILEC end office to CLEC end office - ILEC tandem to CLEC end office			

Network Performance **Measure 26**

Title: NXX Loaded by LERG Effective Date

Area	*Requirement Description*			
Description	Measures the number of NXXs loaded and tested by the LERG effective date.			
Method of Calculation	[((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date))] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates			
Reported By	Reported for all NXX codes scheduled to be loaded in reporting period			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for this measurement.			
	Disaggregation Level	**CLEC**	**Retail Comparison Standard** Parity Benchmark	
	CLLI	CLEC NXXs loaded	ILEC NXXs loaded Diagnostic Only	
Business Rules	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 calendar days). • Excludes any NXX code facilities that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.			
Notes	NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing.			

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	*Requirement Description*			
Description	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC.			
Method of Calculation	[(Count of Invoices where difference between distribution date and bill date is less than or equal to 10) / (Count of Total Invoices Distributed within the Reporting Period)] x100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates			
Reported By	• Bus POTS Resale • UNE Loops • ~~Facilities/Interconnection~~			
Geographic Level	Statewide			
Measurable Standards				
	Disaggregation Level	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity~~**	**~~Benchmark~~**
	Bus POTS Resale	~~CLEC Invoices~~	Diagnostic (no retail comparison)	~~99% within 10 calendar days~~
	UNE Loops	~~CLEC Invoices~~	Diagnostic (no retail comparison)	~~99% within 10 calendar days~~
	~~Facilities/Interconnection~~	~~CLEC Invoices~~		~~99% within 10 calendar days~~
Business Rules	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.			
Notes	• None at this time.			

Billing **Measure 31**

Title: Usage Completeness

Area	*Requirement Description*			
Description	Measures the percentage of usage charges appearing on the correct bill. *Correct bill = next available bill			
Method of Calculation	[(Count of usage charges on the bill that were recorded within last 30 billing days) / (Total count of usage charges on the bill)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates			
Reported By	• Resale • UNE • Facilities/Interconnection			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for certain levels of disaggregation for this measurement.			
	Disaggregation Level	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Resale	Intral ATA toll messages sent paid	CenturyLink Intral ATA toll messages sent paid	
	UNE	Minutes of use		95% complete
	Facilities/Interconnection	Minutes of use		95% complete
Business Rules	• Excludes summarized charges. • Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights. • Excludes usage recorded by other (non-CenturyLink affiliate) companies and sent to CenturyLink.			
Notes	• None at this time.			

Billing **Measure 32**

Title: Recurring Charge Completeness

Area	*Requirement Description*
Description	Measures the percentage of fractional recurring charges appearing on the correct bill. * Correct bill = next available bill
Method of Calculation	[(Count of fractional recurring charges that are on the correct bill*) / (Total count of fractional recurring charges that are on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard Parity	Benchmark
Resale	Number of fractional OCCs	Number of fractional OCCs	
UNE	% charges on correct bill		90% Complete
Facilities/Interconnection	% charges on correct bill		90% Complete

Business Rules	• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Excludes zero dollar billing charges. • Excludes late charges resulting from mandated billing changes if CenturyLink makes its changes on time.
Notes	• None at this time.

Billing **Measure 33**

Title: Non-Recurring Charge Completeness

Area	*Requirement Description*
Description	Measures the percentage of non-recurring charges appearing on the correct bill. * Correct bill = next available bill
Method of Calculation	[(Count of non-recurring charges that are on the correct bill) / (Total count of non-recurring charges that are on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	CenturyLink is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	CLEC	Retail Comparison Standard Parity	Benchmark
Resale	Total number of non-recurring OCCs	Total number of non-recurring OCCs	
UNE	% of charges on correct bill		90% complete
Facilities/Interconnection	% of charges on correct bill		90% complete

Business Rules	• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. • Excludes zero dollar billing charges. • Excludes late charges resulting from mandated billing changes if CenturyLink makes its changes on time.
Notes	• None at this time.

Billing **Measure 34**

Title: Bill Accuracy

Area	*Requirement Description*			
Description	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments on a rolling six month average.			
Method of Calculation	(Total monies billed without corrections on a rolling six month average) / (Total monies billed on a rolling six month average) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates			
Reported By	• Resale – Usage – Recurring Charges – Non-Recurring Charges • UNE – Usage – Recurring Charges – Non-Recurring Charges • Facilities/Interconnection – Usage – Recurring Charges - Non-Recurring Charges			
Geographic Level	Statewide			
Measurable Standards	CenturyLink is required to provide a retail analog for certain levels of disaggregation for this measurement.			
	Disaggregation Level **Resale**	**CLEC**	**Retail Comparison Standard** **Parity**	**Benchmark**
	Usage	Total Dollars billed and adjustments for usage	Total Dollars billed and adjustments for usage – Diagnostic Only	
	Recurring Charge	Total Dollars billed and adjustments for recurring charges	Total Dollars billed and adjustments for recurring charges – Diagnostic Only	
	Non-recurring Charges	Total Dollars billed and adjustments for non-recurring charges	Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only	
	UNE			
	Usage	Total Dollars billed and adjustments for usage		Diagnostic Only
	Recurring Charge	Total Dollars billed and adjustments for recurring		Diagnostic Only

	~~Non-recurring Charges~~	~~Total Dollars billed and adjustments for nonrecurring~~		~~Diagnostic Only~~
	~~**Facilities/Interconnection**~~			
	~~Usage~~	~~Total Dollars billed and adjustments for usage~~		~~Diagnostic Only~~
	~~Recurring Charges~~	~~Total Dollars billed and adjustments for recurring~~		~~Diagnostic Only~~
	~~Non-recurring Charges~~	~~Total Dollars billed and adjustments for nonrecurring~~		~~Diagnostic Only~~
~~***Business Rules***~~	~~• Excludes Uncollectable status accounts, restoration charges, non-recurring charges billed in installments, non-regulated charges, refunds of deposits, transfer of payments or balances, returned check charges, taxes, and surcharges.~~ ~~• Excludes adjustments issued for reasons not related to bill accuracy.~~			
~~***Notes***~~	~~• None at this time.~~			

Database Updates **Measure 38**

Title: Percent Database Accuracy

Area	*Requirement Description*
Description	The percentage of E911 records that were updated by CenturyLink in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. CenturyLink will verify the records determined to be in error to validate that the records were input by CenturyLink incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC. • E911 Databases
Method of Calculation	[(Count of Updates Completed without error) / (Count of Updates Completed)]x 100
Report Period	Monthly Report, but provided Quarterly
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	For E911 Database: • Service Order generated updates • Direct gateway input
Geographic Level	Statewide
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	~~CLEC~~	~~Retail Comparison Standard~~ **Parity**	~~Benchmark~~
E911			
Service Order Updates	~~Number Updates~~	Number Updates Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
Direct Gateway Updates		Diagnostic (no retail comparison)	~~Diagnostic Only~~

Business Rules	• Excludes CLEC caused errors
Notes	• CLECs reserve the right to request additional databases be included in this measure. •

Database Updates **Measure 39**

Title: E911 MS Database Update

Area	*Requirement Description*			
Description	Measures the percentage of E911 database updates completed within 24 hours.			
Method of Calculation	(Number of records updated within 24 hours) / (Total number of records updated) x 100			
Report Period	Monthly Report, but provided Quarterly			
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates			
Reported By	Update types			
Geographic Level	Statewide			
Measurable Standards	CenturyLink ~~is required to~~will provide a retail analog for certain levels of disaggregation for this measurement.			
	Disaggregation Level	**~~CLEC~~**	**~~Retail Comparison Standard~~** **~~Parity~~** **~~Benchmark~~**	
	Service Order Update	~~911 Updates~~	911 Updates Diagnostic (Expectation : parity with retail)~~Diagnostic Only~~	
	Direct Gateway Update	~~% Updates within 24 hours~~	Diagnostic (no retail comparison)	~~Diagnostic Only~~
Business Rules	• Excludes scheduled system outages. • Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors). • Interval is measured in clock hours.			
Notes	• ~~For this measurement, CenturyLink will provide a retail analog for retail to resale customers and a benchmark for those facility based CLEC carriers who use CenturyLink to load their ALI records to the PSAPs via file transfer methods~~.			

