State of Florida



URIGINAL Hublic Service Commission -M-E-M-O-R-A-N-D-U-M-

DATE: May 7, 2002
TO: Blanca Bayo, Director, Commission Clerk and Administrative Services
FROM: Lisa Harvey, Chief, Bureau of Regulatory Review
RE: Sprint's Responses to Commission Staff's Data Request in Docket 000121B-TP

Please find enclosed a copy of Sprint's responses to Commission staff's data request of April 12, 2002. Please incorporate the responses into Docket 000121B-TP in order for intervenors to have access to the materials.

cc: Walter D'Haeseleer Beth Salak Bob Trapp

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DOCUMENT NUMBER-DATE 04914 MAY-78 FPSC-COMMISSION CLERK



F.B. (Ben) Poag Director Regulatory Affairs Box 2214 Tallahassee, FL 32316 Mailstop FLTLHO0107 Voice 850 599 1027 Fax 850 878 0777

May 2, 2002

Mrs. Lisa S. Harvey, Chief Bureau of Regulatory Review Florida Public Service Commission Capital Circle Office Center 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

RE: Request for Information on Performance Measurements

Dear Mrs. Harvey:

Sprint - Florida, Inc. provides the following information in response to your data request issued April 12, 2002:

Sprint's permanent wholesale measurements that may be implemented in other states:

- Sprint's stipulated 2001 Nevada CLEC Performance Measurement Plan (PMP) see Attachment 1.
- Sprint's proposed PMP for Florida see Attachment 2.

Sprint's penalty plans that may be implemented in other states:

- Sprint's stipulated 2001 Nevada Performance Incentive Plan (PIP) see Attachment 3.
- List of proposed changes from the stipulated 2001 Nevada PIP see Attachment 4.

Sprint's audit and review procedures that may be implemented in other states:

- Sprint's stipulated 2001 Nevada PMP audit and review procedures are contained in Attachment 1.
- Sprint's proposed PMP audit and review procedures are contained in Attachment 2.

Sprint's CLEC aggregate and ILEC analog performance reports for the most recent three months:

• Sprint's Florida CLEC aggregate results and lLEC analog results for parity measures for January through March 2002 – see Attachment 5.

Sprint is providing the CLEC aggregate performance measurement results in compliance with this request for information. However, Sprint would like to point out that the CLEC aggregate is a general indication for overall

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performance on a measure, and should not be used to determine compliance. For most measures, performance is evaluated on a per CLEC basis. The CLEC aggregate, therefore, does not necessarily indicate whether there are performance failures on a per CLEC basis. For benchmark measures, if the CLEC aggregate is worse than the ILEC analog, that would indicate that performance failure did occur on at least some CLECs. However, it would not indicate whether there is widespread failure. For instance, Sprint could miss the benchmark for one large CLEC and provide better than standard service for all other CLECs, and still have an aggregate performance that showed service less than the standard overall. For most parity measures, even if the CLEC aggregate is worse than the ILEC analog, it is not certain that a failure occurred for even one CLEC. This is because the statistical tests are designed to determine whether or not there is significant indication of performance failure.

Sprint's CLEC aggregate and ILEC analog performance reports for the subsequent monthly results:

• Sprint's Florida CLEC aggregate results and ILEC analog results for parity measures – to be submitted by the 30th each month.

Please call me if you require additional information.

Sincerely, F. Ben Poag

F. Ben Poag Director - Regulatory Affairs

Enclosure



Susan S. Masterton Attorney

Law/External Affairs

Post Office Box 2214 1313 Blair Stone Road Tallahassee, FL 32316-2214 Mailstop FLTLHO0107 Voice 850 599 1560 Fax 850 878 0777 susan.masterton@mail.sprint.com

May 2, 2002

BY HAND DELIVERY

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

RE: Docket No. 000121B-TP

Dear Ms. Bayo:

Please find enclosed for filing an original and one copy of Sprint's Notice of Service of Responses to Staff's Data Request of April 12, 2002 in the above matter. Service has been made as indicated on the Certificate of Service. If there are any questions regarding this filing, please contact me at 850-599-1560.