Collocation **Measure 40**

Title: Time to Respond to a Collocation Request

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to a CLEC complete collocation request, within the allotted time.
Method of Calculation	**Space Availability:** [(Count of Complete Requests due and returned within 15 calendar days) / (Count of requests returned for Space Availability)] x 100 **Price and Schedule Quote:** [(Count of Complete Requests due and returned within 15 calendar days) / (Count of requests returned for Price and Schedule Quote)] x 100 **Right Of Way Required:** [(Count of complete Space Availability requests requiring ROW permits returned within 15 calendar days)/(Count of Space Availability requests returned that required ROW permits)] x 100 **ICB (Individual Case Basis) Quote:** [(Count of complete ICB Price and Schedule Quote requests due and returned within 15 calendar days)/(Count of ICB Price and Schedule Quote requests due)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • Space Availability • Price and Schedule Quote • Space Availability Requests Requiring ROW Permits • Price and Schedule Quotes for non-Commission Approved Price List requests with Individual Case Basis (ICB) requirements
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Space Availability:			
Physical Caged	Space Availability Requests		Diagnostic Only
Physical Cageless	Space Availability Requests		Diagnostic Only
Virtual	Space Availability Requests		Diagnostic Only
Other	Space Availability Requests		Diagnostic Only
ROW	Space Availability Requests		Diagnostic Only

	~~**Price and Schedule Quote**~~			
	~~Physical Caged~~	~~Price and Schedule Quotes~~		~~Diagnostic Only~~
	~~Physical Cageless~~	~~Price and Schedule Quotes~~		~~Diagnostic Only~~
	~~Virtual~~	~~Price and Schedule Quotes~~		~~Diagnostic Only~~
	~~Other~~	~~Price and Schedule Quotes~~		~~Diagnostic Only~~
	~~ICB Requests~~	~~ICB Price and Schedule Quotes~~		~~Diagnostic Only~~
~~***Business Rules***~~	~~• Excludes orders canceled by CLEC.~~ ~~• Excludes requests/applications that are incomplete and must be returned to CLEC for completion. The new completed version counts as a new request.~~ ~~• If an CLEC submits ten or more applications within ten calendar days the initial 15 day response period will increase by 10 days for every additional 10 applications.~~ • ~~CenturyLink will provide a tracking log for ROW requests that provide the following component: Name of agency contacted, date ROW request submitted to the agency, and date ROW received from agency.~~			
~~***Notes***~~	• ~~A collocation application is complete when both the application and applicable application fee are received by CenturyLink.~~			

Collocation **Measure 41**

Title: Time to Provide a Collocation Arrangement

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to the CLEC approved* collocation request, within the allotted time. *Approved means ILEC approves the application and has received, from CLEC, financial payment or bond.
Method of Calculation	**New Arrangement (Physical Caged, Physical Cageless, Other):** [(Count of Collocation Arrangements due and completed within 90 calendar days) / (Count of Collocation Arrangements Due)] x 100 **New Arrangement (Virtual):** [(Count of Collocation Arrangements due and completed within 60 calendar days) / (Count of Collocation Arrangements Due)] x 100 **Augment Arrangement:** [(Count of Collocation Arrangements due and completed within 45 calendar days) / (Count of Collocation Arrangements Due)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • New • Augment
Geographic Level	Statewide
Measurable Standard	**Disaggregation Level** / **CLEC** / **Retail Comparison Standard** / **Parity** / **Benchmark** **New Arrangement** Physical Caged — Collocation Arrangements — — Diagnostic Only Physical Cageless — Collocation Arrangements — — Diagnostic Only Virtual — Collocation Arrangements — — Diagnostic Only Other — Collocation Arrangements — — Diagnostic Only **Augment Arrangement** Physical Caged — Collocation Arrangements — — Diagnostic Only Physical Cageless — Collocation Arrangements — — Diagnostic Only Virtual — Collocation Arrangements — — Diagnostic Only Other — Collocation Arrangements — — Diagnostic Only
Business Rules	• Excludes orders canceled by CLEC. • Excludes requests/applications that are incomplete and must be returned to CLEC for completion.

~~***Notes***~~	• ~~None at this time.~~

~~*Interfaces*~~ ~~**Measure 42**~~

~~***Title:***~~ ~~Percentage of Time Interface is Available~~

~~*Area*~~	~~*Requirement Description*~~			
~~***Description***~~	~~Measures percent of time OSS interface is available compared to scheduled availability.~~			
~~***Method of Calculation***~~	~~[((Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours)) / (Scheduled Interface Available Hours)] x 100~~			
~~***Report Period***~~	~~Monthly~~			
~~***Report Structure***~~	~~CLECs in the aggregate~~			
~~***Reported By***~~	~~By interface type accessed by CLECs~~			
~~***Geographic Level***~~	~~Statewide~~			
~~***Measurable Standards***~~	~~**Disaggregation Level**~~	~~**CLEC**~~	~~**Retail Comparison Standard**~~ ~~**Parity**~~	~~**Benchmark**~~
	~~Ordering~~	~~EASE Availability~~		~~98.5% of scheduled hours~~
~~***Business Rules***~~	~~• Outage hours are obtained from outage reports.~~ ~~• Any change requests for extended availability during the reporting period are added to the scheduled hours.~~ ~~• Scheduled interface availability hours:~~ ~~• 8AM - 8PM Eastern (Monday-Friday).~~ ~~• Excludes non-business days and ILEC published holidays.~~ ~~• CLECs are notified via e-mail in advance of changes to the published availability schedule.~~			
~~***Notes***~~	~~• CenturyLink has one interface for pre-ordering and ordering; therefore, both of these functions are reported under ordering.~~ ~~• Any outage in a source system that inhibits the system from performing pre-ordering or ordering functions is considered an outage.~~			

Interfaces **Measure 44**

Title: Center Responsiveness

Area	*Requirement Description*
Description	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation	**Order Center:** [(Number of Orders where ((Date and Time of Call answer) (Date and Time of Call Receipt) < 20 seconds))/(Total calls answered by center)] x 100 **Repair Center**: (Date and Time of Call answer – (Date and Time of Call Receipt)/ (Total calls answered by center))
Report Period	Monthly
Report Structure	CLECs in the aggregate, and by ILEC (if analog applies)
Reported By	• ILEC Ordering Center • ILEC Repair Center
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Retail Comparison Standard	
		Parity	Benchmark
Ordering Center	ACD Inc Calls		80% within 20 Sec
Repair Center (Designed)	ACD Inc Calls	Parity by design	
Repair Center (Non-Designed)	ACD Inc Calls		20 Sec

Business Rules	• Does not include abandoned calls. • Measured by individual queue, if applicable, in each ILEC center.
Notes	• None at this time.

REPORTING PROCESS

Performance reports will be provided quarterly by the ~~twentieth~~ thirtieth calendar day of the month succeeding the ~~reporting period~~quarter~~.~~ , ~~unless otherwise approved by the Commission.~~ The reporting period is the calendar month, unless otherwise noted and the results provided each quarter will include all reporting periods in the quarter. . ~~Positive reporting will be done for all measures, even those reported on an exception only basis.~~

CenturyLink will publish results for all CLECs who have ordered one or more CLEC products and have one or more CLEC access lines (e.g., Measure 19 denominator is 1 or more). If the CLEC announces they will discontinue service to all of their end users, performance reporting for the CLEC will cease on the last day of the month of the discontinuation month.

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

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

Authorized users will have access to monthly reports posted each quarter, through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, and CenturyLink Retail data. The Public Service Commission will have access to reports for all entities, including CenturyLink Affiliate data. CenturyLink Affiliate data will not be included in CLEC aggregate data.

~~In addition to the performance measure results themselves, upon request CenturyLink will provide data which comprise the results and which are readily available from the systems that provides the reportable data.~~ Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by CenturyLink (for the CLEC) with its own internal data. Furthermore, data that relates to CenturyLink's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs. The data provided does not include exceptions that were previously permitted for purposes of determining compliance. In the event any person attempts to use the data provided to allege discrimination, CenturyLink may allege that the data does not contain statistical analysis, small sample size and forgiveness consistent with how it was done when the compliance methodology was in place, and CenturyLink may raise it as defense and apply these things in an effort to demonstrate non-discrimination.

~~If revisions to the reports are required after the reporting due date, CenturyLink will repost results (if accurate data can be reconstructed) and publish a notification of the repost, along with the reason for reposting on the web site. CenturyLink will archive the repost notifications and make them available on the reporting web site for 12 calendar months and in archive an additional 12 months.~~

~~If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, CenturyLink shall provide to the Commission a report of root cause analysis on a monthly basis. CenturyLink's root cause analysis shall include a plan for corrective action with key activities and critical completion dates for implementation.~~

CenturyLink will report affiliate results to the Commission, Bureau of Consumer Protection and CLECs under proprietary information provisions.

General Exclusions

Published results will not include the following:
• Queries, orders, or maintenance tickets initiated by CenturyLink for administrative purposes.
• Data impacted by customer-caused reasons.
• Data impacted by CenturyLink dependence on a third party (not including CenturyLink affiliates or agents within CenturyLink's control).
• Service results for products and services outside of Interconnection and Resale Agreements between CenturyLink and CLEC's
- Products subject to TRRO relief shall be excluded for all non-impaired wire centers.

CenturyLink dependence on a third party
If CenturyLink dependence on a third party is not specifically noted in this document, CenturyLink will contact parties of record from this docket to discuss implementation of the data exclusion. CenturyLink will request a meeting within 30 days and propose 5 potential meeting times to occur during business hours. If any party does not respond within 10 days, the meetings will be scheduled without their input.

CenturyLink will propose two meeting dates/times based on maximum availability of parties and request attendance at both. Any party who cannot make one or both meetings and wishes to request an alternate date/time must contact CenturyLink within 5 days. Contingent upon the willingness of parties to schedule meetings in a timely manner, CenturyLink will make every attempt to schedule meeting dates/times that are amenable to all parties.

At least 10 days prior to the first scheduled meeting, CenturyLink will distribute relevant documentation/information to parties.

During the first meeting, CenturyLink will describe the situation and answer questions from parties. If parties agree this constitutes a valid case of dependence on a third party, CenturyLink

will implement this exclusion in the reporting system and communicate the intended implementation date.

If parties are not in agreement at the end of the first meeting, the second meeting will be utilized to resolve open issues. Additional meetings may be scheduled if parties are willing.

If parties cannot reach agreement, and CenturyLink wishes to pursue the exclusion, CenturyLink will initiate an expedited hearing process in accordance with the Commission's rules.

At least 30 days prior to implementation of a new exclusion, CenturyLink will publish a notification on the reporting website.

For this purpose, CenturyLink will provide the excluded data within 15 days upon request by any affected party and Commission Staff, for the first three reporting dates following implementation of a new exclusion.

Uniform Business Rules

To ensure a unified plan across CenturyLink states, CenturyLink will propose to the Florida Commission changes to measurement business rules ordered in other CenturyLink states if applicable to the Florida PMP.

When other CenturyLink states issue an order approving changes to the CenturyLink PMP measurement business rules, and those changes are applicable to the Florida PMP, CenturyLink will notify the Commission of performance measurement changes by other states, and file such changes in the appropriate docket. Such changes will be filed within 15 days of the order being issued in other states. Interested CLECs and Commission Staff shall be allowed an opportunity to review such changes before a recommendation is brought before the FPSC.

III. SERVICE GROUP TYPES

Service Group Type	CenturyLink	CLEC
RESALE		
~~Residential POTS~~	~~Residential POTS~~	~~Residential POTS~~
Business POTS	Business POTS	Business POTS
~~ISDN BRI~~	~~ISDN BRI~~	~~ISDN BRI~~
~~Centrex~~	~~Centrex~~	~~Centrex~~
~~PBX~~	~~PBX~~	~~PBX~~
~~DDS~~	~~DDS~~	~~DDS~~
~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~	~~DS1/ISDN PRI~~
~~DS3~~	~~DS3~~	~~DS3~~
~~VGPL/DS0~~	~~VGPL/DS0~~	~~VGPL/DS0~~
UNBUNDLED NETWORK ELEMENTS		
~~UNE Loops Designed 5.5 dB 2 or 4 wire analog assured 2 wire Digital ISDN Capable~~	~~DDS, VGPL/DS0~~	~~UNE Loops Designed~~
UNE Loops xDSL Provisioned	Provisioning- Bus. POTS Dispatched Maintenance-Res and Bus. POTS~~Retail xDSL~~	UNE Loops xDSL Provisioned
UNE Loops Non-Designed 8dB weighted 2/4 wire analog basic/Coin	Provisioning- Bus. POTS Dispatched Maintenance-Res and Bus. POTS	UNE Loops Non-Designed
UNE Dedicated Transport		
UNE DS1/ISDN PRI	DS1/ISDN PRI	UNE DS1/ISDN PRI
UNE DS3	DS3	UNE DS3
EELS	DS1/ISDN PRI, DS3, VGPL/DS0	EELS
Interconnection Trunks	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP
~~Projects~~	~~Projects as defined below.~~	~~Projects as defined below.~~

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

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

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

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

SERVICE ORDER TYPES

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

IV. AUDITING

The Florida Public Service Commission (FPSC) ordered at least one annual independent third-party comprehensive audit. Based on the results of the initial independent comprehensive audit and any future reviews outlined in the Review Procedures, FPSC staff shall determine whether the interval for additional comprehensive third-party audits should be modified during the first five years after initial implementation.

The cost for a comprehensive annual audit shall be borne by CenturyLink within the first five years after implementation of the Florida Plan. During this time period, CenturyLink reserves the right to seek a waiver if it deems a comprehensive annual audit unnecessary.

Independent third-party auditors and audit scope shall be jointly selected by CenturyLink and the CLECs prior to initiating any third-party audit. If the parties cannot agree on the independent auditor, FPSC staff shall have final approval.

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

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

Each mini-audit shall be submitted to the Commission as a proprietary document.

V. REVIEW PROCEDURES

For the first two years after this Florida Plan is implemented, collaborative reviews between CenturyLink and the CLECs are scheduled to be conducted every six months by FPSC staff. Based on input from the participants at each review and the need determined therein, FPSC staff will determine whether the interval for the next review should be adjusted.

VI. DEFINITION OF TERMS

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

	access traffic.

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

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

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

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

VI. GLOSSARY OF ACRONYMS

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

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

VII. Performance Measurement Plan Attachments

A. MISSED APPOINTMENT REASON CODES
CenturyLink Due Date - Specials

RCODE	Description
1A	Inter office facility shortage
1B	Scheduling/work load
1C	**Customer not ready**
1D	No loop available
1E	**End user not ready**
1F	NSP missed appointment
1G	**No access to end user premises**
1H	Central office freeze
1J	Special construction
1K	**Natural disaster (flood, etc.)**
1L	Frame due time can not be met
1M	**Requested DD is less than published interval**
1N	DD and frame due time can not be met
1P	Other
1Q	Assignment problem
1R	**Customer could not be reached at the reach number**
1S	**Building not ready, customer will advise**
1T	**Pole at trailer site not set**
1W	Entrance facilities required
1X	**Not technically feasible**
1Y	No central office equipment available
1Z	Loop requires installation of additional equipment
2A	**LSR error, incorrect or missing information**
2B	Facility work order pending, no Bona Fide Request (BFR) required
3A	Records
3B	**Facilities incorrect/busy**
3C	Dependent/related order not complete
3D	Translation problems
3E	**Provider order information/codes incorrect/missing**
3F	**Public agency/right of way delays**
3G	Pre-service testing
3H	No trunks available
3I	**Busy cable ID and channel pair**
4A	**Field visit determined address invalid - send supplement**
4B	**Verify address, or provide nearby TN - send supplement**
4C	**New access required - send supplement**
4D	**Access refused - send supplement**
4E	**CFA/POI defective/busy - send supplement**
4F	**Invalid/duplicate circuit ID send supplement**
4G	**Need to revise TN - send supplement**
4H	**Invalid feature/feature detail - send supplement**
4I	**Provide driving instructions - send supplement**

5A	Notification of new due date only
5B	**Additional paperwork required - contact service center**
5C	Jeopardy previously sent without Estimated Due Date (ESDD) - new ESDD now provided

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

B. MISSED APPOINTMENT REASON CODES
CenturyLink - Retail

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

MISSED APPOINTMENT REASON CODES
CenturyLink - Retail

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

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

C. DISPOSITION CODES
CenturyLink

Code	Description
CAN	Cancellation of ticket at customer request
CC	Came Clear
CO	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.
CPE	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.
INF	Ticket created for informational purposes only
HSD	High Speed Data
OTH	Other – CenturyLink Network
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc
TOK	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.
TRN	Transport – Troubles isolated to an outage caused by a transport issue in the CenturyLink network. These outages are generally isolated to DS3 or higher service types.
XCC	IXC/CLEC/CLEC
CCO	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.
TT	Translations Trouble
UNK	Unknown
PRV	Provisioning Trouble

Note: Bolded codes are exclusion reasons outside of CenturyLink's control, including customer-caused reasons.