Sincerely,

Susas nothing

Susan S. Masterton

Enclosures

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Investigation into the Establishment) of Operations Support Systems Permanent) Performance Measures for Incumbent Local) <u>Exchange Telecommunications Companies</u>) Docket No.: 000121B-TP

Filed: May 2, 2002

NOTICE OF SERVICE OF SPRINT'S RESPONSES TO STAFF'S DATA REQUEST OF APRIL 12, 2002

Sprint files Notice that it has served its responses to Commission Staff's Data Request of April 12, 2002 by hand delivery to Mrs. Lisa Harvey, Florida Public Service Commission, Bureau of Regulatory Review, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850, this 2nd day of May, 2002.

Sugars. n

Susan S. Masterton Sprint Box 2214 Tallahassee, FL 32316 MS: FLTLHO0107

CERTIFICATE OF SERVICE DOCKET NO. 000121B-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by hand delivery* or U.S. Mail this 2nd day of May, 2002 to the following:

Lisa Harvey* Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

AT&T Communications of the Southern States, Inc. (GA) Virginia C. Tate 1200 Peachtree St., Suite 8100 Atlanta, GA 30309

ALLTEL Corporate Services, Inc. Ausley Law Firm Jeffry Wahlen P.O. Box 391 Tallahassee, FL 32302

BellSouth Telecommunications, Inc. Nancy B. White/P. Turner/R.D. Lackey c/o Nancy H. Sims 150 South Monroe Street, Suite 400 Tallahassee, FL 32301-1556

Florida Cable Telecommunications Assoc., Inc. Michael A. Gross 246 E. 6th Avenue, Suite 100 Tallahassee, FL 32303

Florida Competitive Carriers Assoc. c/o McWhirter Law Firm Joseph McGlothlin/Vicki Kaufman 117 S. Gadsden St. Tallahassee, FL 32301

Intermedia Communications, Inc. Ms. Donna C. McNulty The Atrium, Suite 105 325 John Knox Road Tallahassee, FL 32303-4131

KMC Telecom, Inc. Mr. John McLaughlin 1755 North Brown Road Lawrenceville, GA 30043-8119 Katz, Kutter Law Firm Charles Pellegrini/Patrick Wiggins 12th Floor 106 East College Avenue Tallahassee, FL 32301

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Pennington Law Firm Peter Dunbar/Karen Camechis P.O. Box 10095 Tallahassee, FL 32302-2095

Time Warner Telecom of Florida, L.P. Carolyn Marek 233 Bramerton Court Franklin, TN 37069

Verizon Florida, Inc. Kimberly Caswell P.O. Box 110, FLTC0007 Tampa, FL 33601-0110

e.spire Communications, Inc. Renee Terry 131 National Business Parkway, #100 Annapolis Junction, MD 20701-1001

Covad Communications Company Mr. William H. Weber 1230 Peachtree Street, NE, 19th Floor Atlanta, GA 30309-3574 Dulaney O'Roark, III Six Concourse Parkway Suite 3200 Atlanta, GA 30328

Hopping Law Firm Richard Melson P.O. Box 6526 Tallahassee, Florida 32314

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ITC^Deltacom Nanette S. Edwards/Brian Musselwhite 4092 South Memorial Parkway Huntsville, AL 35802-4343

Mpower Communications Corporation Mr. David Woodsmall 175 Sully's Trail, Suite 300 Pittsford, NY 14534-4558

Supra Telecom Wayne Stavanja/Mark Buechele 1311 Executive Center Drive, Suite 200 Tallahassee, FL 32301

Suzanne F. Summerlin 2536 Capital Medical Blvd. Tallahassee, Florida 32309

Z-Tel Communications, Inc. John Rubino/George S. Ford 601 S. Harbour Island Blvd. Tampa, Florida 33602-5706