VIII. ~~Performance Measurement Plan Compliance Methodology~~

CenturyLink Performance Measurement Plan

~~Overview~~

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

~~This document describes the method used to determine parity and benchmark compliance for measures in the CenturyLink Performance Measurement Plan (PMP). Also described are the associated provisions that are necessary counterparts to the parity methodology (e.g., forgiveness and materiality) and benchmark methodology (e.g., small sample adjustments), and provisions that are associated with determination of compliance. This methodology is appropriate for CenturyLink and yields actionable compliance information regarding CenturyLink's service to CLEC customers.~~

CenturyLink Performance Measurement Plan

1. ~~General Principles~~

~~1.1 The Compliance Methodology described herein is to be associated with~~ the Commission approved CenturyLink Performance Measurement Plan (the "PMP").

1.2 ~~The Compliance Methodology describes the method for determining compliance for parity measures (those measurements where the level of service that CenturyLink provides to CLECs can be compared to the level of service CenturyLink provides to its retail customers), and for benchmark measures (those measurements for which there is no comparable level of service between the service CenturyLink provides to CLECs and the service CenturyLink provides to its retail customers).~~

1.3 ~~CenturyLink will calculate compliance on a submeasure basis under the provisions of this methodology. A submeasure is the individual, disaggregated reported result for each measurement defined in CenturyLink's PMP.~~

1.4 ~~For parity measurements, CenturyLink will use statistical testing to determine whether any submeasure differences between CenturyLink's retail results and CenturyLink's results for the individual CLEC, are statistically significant. Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates.~~

~~1.4.1 For parity measurements, where a submeasurement difference between CenturyLink's retail results and the results for the individual CLEC is found to be statistically significant, a measure of severity (see Attachment B) will be calculated.~~

~~1.5 For benchmark measurements, CenturyLink's performance results for each CLEC will be compared to the benchmark defined in the PMP, without the use of statistical testing for significance. If CenturyLink's performance results for the CLEC are observed to be at a level of service that does not meet the benchmark, the result will be considered noncompliant.~~

1.5.1 ~~For benchmark measurements, if the result is found to be noncompliant, a measure of severity (see Attachment B) will be calculated.~~

~~a. The determination of compliance is further subject to certain Compliance Accuracy Provisions as described in this document.~~

~~b. Compliance will not be calculated for specific (sub)measurements per the PMP:~~

~~i. For any measurement or submeasurement classified in the PMP as "Diagnostic Only", "Parity by Design" or with benchmark level "TBD".~~

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ii. For any result that contains 4 or fewer CenturyLink or CLEC transactions. These results will be reported but no compliance will be assessed.

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3. Compliance Methodology for Benchmark Measurements

2.1 CenturyLink service performance levels that do not achieve the benchmarks will be considered noncompliant. No statistical evaluation is performed for benchmark submeasures to determine compliance.

2.2 A measure of severity, D_B (called "D sub B", see Attachment B), will be calculated for each noncompliant benchmark submeasure, based upon the difference between the service performance levels CenturyLink provides to each individual CLEC, and the benchmark standard.

2.2.1 The following table sets forth the severity level for benchmark *proportion* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

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

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

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

4. Statistical Testing Methodology for Parity Measurements

3.1 Statistical testing will be conducted when the CLEC result is "worse" than the CenturyLink result and there are at least 5 transactions each for CenturyLink retail and individual CLEC. Results for 4 or fewer transactions will be reported for diagnostic purposes.

3.2 The general statistical testing methodology is to conduct a hypothesis test with H_0: CLEC performance is "better than or equal to" CenturyLink performance.

~~H_1 : CLEC performance is "worse than" CenturyLink performance.~~

1. ~~Calculations are made under the assumption that larger performance measurement values indicate worse service. For measures where this assumption does not hold true (i.e. larger values indicate better service), the calculation of a test statistic will be reversed. In other words, a difference between CenturyLink and CLEC service will always be shown as a numerically negative difference when CLEC service is worse.~~

2. ~~Any statistical test yielding a p-value will be converted to a z-score for purposes of reporting consistency, and to enable calculation of the severity value.~~

3. ~~A significance level, or Type I error rate, of 10% will be used for testing purposes.~~

    1. ~~This results in a critical value of -1.2817 for z-scores. Any z-score less than or equal to -1.2817 will result in a rejection of H_0.~~

    1.~~3.1.1 Modifications are made to the traditional t-statistic typically used for testing the difference between two means (due to sensitivity to testing assumptions). The "adjusted, asymmetric two-sample t-test" is designed to test the difference between means, without sensitivity to a larger CLEC variance, while adjusting for bias caused by population skewness. Instead of pooling the variances from both CenturyLink retail and CLEC observations, only using CenturyLink variance increases the ability of the test statistic to identify a difference in means should the CLEC have a greater variation. A modified z-score is calculated at the cell level by converting the adjusted, asymmetric t-test statistic via the respective probability density function~~.

4. ~~All statistical tests will be performed at the submeasure level, per CLEC.~~

    1. ~~Statistical comparisons made at the cell level, when applicable, will be aggregated into a single test statistic at the submeasure level.~~

    2. ~~Attachment A outlines all statistical techniques utilized for any cell level comparisons, as well as all test statistics.~~

5. ~~When approved by the Commission on a measurement/submeasurement basis, CenturyLink's retail data and CLEC data will be compared at levels that provide the most accurate parity comparisons (i.e., wire center, etc…).~~

    1. ~~For statistical validity, the parity comparison between CLEC and CenturyLink retail data will be made with data generated from similar processes and conditions. Since the performance data are collected from daily operations, they are "observed" results. These observed results, or observational data, may not be produced under similar procedures and conditions.~~

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~~1.~~3.1.1.1 ~~This level of comparison is to ensure a "like-to-like" comparison, and is referred to as the "cell level". The like-to-like comparison is a necessary condition for achieving correct statistical testing results for both CenturyLink retail and CLEC data.~~

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~~1. For example, suppose a new CLEC starts operations around a single wire center. For some period of time, a large percentage of the CLEC's service orders are 'N' (New) orders. When compared to CenturyLink's retail service orders that included 'N', 'C' and 'T' (New, Change, and Transfer) orders, CenturyLink may be called out of parity erroneously because 'N' orders typically take longer than 'C' or 'T' orders. By comparing only the CenturyLink 'N' orders to CLEC 'N' orders, a true result can be obtained.~~

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~~2. Cell level comparisons are for statistical accuracy, and do not necessitate additional detail in the reported submeasure level as defined in the PMP.~~

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~~2. Cell level comparisons will be proposed by CenturyLink and submitted for approval by the Commission on a per-submeasure or per-measure basis.~~

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~~1. Measurement/submeasurements with Commission-approved cell-level comparisons are listed in Attachment C.~~

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~~2. When like-to-like comparisons are approved for a specific measure or submeasure, results will be calculated using various statistical techniques appropriate for cell level comparisons (see Attachment A for detailed methodology).~~

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~~3. When there is more than one cell for a submeasure, the z-scores at the cell level will be aggregated into one overall test statistic, called the "truncated z-score" (see Attachment A), which is used to determine whether a statistically significant difference exists at the submeasure level. A submeasure with a single cell will not be aggregated into the truncated z-score, but will simply use the z-score as calculated for the cell.~~

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~~4. If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done. In other words, if relative performance between CenturyLink retail and CLEC service at the cell level is equivalent (for all cells) to relative performance at the reporting level, then the aggregated z-score should be roughly the same as a modified z-score applied at the reporting level.~~

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~~5. The contribution of each comparison cell should depend on the number of observations in the cell.~~

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6. Cancellation between comparison cells will be limited. In other words, positive outcomes should not be allowed to cancel negative ones.

6. A measure of severity, D_P (called "D sub P", see Attachment B) will be associated with a difference between the service performance levels CenturyLink provides to each individual CLEC and the service performance levels CenturyLink provides to its retail customers when service is determined to be out of parity.

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

PARITY MEASUREMENTS	
Measure of severity	Severity Level
$0 < \|D_P\| < .5$	Minor
$.5 <= \|D_P\| < 2$	Moderate
$\|D_P\| >= 2$	Severe

4. Compliance Accuracy Provisions

a. The use of statistical testing for parity measures helps to mitigate the risk of noncompliance due simply to random variation in processes. However, due to the nature of the statistical tests, the expectation is that noncompliance will periodically be assessed even when a state of consistent parity exists (called a Type I error). To compensate for the impact of Type I errors, CenturyLink will utilize the following forgiveness plan to improve the accuracy of compliance assessment. This forgiveness plan is applied separately for each submeasure and each CLEC as follows:

b.4.1 CenturyLink's noncompliance will be forgiven on a submeasure basis only when certain criteria are met. These criteria are:

i. For every submeasure, per CLEC, the first accrued forgiveness will occur upon the first month of activity, and again every six (6) months of activity thereafter.

ii. Each forgiveness must be used within six (6) months upon accrual. In other words, an accrued forgiveness is lost if not used within six (6) months.

iii. If there is no activity for a particular submeasure, per CLEC, for twenty-four (24) consecutive months, the process of accruing forgivenesses will begin again upon the next month of activity. In other words, CenturyLink will not track inactivity beyond twenty-four (24) months for the purpose of accruing forgivenesses.

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iv. A forgiveness can only be used to offset noncompliance for the same submeasure, and CLEC, for which the forgiveness was originally accrued.

v. If a forgiveness is available to be used, it must be used at the first opportunity, with the following exception:

vi. A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.

vii. Available forgivenesses may not offset a severe non-compliance.

c. CenturyLink will implement materiality thresholds:

i. Materiality thresholds mitigate situations where benchmark results or parity comparisons misidentify differences as significant. This is due to the fact that small-sample benchmark results, or parity statistical significance, is not necessarily synonymous with business significance. Situations that produce misidentification of differences as significant include but are not limited to the following:

1. Small samples for parity measures. For measures typically associated with small samples, the measure itself can be highly sensitive to small differences in service. Similar to the small sample adjustment used for benchmark proportion measures, small samples for parity measures (especially proportion and rate measures) can result in the need for perfect or near-perfect service in order to be deemed compliant. For example, the measure *Trouble Report Rate* is defined as the number of trouble tickets per month divided by the number of access lines the customer has. Due to small CLEC transaction sizes, a single trouble report for a CLEC with few access lines can produce non-compliance. Since one trouble report for a month does not have a significant impact on the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

Measurement 19

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

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

For example: For a CLEC with 100 access lines and 1 trouble, accompanied by a statistically significant difference, this table indicates that more than 3 troubles

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

2. Large samples for parity measures. Submeasures with a high volume of CLEC transactions produce statistical comparisons that are overly sensitive to small differences between CenturyLink and CLEC results. This can produce non-compliance when the actual difference in CenturyLink and CLEC results is very small. For example, if a CLEC has thousands of submeasure transactions in a month, there may be a statistically significant difference, but only a slight difference in results (i.e., a difference of 0.4% on *Usage Completeness*). Since this type of difference does not significantly impact the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

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d. For benchmark proportion measures, small samples can result in the need for service beyond the benchmark in order to achieve compliance. For instance, the only way to achieve a 95% benchmark with 19 orders would be to fail on none. One failure would result in performance of 94.7%. The small sample adjustments to benchmark proportion measures would, for example, allow for 1 failure in the 19 orders to achieve compliant performance.

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i. CenturyLink will implement the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

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

e. CenturyLink may perform a limited root-cause analysis process within 45 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions. When a root-cause analysis is invoked, CenturyLink will have the burden of proving that but for the occurrence of an "exceptional condition" CenturyLink would have succeeded on the submeasure.

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i. Examples of these exceptional conditions include, but are not limited to the following:

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1. Significant activity by a third party external to and not controlled by CenturyLink (e.g., damaged facilities, third party systems, bomb threats)

2. Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)

3. Environmental events not considered force majeure (e.g., fire or other hazardous condition)

4. Force majeure events

ii. CenturyLink will not be required to utilize a forgiveness if it is determined that noncompliance is not warranted due to an exceptional condition under this section.

iii. If CenturyLink finds that an exceptional condition had a significant impact on CenturyLink's ability to provide compliant service, CenturyLink will exclude the affected data from results and publish a notification and full justification on the reporting website.

1. If the exceptional condition was identified after the affected results were reported, CenturyLink will exclude the affected data from results, publish a notification and full justification on the reporting website, and repost the results in accordance with the Reporting Obligations section of this Methodology.

iv. Commission Staff or a CLEC may initiate a request for a review of differences associated with the assessment of exceptional conditions. If modification of reports is found to be appropriate, CenturyLink will repost the results in accordance with the Reporting Obligations section of this Methodology.

1. If the review process does not yield a mutually acceptable outcome, Commission Staff or a CLEC may initiate a request for an expedited hearing process in accordance with the Commission's rules to resolve differences. If modification of reports is requested by the Commission, CenturyLink will repost the recommended results in accordance with the Reporting Obligations section of this Methodology.

5. Reporting Obligations

a. The due date for reporting performance measurements will be no later than the 20th calendar day of the month, unless otherwise approved by the Commission.

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b. CenturyLink must publish results for all "reportable" CLECs. Reportable CLECs meet one or more of the following criteria:

i. The CLEC must have placed one (1) or more CLEC product orders in the reporting month.

ii. The CLEC must have one (1) or more CLEC access lines.

iii. The CLEC must utilize an electronic ordering interface to submit orders.

c. If stated in the Performance Measurement Plan, additional reporting obligations will apply.

6. Uniform Business Rules

1. To ensure a unified plan across CenturyLink states, CenturyLink will propose to the Florida Commission changes to measurement business rules ordered in other CenturyLink states if applicable to the Florida PMP.

1. When other CenturyLink states issue an order approving changes to the CenturyLink PMP measurement business rules, and those changes are applicable to the Florida PMP, CenturyLink will notify the Commission of performance measurement changes by other states, and file such changes in the appropriate docket. Such changes will be filed within 15 days of the order being issued in other states. Interested CLECs and Commission Staff shall be allowed an opportunity to review such changes before a recommendation is brought before the FPSC.

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Attachment A

Statistical Calculations for Parity Submeasurements

Statistical methods:

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

Statistical functions definitions:

$\Phi^{-1}(x)$ Inverse cumulative standard normal distribution function.

$pt(t, df)$ Cumulative distribution function of a t-statistic with df degrees of freedom.

$BN(x, n, p)$ Binomial distribution density function. The probability of observing x of n successes with a probability p of success.

$CBN(x,n,p)$ Cumulative binomial distribution function.