Sum S. mith 1-

Susan S. Masterton

Attachment 1

Sprint's Revised "Cookbook"

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August 13, 2001

Sprint Performance Measurements

Public Utilities Commission of Nevada

INTRODUCTION

The stipulation agreement filed on February 11, 1999, and approved by the Commission on February 25, 1999, was the work product of the participating Incumbent Local Exchange Carriers (ILECs), Competitive Local Exchange Carriers (CLECs), the Attorney General's Bureau of Consumer Protection, and the Public Utilities Commission of Nevada Staff (collectively, "parties") in Nevada. As a result of discussions on performance measurements conducted during the arbitration of the AT&T/Nevada Bell Interconnection Agreement, the Nevada Commission opened an investigative proceeding into performance measurements on September 24, 1997. The Commission subsequently requested comments from the parties. In order to facilitate discussion by the parties, the Commission sponsored workshops in late May 1998. After the May workshops, the parties continued to identify open issues and clarify some of the consensus that had been tentatively reached. Over the next several months, the parties continued to meet informally and in additional Commission sponsored workshops to discuss and resolve open issues. As a result, the parties have been successful in resolving most of the open issues with respect to performance measurements.

In addition to the collaborative work regarding performance measures, the parties have reached agreement on many of the issues regarding auditing and reporting. Parties have also resolved the appropriate analogs for service group types.

As work on performance incentives is on a separate track, incentives are not included in this filing.

This Revised Performance Measures package addresses the following:

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

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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 themselves¹. 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 Commission) initiated Docket 97-9022 to address monitoring the performance of Operations Support Systems (OSS). The stated goal of the Commission's proceeding is 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. Throughout this past year, the Nevada PUC 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. This report is not intended to address statistical tests and incentives.

"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).

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:

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 Nevada PUC 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/Dispatch Required Request for Telephone Number Request for Customer Service Record Service Availability Service Appointment Scheduling (due date) Rejected/Failed Inquiries Facility Availability Loop Pre-Qualification

• 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, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

• Maintenance

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

• Network Performance

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

• Billing

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

• Collocation

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

7

Data Base 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.

• 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, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;

- reserve the right to contend that any resulting penalties should be viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

Nevada Performance Measurements

Measurement		
#	Measurement Title	
Pre-Ordering		
01	Average Response Time to Pre Order Queries	
Ordering		
02	Average FOC/LSC 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	
09	Coordinated Customer Conversion Percent on Time	
10	LNP Network Provisioning	
11	Percent of Due Dates Missed	
12	Percent Due Dates Missed Due to Lack of Facilities	
13	Delay Order Interval to Completion Date (Lack of Facilities)	
14	Held Order Interval	
15	Provisioning Trouble Reports (Prior to Service Order Completion)	
16	Percentage Troubles in 30 Days for New Orders - Nevada Bell and	
	GTE (Not applicable to Sprint)	
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 Dedicated Interconnect Trunks	
26	NXX Loaded by LERG Effective Date	
27	Network Outage Notification (Not applicable in Nevada)	
Billing		
28	Usage Timeliness	
29	Accuracy of Usage Feed (Not reported by Sprint)	
30	Wholesale Bill Timeliness	
31	Usage Completeness	

32	Recurring Charge Completeness
33	Non-Recurring Charge Completeness
34	Bill Accuracy
35	Timeliness of Billing Completion Notices (Not applicable in Nevada for Sprint)
36	Accuracy of Mechanized Bill Feed (Not reported by Sprint)
Database	
Updates	
37	Database Update Timeliness
38	Percent Database Accuracy
39	E911/911 MS Database Update Interval
Collocation	
40	Time to Respond to a Collocation Request
41	Time to Provide a Collocation Arrangement
Interface	
42	Percent of Time Interface is Available
43	Average Notification of Interface Outages (Not applicable in Nevada)
44	Center Responsiveness

Performance Measurements Report Requirements 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 Custom	er Service Record	1					
		Service Availability							
		Service Appointment	nt Scheduling (du	e date)					
		 Rejected/Failed inqu 	uires						
		Facility Availability	,						
		 Loop Pre-qualificati 	on						
Method of		Electronic:							
Calculation		Sum ((Query Response	Date and Time) -	- (Query Su	bmission Date and				
		Time)) / (Number of Qu	eries Submitted i	in Reportin	g Period)				
		Manual: Loop Pre-qu							
		Sum ((Fax Date and Tir							
		receipt of valid fax serv	ice request)) / (N	umber of F	axes Submitted in				
		Reporting Period)							
Report Period		Monthly	<u> </u>	. 1	0.00 1				
Report Structure		Individual CLECs, CLE		ate, by ILE	C (if analog				
		applies) and ILEC affili		1. 0					
Reported By		By query type and by in	terface type, incl	uding lax					
Geographic Level	1	Statewide							
Measurable Standards									
Standards	Disa	ggregation Level	CLEC	Competitive	Comparison				
				_					
		chanized:	Address Varification	Parity	Benchmark 6 seconds				
		ess Verification Dispatched	Address Verification Telephone Number		TBD				
	'	•	-						
	Request for Customer Service Record - Simple CSR 10 seconds Simple								
	-	Request for Customer Service Record – Complex CSR 15 seconds Complex			15 seconds				
	Serv	ice Availability	Request for Service Availability		TBD				
		ce Appointment Scheduling	Request for Due Date		TBD Diagnostic Only				
	Kejec	icu / ranca inquiries	Rejected/raned	1	ejected / Failed Inquiries Rejected/Failed Diagnostic Only				

	Manual:		
	Facility Availability	Facility Availability	TBD
	Loop Pre-Qualification	Request for Loop Pre-Qualification	95% within 3 business days
	TBD: To Be Determined		
Business Rules	• Elapsed time is mea	sured in seconds for electron	ic pre-order requests.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.		
Sprint Notes	 Measurement data for Loop Pre-Qualification effective 1-1-01. Telephone Number queries to be automated in 2001. Sprint will propose a benchmark for electronic Telephone Number in 2002. Sprint defines Simple CSR as 4 or less lines and Complex as more than 4 lines. 		

<u>Ordering</u>

Measure 2

Title: Aver	age FOC/LSC Notice	e Interval				
Area	Req	Requirement Description				
Description	Measures the average tin	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service				
Method of	Mechanized:					
Calculation	((Date and Time of FOC Valid Service Request)) Period) Electronic/Manual Mi Sum [(FOC Date and Ti	((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting				
Report Period	Monthly					
Report Structure	Individual CLECs, CLE applies) and ILEC affili		ate, by ILEC	(if analog		
Reported By	Electronically receivBy Service Group T	Electronically received/electronically handled				
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive C	Comparison		
Standards	RESALE		Parity	Benchmark		
	Res POTS All Electronic Elec/Manual Mix Bus POTS All Electronic	Res POTS Bus POTS		TBD 4 hrs TBD		
	Elec/Manual Mix ISDN BRI All Electronic Elec/Manual Mix	ISDN BRI		6 hrs TBD 6 hrs		
1	CENTREX All Electronic Elec/Manual Mix	CENTREX		TBD 13 hrs.		
	PBX All Electronic Elec/Manual Mix	All Electronic T Elec/Manual Mix 1				
	DDS All Electronic Elec/Manual Mix	DDS		TBD 13 hrs.		
	DS1/ISDN PRI All Electronic Elec/Manual Mix	DS1/ISDN PRI		TBD 13 hrs.		
	DS3 All Electronic Elec/Manual Mix	DS3		TBD 13 hrs.		
	VGPL/DS0 All Electronic Elec/Manual Mix	VGPL/DS0		TBD 13 hrs.		
	UNBUNDLED NETWORK ELEMENTS UNE Loops					
	Non-Designed	UNE Loops				