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

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

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

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

~~*rank*(x)~~ ~~Ranks the input variables. In case of ties, the average rank is calculated.~~

~~*choose*(n,k)~~ ~~Calculates the binomial coefficients.~~

~~Global variable definitions:~~

~~L~~	~~=~~	~~The total number of occupied cells.~~[1]
~~j~~	~~=~~	~~An index counter indicating cell number.~~
~~n_{1j}~~	~~=~~	~~The number of CenturyLink transactions in cell j.~~
~~n_{2j}~~	~~=~~	~~The number of CLEC transactions in cell j.~~
~~n_j~~	~~=~~	~~The total number of transactions in cell j.~~
~~X_{1jk}~~	~~=~~	~~Individual CenturyLink transactions in cell j.~~
~~X_{2jk}~~	~~=~~	~~Individual CLEC transactions in cell j.~~
~~Φ^{-1}~~	~~=~~	~~Inverse cumulative standard normal distribution function.~~

~~Mean Performance Measures~~[2]

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

~~Variable definitions:~~

~~STATISTIC~~	***~~DEFINITION~~***	***~~EXPLANATION~~***
~~$\overline{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} X_{1jk}$~~	~~CenturyLink sample mean of cell j.~~	~~Add observations and divide by the number of observations.~~

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

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

$\bar{X}_{2j} = \frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} X_{2jk}$	CLEC sample mean of cell j.	Add observations and divide by the number of observations.
$s_{1j}^2 = \frac{1}{n_{1j} - 1} \sum_{k=1}^{n_{1j}} (X_{1jk} - \bar{X}_{1j})^2$	CenturyLink sample variance in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1.
$s_{2j}^2 = \frac{1}{n_{2j} - 1} \sum_{k=1}^{n_{2j}} (X_{2jk} - \bar{X}_{2j})^2$	CLEC sample variance in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1.
$\gamma_{1j} = \frac{\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} \left(X_{1jk} - \bar{X}_{1j} \right)^3}{\left[\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} \left(X_{1jk} - \bar{X}_{1j} \right)^2 \right]^{3/2}}$	The CenturyLink sample skewness in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance.
$\gamma_{2j} = \frac{\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} \left(X_{2jk} - \bar{X}_{2j} \right)^3}{\left[\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} \left(X_{2jk} - \bar{X}_{2j} \right)^2 \right]^{3/2}}$	The CLEC sample skewness in cell j. May be NA for very small sample sizes.	Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance.
XY_j	Combined CenturyLink and CLEC samples.	Concatenate the CenturyLink and CLEC samples into a single variable.

STEP 1: Calculate Cell Weights

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

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

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

STEP 2: Calculate a Z-statistic for each cell

- If $W_j = 0$, then set $Z_j = 0$.

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- If $\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$

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

where

$$t_j = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}},$$

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

and g is the median value of all values of γ_{1j} over all cells within the submeasure (reporting level) such that

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

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

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

Calculate the z-score Z_j from this p-value[3] as $Z_j = \Phi^{-1}(P_j)$.

c. If [$\min(n_{1j}, n_{2j}) \leq 6$ OR $s_{1j}^2 = 0$] AND $W_j > 0$ (from part 1):

2. Calculate the number of possible permutations

   Nperms = *choose*(n_j, n_{1j})

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[3] Set the z-score to T_j if the p-value is 0 or 1.

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

4 If only $n_{1j} = 1$ then let R_0 equal the rank of the CenturyLink observation in the combined sample XY_j. Calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{n_j}\right)$.

5 If only $n_{2j} = 1$ then let R_0 equal the rank of the CLEC observation in the combined sample XY_j. Calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{n_j}\right)$.

6 If $\min(n_{1j}, n_{2j}) \geq 2$ and $Nperms \leq 1000$ then

1. Generate all possible permutations of sizes n_{1j} and n_{2j} from the combined sample XY_j.
2. For each permuted sample, calculate the sum of sample of size n_{1j}.
3. Let R_0 equal the rank of the observed sum within all of the permuted sums. Calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{Nperms}\right)$.

- If $\min(n_{1j}, n_{2j}) \geq 2$ and $Nperms > 1000$ then

6.4.1 Generate 1,000 random permutations of sizes n_{1j} and n_{2j} from the combined sample XY_j.

6.4.2 For each permuted sample, calculate the sum of the sample of size n_{1j}.

6.4.3 Let R_0 equal the rank of the observed sum within the 1000 permuted sums and calculate $Z_j = \Phi^{-1}\left(\frac{R_0 - 0.5}{1001}\right)$.

STEP 3: Truncate Z-statistic for each cell

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

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

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

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

7 If $\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$

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7.1 $ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$.

7.2 $ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$

7.3 $ExpectedSkew_j^{parity} = \left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}} \right)$

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

8.1 Let $N_j = \min(Nperms, 1000)$

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

8.3 $\Theta_{ji} = \frac{1}{N_j}$

8.4 $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$

8.5 $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$

8.6a. $$ExpectedSkew_j^{parity} = \frac{}{\sum_i \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3}$$

STEP 5: Calculate the initial aggregate test statistic.

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic. $Z^T = Z_0^T = Z_1$.
- If L > 1, do the following.

VII. Calculate the aggregate skewness coefficient.

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$$g_{agg} = \frac{\sum_j W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_j W_j^2 \times ExpectedVariance_j^{parity} \right)^{\frac{3}{2}}}$$

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

~~IX. Otherwise~~

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

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Proportion Performance Measures[4]

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

Variable definitions:

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

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

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

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

STEP 1: Calculate Cell Weights.

$$W_j = \sqrt{\frac{n_{1j}n_{2j}}{n_j}\frac{a_j}{n_j}\left(1-\frac{a_j}{n_j}\right)}$$

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

STEP 2[5]: Calculate a Z-statistic for each cell.

If $W_j = 0$ then set $Z_j = 0$.

Else, calculate the Z-statistic as $Z_j = \dfrac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\dfrac{n_{1j}n_{2j}a_j(n_j - a_j)}{n_j - 1}}}$

STEP 3: Truncate Z-statistic for each cell.

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

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

[5] If L = 1 and $W_j = 0$, then skip STEP 5, STEP 6 and STEP 7 and $Z^T = 0$. $Z^T = 0$ in the following cases: (1) $P_{CenturyLink} = P_{CLEC} = 100\%$ (when high values are "better"); (2) $P_{CenturyLink} = P_{CLEC} = 0\%$ (when low values are "better").

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

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

1. ~~If for cell j, $W_j = 0$, set $ExpectedMean_j^{parity}$, $ExpectedVariance_j^{parity}$, and $ExpectedSkew_j^{parity}$ all equal to 0.~~
2. ~~If $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$.~~
   - ~~$ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$.~~
   - ~~$ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$.~~
   - ~~a. $ExpectedSkew_j^{parity} = \left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$~~
3. ~~Else, if $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \le 9$.~~
   - ~~a. Let $i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$.~~
   - ~~b. Calculate $z_{ji} = \min\left\{0, \frac{n_j i - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}\right\}$ for each value of i.~~
   - ~~c. For each value of i, calculate $\Theta_{ji} = HG(i, n_{1j}, n_{2j}, a_j)$.~~
   - ~~d. $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$.~~
   - ~~e. $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$.~~
   - ~~f. $ExpectedSkew_j^{parity} = \frac{\sum_i \Theta_{ji} z_{ji}^3 - 3 ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3}{}$~~

~~STEP 5: Calculate the initial aggregate test statistic.~~

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

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

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

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

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

1. If L = 1, we use the cell modified Z statistic. $Z^T = Z_0^T$.

2. If L > 1, do the following.

a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_j W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_j W_j^2 \times ExpectedVariance_j^{parity}\right)^{\frac{3}{2}}}$$

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

c. Otherwise

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

Rate Performance Measures[6]

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

Variable definitions:

b_{1j}	=	Number of CenturyLink base elements in cell j.
b_{2j}	=	Number of CLEC base elements in cell j.
b_j	=	Total number of base elements cell j.
$r_{1j} = n_{1j} / b_{1j}$	=	CenturyLink sample rate of cell j.
$r_{2j} = n_{2j} / b_{2j}$	=	CLEC sample rate of call j.
$q_j = b_{1j} / b_j$	=	Relative proportion of CenturyLink elements for cell j.

STEP 1: Calculate Cell Weights.

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

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

STEP 2[7]: Calculate a Z-statistic for each cell.

If $W_j = 0$ then set $Z_j = 0$.

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

STEP 3: Truncate Z-statistic for each cell.

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

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

[7] If L = 1 and $W_j = 0$, then skip STEP 5, STEP 6 and STEP 7 and $Z^T = 0$. $Z^T = 0$ in the following cases: (1) $P_{CenturyLink} = P_{CLEC} = 100\%$ (when high values are "better"); (2) $P_{CenturyLink} = P_{CLEC} = 0\%$ (when low values are "better").