	All Electronic Elec/Manual Mix	Non-Designed	TBD 6 hrs	
7	xDSL Provisioned	UNE xDSL Loops		
	All Electronic Elec/Manual Mix		TBD 6 hrs	
I	Designed - Other	UNE Loops		
	All Electronic Elec/Manual Mix	Designed - Other	TBD 13 hrs	
	Line Sharing All Electronic Elec/Manual Mix	Line Sharing	TBD 6 hrs	
5	Subloops – Voice Grade All Electronic Elec/Manual Mix	Subloops – Voice Grade	TBD 6 hrs	
2	Subloops – Data All Electronic	Subloops – Data	TBD	
	Elec/Manual Mix		13 hrs	
I	Dark Fiber	Dark Fiber		
	All Electronic Elec/Manual Mix		TBD 13 hrs	
	UNE Port		15 103	
	Non-Designed	UNE Ports		
_	All Electronic Elec/Manual Mix	Non-Designed	TBD 6 hrs	
	Designed	UNE Ports		
	All Electronic Elec/Manual Mix	Designed	TBD 6 hrs	
	EELS	EELS	0 100	
	All Electronic		TBD	
-	Elec/Manual Mix	UNE Dedicated	13 hrs	
	All Electronic	Transport	TBD	
	Elec/Manual Mix	-	13 hrs	
ι	JNE Platform	UNE Platform		
	All Electronic Elec/Manual Mix		TBD 6 hrs	
Ī	LNP	LNP		
	All Electronic Elec/Manual Mix		TBD 6 hrs	
Ī	nterconnection Trunks	Interconnection		
	All Electronic Elec/Manual Mix	Trunks	TBD 7 days	
F	Projects All Electronic	Projects	TBD	
	Elec/Manual Mix		12 business hrs	
Business Rules	 Elapsed time calcula 	ted in business hours.		
	• The start time of req	uests received after the en	d of the business day	
	will be the beginning	g of the next business day.	. Business day is	
	defined as published hours of operation for the ILEC ordering			
	center.			
	Excludes non-busine	ess days and ILEC publish	ed holidays	
	Excludes Loop Pre-(iel nondajo,	
Nietos	·····			
Notes •		vide affiliate data to the Pl	· ·	
	Consumer Protection provisions.	n, and the CLECs under p	roprietary information	
Control Mada		A		
Sprint Notes •	- Frint			
•	• Line Sharing and xDSL reporting effective August 2000			
•	 EELS, Subloops, Da 	rk Fiber, and UNE Platfo	rm reporting effective	

<u>Ordering</u>

Measure 3

Title: Aver	age Reject Notice Inte	erval				
Area	Req	uirement Des	cription			
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				
Method of	Mechanized			•••••••		
Calculation		((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected)				
	Electronic/Manual					
	((Business Date and Tin	ne of ILEC transm	nission of Order	r Rejection) –		
	(Business Date and Time Orders Rejected).	e of Order Receipt	t)) / (#of Electro	onic/Manual		
	Manual					
	((Rejection Date and Ti	<i>,</i> ,)) / (Number		
Report Period	of manual rejections sen Monthly	it in reporting Peri	100)			
A		a in the economic	hy II EC (if a	nolog applica)		
Report Structure	Individual CLEC, CLEC and ILEC Affiliates	s in the aggregate	e, by ILEC (II al	nalog applies)		
Reported By	Electronically received	ed, electronically	handled	·		
	All interfaces	• All interfaces				
	• Syntax (edit engine) and content errors (other edits)					
	Resale orders and Facility based/UNE orders					
	• Electronically received, manually handled					
	All interfaces	• • •				
	• Syntax (edit engi	ne) and content er	rors (other edit	s)		
	· · · ·	I Facility based/U	•			
	Manually received an					
		l Facility based/U	NE orders			
Geographic Level	Statewide					
Measurable						
Standards						
	Disaggregation Level	Disaggregation Level CLEC Competitive Comparison				
	Parity Benchmark					
	All Electronic	Reject Notice	· #///	TBD		
	All Manual Electronic/Manual Mix	Reject Notice		6 hrs		
Business Rules	Electronic/Manual Mix Elapsed time calculat	Reject Notice	1	6 hrs		
L'ADINUDD ALMIUD	-			unin and days		
	• 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					
	defined as published	nours of operation	ii for the ILEC	ordering		