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

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

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

2. If $\min(n_{1j}, n_{2j}) > 15$ *and* $n_j q_j (1 - q_j) > 9$

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

   b. $ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$

   c. a. $ExpectedSkew_j^{parity} = \left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}} \right)$

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

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

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

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

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

   e. $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$.

   f.

$$ExpectedSkew_j^{parity} = \frac{\sum_i \Theta_{ji} z_{ji}^3 - 3 ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity} \right]^3}{}$$

STEP 5: Calculate the initial aggregate test statistic.

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

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

   where $\alpha = CBN(n_{1j}, n_j, q_j)$.

2. ~~If L > 1 or [$\min(n_{1j}, n_{2j}) > 15$ and $n_j q_j (1 - q_j) > 9$],~~

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \dfrac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

~~STEP 6: Calculate the final aggregate test statistic.~~

~~2. If L = 1, we use the cell modified Z statistic. $Z^T = Z_\theta^T$.~~

~~3. If L > 1, do the following.~~

~~a. Calculate the aggregate skewness coefficient.~~

$$g_{agg} = \frac{\sum_j W_j^3 \times ExpectedSkew_j^{parity}}{6 \times \left(\sum_j W_j^2 \times ExpectedVariance_j^{parity} \right)^{\frac{3}{2}}}$$

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

~~c. Otherwise~~

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

Attachment B

Measures of Severity (parity and benchmark)

Benchmark Measurements:

Definition:

$$D_B = \frac{\mathbf{I} - B}{B} \times 100\%$$

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

Rationale:

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

Parity Measurements:

Definition:

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

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

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

Rationale:

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

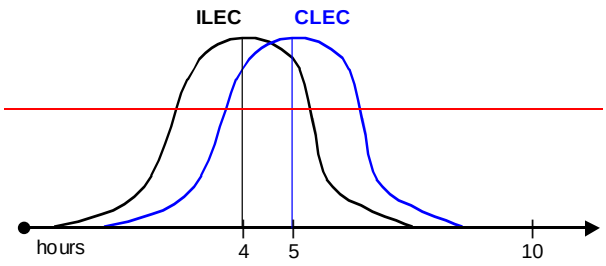
answer to the question of parity service. Further, the z-score itself provides a measure for the degree of certainty as to whether parity service exists. However, this degree of certainty does not indicate the severity of non-compliance, mainly due to the fact that the z-score is highly dependent on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

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

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

$D_P = \frac{\overline{X}_1 - \overline{X}_2}{s_1}$, where $\overline{X}_1$ is the mean CenturyLink retail service, $\overline{X}_2$ is the mean CenturyLink service to CLECs, and s_1 is the standard deviation of CenturyLink's retail service. Under this example, consider the following graphs depicting a scenario in which a CLEC receives out-of-parity service on two different submeasurements ("Submeasurement A" and "Submeasurement B"):

Submeasurement A

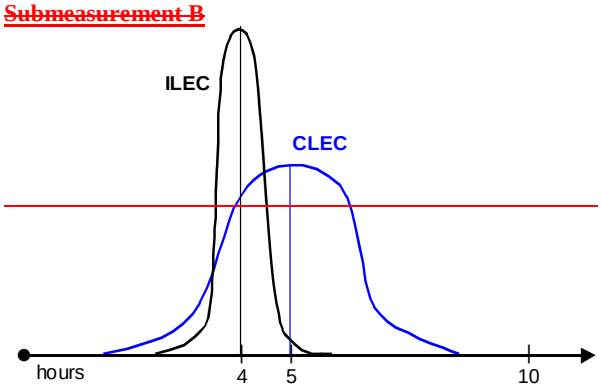


If the service provided on submeasurement A to CenturyLink's retail customers has a standard deviation of 1.2 hours, then

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

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

Submeasurement B



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

$D_p = \frac{4.0 - 5.0}{0.4}$, or **$D_p = -2.50$**.

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

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

~~Attachment C~~

~~Parity Measures and Submeasures with Cell-level Comparisons~~

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

~~Measurement Number / Description~~	~~Cell Level (i.e., wire center, etc…)~~
~~5 - Percentage of Orders Jeopardized~~	~~Wire Center, Operating Company Number~~
~~6 - Average Jeopardy Notice Interval~~	~~Wire Center, Operating Company Number~~
~~7 - Average Completed Interval~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~8 - Percent Completed Within Standard Interval~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~11 - Percent of Due Dates Missed~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~12 - Percent Due Dates Missed Due to Lack of Facilities~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~13 - Delay Order Interval to Completion Date~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~15 - Provisioning Trouble Reports Prior to Service Order Completion~~	~~Operating Company Number~~
~~17a - Percentage Troubles in 5 Days for New Orders~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~19 - Customer Trouble Report Rate~~	~~Wire Center, Operating Company Number~~
~~20 - Percentage of Customer Trouble Not Resolved Within Estimated Time~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~21 - Average Time to Restore~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~22 - POTS Out of Service Less Than 24 Hours~~	~~Wire Center, Operating Company Number~~
~~23 - Frequency of Repeat Troubles in 30 Day Period~~	~~CLLI Code, Wire Center, Operating Company Number~~
~~31 - Usage Completeness~~	~~Operating Company Number~~
~~32 - Recurring Charge Completeness~~	~~Operating Company Number~~
~~33 - Non-Recurring Charge Completeness~~	~~Operating Company Number~~
~~34 - Bill Accuracy~~	~~Operating Company Number~~
~~38 - Percent Database Accuracy~~	~~Operating Company Number~~
~~39 - E911MS Database Update Interval~~	~~Operating Company Number~~

~~**Definitions:**~~

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

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

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

ATTACHMENT 4

2015 CenturyLink Performance Measurement Plan (PMP) Change Appendix

PERFORMANCE MEASUREMENT PLAN

General Changes to the Measures:

- **Modify Measurable Standards.**

  CenturyLink is proposing to eliminate Compliance Methodology. As a result, the Measureable Standards section within each Measure has been modified to note that only results will be provided for performance measures. In addition, where a retail comparison exists, CenturyLink will continue to provide that.

- **Modify Report Period.**

  CenturyLink is proposing to provide reports quarterly. This change clarifies that the report period will remain monthly, but the reports will be provided quarterly.

- **Eliminate low activity Products from Service Group Types**

  A review of all products reported in 2014 indicates that just six products comprise over 90% of the Ordering, Provisioning and Repair activity reported each month. This change would place the focus of reporting on the products that CLECs are currently ordering most, as well as those products requiring repair activity. Of the twelve products that account for less than 10% of all activity, ten will be eliminated. Interconnection trunks and UNE DS3 will remain in the Maintenance measures and Interconnection will remain in Measure 11 for Provisioning.

  The Products to be eliminated include:
  - ISDN BRI
  - Centrex
  - PBX
  - DDS
  - DS1/ISDN PRI
  - DS3
  - VGPL/DS0
  - Residential POTS
  - UNE Loops Designed
  - Projects

- **Establish New Retail Comparison for 'UNE Loops – xDSL Provisioned'**

  Although CenturyLink attempted to apply a retail comparison for the submeasure UNE Loops – xDSL Provisioned, there is no like-for-like comparison available because there is no Retail UNE Loop-xDSL Provisioned. However, this product is similar to UNE Loops Non-Designed. As such, CenturyLink proposes the Retail xDSL comparison be replaced with the same retail comparison for UNE Loops – Non-Designed. For provisioning this will result in a comparison of Business POTS – Dispatched and for repair the comparison will be Residential and Business POTS.

Changes within Specific Sections of the PMP

Section: I – Executive Summary

- **Update Major Categories and Reservation of Rights**

  Clean-up items are made throughout this section.

Section: II – Performance Measurements

- **Update Reporting Process**

  CenturyLink is proposing to modify the reporting process to publish results quarterly. Additional changes are also made throughout this section to incorporate the elimination of Compliance Methodology.

Section: III – Service Group Types

- **Remove products proposed for elimination and update CenturyLink comparatives as needed.**

  Since CenturyLink proposes the elimination of ten products from the measurements as set forth above, they are no longer necessary in the list of Service Group Types. In addition, the Retail comparison must be updated for UNE Loops xDSL Provisioned as CenturyLink proposes a change to the Retail comparative.

- **Modify Interconnection Trunks**

  The list of Measures for Interconnection trunks needs to be modified to reflect Measures proposed for elimination and the change to report Interconnection trunks only in Maintenance measures, in addition to Measure 11.

- **Eliminate Projects**

  Since CenturyLink proposes the elimination of projects from the measurements as set forth above, they are no longer necessary in the list of Service Group Types.

Section IV – Auditing

- **Remove major service categories**

  These major service categories are no longer necessary because CenturyLink is proposing to eliminate all measures for these categories.

Section VIII – Performance Measurement Plan Compliance Methodology

- **Eliminate Entire Section**

  CenturyLink proposes elimination of all compliance calculations consistent with the elimination of the Performance Incentive Plan in Nevada. Results will continue to be reported and where there Retail comparison was previously parity, the retail results will continue to be provided.

<u>Changes to Specific Measures</u>

Measure 1 – Average Response Time to Pre-Order Queries

- **Remove all Manual Service Group Types.**

  CenturyLink proposes eliminating reporting of manual pre-order queries. These manual queries account for less than 1% of all pre-order queries reported, yet require additional resources to track. Measure 1 also reflects general changes such as reporting quarterly and the elimination of the Compliance Methodology.

Measure 2 – Average FOC Notice Interval

All changes for Measure 2 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 3 – Average Reject Notice Interval

All changes for Measure 3 are to reflect general changes such as reporting quarterly and the elimination of the Compliance Methodology.

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Measure 4 – Percent Flow-Through Orders

All changes for Measure 4 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 5 – Percentage of Orders Jeopardized

All changes for Measure 5 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 6 – Average Jeopardy Notice Interval

- **Eliminate Measure**

Measuring due dates missed (Measure 11) is a better indication of installation timeliness than measuring how early notices are sent for orders in jeopardy of missing their associated due dates; which is all this measure is doing. CenturyLink proposes to eliminate this measure, noting that jeopardies will continue to be reported in Measure 5 – Percentage of Orders Jeopardized.

Measure 7 – Average Completed Interval

All changes for Measure 7 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 8 – Percent Completed Within Standard Interval

- **Eliminate Redundant Measure**

Measure 8 is redundant to Measure 7, in that both measure timeliness of installation. Given this redundancy, Measure 8 should be eliminated from reporting. Specifically, Measure 7 captures CenturyLink's Average Completed Interval for CLEC orders, and is a better representation of the efficiency of CenturyLink provisioning.

Measure 11 – Percent Due Dates Missed

All changes for Measure 11 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 12 – Percent Due Dates Missed Due to Lack of Facilities

- **Eliminate Redundant Measure**

  The performance dimension addressed in this measure is already being captured as part of Measure 11 (Percent of Due Dates Missed). Thus, Measure 12 is double counting in the few cases due dates are missed because of the lack of facilities. Therefore, CenturyLink proposes elimination of this measure from reporting.

Measure 13 – Delay Order Interval to Completion Date (For Lack of Facilities)

- **Eliminate Measure**

  CenturyLink proposes elimination of this measure noting that delays in provisioning are already reported both in the Average Completed Interval measure (Measure 7) as well as the Percent of Due Dates Missed (Measure 11), making this measure redundant as well.

Measure 15 – Provisioning Trouble Reports Prior to Service Order Completion

All changes for Measure 15 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 17A – Percentage Troubles in 5 Days for New Orders

All changes for Measure 17A are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 18 – Average Completion Notice Interval

- **Eliminate Measure**

  The completion notice interval has no impact on the CLEC end user customer. The timeframe to provide this notice is also not an indication of the level of service provided by CenturyLink in actually completing the order.

Measure 19 – Customer Trouble Report Rate

All changes for Measure 19 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 20 – Percentage of Customer Trouble Not Resolved Within Estimated Time

All changes for Measure 20 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 21 – Average Time to Restore

All changes for Measure 21 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 22 – POTS Out of Service Less Than 24 Hours

- **Eliminate Redundant Measure**

Measure 22 is directly related to Measure 20, since both address the timeliness of the same repairs, with Measure 22 evaluating repair time against a 24-hour interval, and Measure 20 evaluating repair time against the commitment made to the customer. A number of factors, both Company-related and non-Company related can affect whether a trouble is cleared within 24-hours (Measure 22), but only Company-related factors are addressed in Measure 20.

Measure 23 – Frequency of Repeat Troubles in 30 Day Period

All changes for Measure 23 are to reflect general changes such as reporting quarterly, elimination of low activity products, and the elimination of the Compliance Methodology.

Measure 24 – Percent Blocking on Common Trunks

- **Eliminate Measure**

Performance in this measure is "parity by design," as evident in its definition in the PMP, where only one number is reported, and that number represents the experience of both CenturyLink and any other party that uses the Common Trunks.

Measure 25 – Percent Blocking on Interconnection Trunks

All changes for Measure 25 are to reflect general changes such as reporting quarterly and the elimination of the Compliance Methodology.

Measure 26 – NXX Loaded by LERG Effective Date

- **Eliminate Measure**

  CenturyLink proposes elimination of the measure as CLEC networks are now essentially established, and therefore relatively few code openings are occurring. Moreover CenturyLink and CLECs have an inherent, mutual interest in managing NXX activations, because customers of both may be affected.

Measure 30 – Wholesale Bill Timeliness

- **Modify Service Group Types**

  CenturyLink proposes modifying the Service Group types, consistent with the general changes made to service group types/products. Measure 30 also reflects general changes such as reporting quarterly and the elimination of the Compliance Methodology.

Measure 31 – Usage Completeness

- **Eliminate Measure**

  CenturyLink proposes elimination of this measure as billing practices are well established, with the ICA's providing specific details around those processes. Furthermore, there are well established processes for dispute resolution to be handled outside of the Plan.

Measure 32 – Recurring Charge Completeness

- **Eliminate Measure**

  CenturyLink proposes elimination of this measure as billing practices are well established, with the ICA's providing specific details around those processes. Furthermore, there are well established processes for dispute resolution to be handled outside of the Plan.

Measure 33 – Non-Recurring Charge Completeness

- **Eliminate Measure**

  CenturyLink proposes elimination of this measure as billing practices are well established, with the ICA's providing specific details around those processes. Furthermore, there are well established processes for dispute resolution to be handled outside of the Plan.

Measure 34 – Bill Accuracy

- **Eliminate Measure**

  CenturyLink proposes elimination of this measure as billing practices are well established, with the ICA's providing specific details around those processes. Furthermore, there are well established processes for dispute resolution to be handled outside of the Plan.

Measure 38 – Percent Database Accuracy

All changes for Measure 38 are to reflect general changes such as reporting quarterly and the elimination of the Compliance Methodology.

Measure 39 – E911 MS Database Update Interval

All changes for Measure 39 are to reflect general changes such as reporting quarterly and the elimination of the Compliance Methodology.

Measure 40 – Time to Respond to a Collocation Request

- **Eliminate Measure**

  CLECs are now well established in collocation arrangements, and this measure has proven to be unnecessary for continued regulatory focus and attention. Further, Measure 40 tracks the timeliness of CenturyLink responding only to a request for a collocation arrangement. Collocation activity is not CLEC customer impacting, and its volume has dropped significantly since originally included in the plan.

Measure 41 – Time to Provide a Collocation Arrangement

- **Eliminate Measure**

  CLECs are now well established in collocation arrangements, and this measure has proven to be unnecessary for continued regulatory focus and attention. Further, Collocation activity is not CLEC customer impacting, and its volume has dropped significantly since originally included in the plan.

Measure 42 – Percentage of Time Interface is Available

- **Eliminate Measure**

  CenturyLink proposes elimination of the measure because the EASE application has shown it's stability in being available to CLECs for ordering, and processes are in place to resolve outages quickly, should they arise.

Measure 44 – Center Responsiveness

- **Eliminate Measure**

  With continued emphasis placed on submitting orders and repair tickets electronically, there are fewer calls to these centers. Furthermore, CenturyLink data from 2009 to 2014 demonstrates that the average results far exceeds the benchmark with an average of 92% calls to the ordering center answered within 20 seconds and an average of 13.83 second response time for the repair center.