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Notes	 center Excludes non-business days and ILEC published holidays 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. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	

<u>Ordering</u>

Measure 4

Title: Percent	nt of Flow-Throug	h Orders				
Area	Requirement Description					
Description			ce orders processed on a			
_	flow through basis.					
Method of		ctronically received ord	ers that flow through			
Calculation		vention) / (Total valid el	ectronically received			
	service orders)] x 100)				
Report Period	Monthly					
Report Structure	Individual CLECs, C	LECs in the aggregate, a	and ILEC Affiliates			
Reported By		hrough as a percentage				
Reponce Dy		• • •				
	· ·	nically received orders p	programmed to flow -			
	through					
	• 2) All electror	nically received orders				
	By Service Group	•				
Geographic Level	Statewide	, r j p 05				
Measurable		ate performance on th	vie mogeuro ie undor			
		-				
Standards		, if any, are not yet fin	-			
	resolution depends of	on completed developn	nent of an agreed to			
	Flow-Through Plan.					
	Disaggregation Level	CLEC	Competitive Comparison			
	Resale		Parity Benchmark			
	Res POTS	Res POTS	Diagnostic Only			
	Bus POTS	Bus POTS	Diagnostic Only			
	ISDN BRI	ISDN BRI	Diagnostic Only			
	CENTREX	CENTREX	Diagnostic Only			
	PBX	PBX	Diagnostic Only			
	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI	Diagnostic Only Diagnostic Only			
	DS3	DS3	Diagnostic Only			
	VGPL/DS0	VGPL/DS0	Diagnostic Only			
	UNBUNDLED NETWORK					
	ELEMENTS					
	UNE Loops Non-Designed	UNE Loops - Non-Designed	Diagnostic Only			
	Designed – Other					
	xDSL Provisioned	UNE Loops Designed – Other xDSL Provisioned	Diagnostic Only Diagnostic Only			
	Line Sharing	Line Sharing	Diagnostic Only			
	Subloops - Voice Grade	Subloops - Voice Grade	Diagnostic Only			
	Subloops – Data	Subloops – Data	Diagnostic Only			
	Dark Fiber	Dark Fiber	Diagnostic Only			
	UNE Ports	LINE Dorte Non Designed	Discussion Only			
	Non-Designed Designed	UNE Ports - Non-Designed UNE Ports - Designed	Diagnostic Only Diagnostic Only			
	EELS	EELS	Diagnostic Only Diagnostic Only			
	UNE Dedicated Transport UNE Dedicated Transport Diagnostic Only					
	UNE Platform	UNE Platform	Diagnostic Only			
Business Rules	UNE Platform LNP • Excludes Loop Pr	UNE Platform LNP e-Qualification queries	Diagnostic Only Diagnostic Only			
Business Rules Notes	UNE Platform LNP • Excludes Loop Pr	UNE Platform LNP	Diagnostic Only Diagnostic Only			
	UNE Platform LNP Excludes Loop Pr Sprint agrees to pr	UNE Platform LNP e-Qualification queries rovide affiliate data to t	Diagnostic Only Diagnostic Only			

	provisions.
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

<u>Provisioning</u>

Measure 5

Area Requirement Description Description Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC. Method of ((Number of Orders Jeopardized) / (Number of Orders Completed)) x Identified 100 Report Period Monthly Report Period Monthly Report Period Monthly Report Period By service group type Geographic Level Statewide Measurable Sprint is required to provide a retail analog for this measurement. Standards Disagregation Level CLEC Reset Party Benchmark Res POTS Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS Bus POTS Disagnegation Option Device Option Disagnegation Option PRI DSI/SDN PRI DSI/SDN PRI DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS		entage of Orders Jeop	ardized			
Description Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC. Method of ((Number of Orders Jeopardized) / (Number of Orders Completed)) x 100 (Number of Orders Completed)) x 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Reported By By service group type Geographic Level Statewide Measurable Sprint is required to provide a retail analog for this measurement. Standards Disaggregation Level CLEC Name CENTREX CENTREX Res POTS Res POTS Res POTS Bus POTS Bus POTS Bus POTS DISINDN PRI DISINDN PRI DISINDN PRI DISINDN PRI DISINDN PRI DISINDN PRI DISINDN PRI DISINDN PRI DISINDN PRI DISINDN PRI DISINDA DESI DISINDA DESI	Area	Reg	Requirement Description			
CLEC that the work will not be completed as committed on the original FOC. Method of Calculation ((Number of Orders Jeopardized) / (Number of Orders Completed)) x Calculation 100 Report Period Monthly Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Reported By By service group type Geographic Level Statewide Measurable Sprint is required to provide a retail analog for this measurement. Disagregation Level CLEC Competitive Comparison Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS Bus POTS Disagregation Level CENTREX CENTREX CENTREX PENTREX PBN PDS DDS DDS DS DISIDN PRI DSIM PRI DSIM PRI DSIM PRI DISIDN PRI DSIM DN PRI DSIM DN PRI DSIM DN PRI DISIDN PRI DSIM DN PRI DSIM DN PRI DSIM DN PRI DISIDN PRI DSIM DN PRI DSIM DN PRI <t< th=""><th></th><th colspan="4"></th></t<>						
FOC. Method of ((Number of Orders Jeopardized) / (Number of Orders Completed)) x Calculation 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Report Evel Statewide Measurable Sprint is required to provide a retail analog for this measurement. Standards Disaggregation Level CLEC Resale CLEC Competitive Comparison Resale Res POTS Res POTS Bis POTS Bus POTS Bus POTS Bis POTS Bus POTS Bus POTS Bis POTS Bus POTS Bus POTS DDS DDS DDS DDS OSI/ISDN PRI DSI/ISDN PRI DSI/ISDN PRI DSI/ISDN PRI DS3 DS3 DS4 VOPL/DS0 VOPL/DS0 VUNUNDLED NETWORK ELEMENTS ELEMENTS ELEMENTS UNE Loops Non-Designed Non-Designed DS1/ISDN PRI DS1/ISDN PRI DDS1	Description					
Method of Calculation ((Number of Orders Jeopardized) / (Number of Orders Completed)) x 100 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Reported By By service group type Geographic Level Statewide Measurable Sprint is required to provide a retail analog for this measurement. Standards Disaggregation Level CLEC Resale Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS Bus POTS Bus POTS Standards DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DS3 VCPL/DS0 VCPL/DS0 VCPL/DS0 VCPL/DS0 VCPL/DS0 VCPL/DS0 VCPL/DS0 VCPL/DS0 VDBUNDLED NETWORK ELEMENTS Dispatch Non- UNE Loops Non-Designed Non-Designed Designed Designed Non-Designed UNE Loops - Noice B1 Dispatch Non-						
Calculation 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Reported By By service group type Geographic Level Statewide Measurable Sprint is required to provide a retail analog for this measurement. Standards Disaggregation Level CLEC Competitive Comparison Resale Res POTS Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS ISDN BRI ISDN BRI ISDN BRI ISDN BRI CENTREX CENTREX CENTREX CENTREX PBX PBX PBX DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS VOPLDS0 VGPLDS0 VGPLDS0 VGPLDS0 VGPLDS0 UNBUNDLED NETWORK ELEMENTS ELEMENTS ELEMENTS UNE Loops Non-Designed Non-Designed Designed Dispatch Non- Designed <tr< th=""><th></th><th></th><th></th><th></th><th></th></tr<>						
Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Reported By By service group type Geographic Level Statewide Measurable Sprint is required to provide a retail analog for this measurement. Standards Disagregation Level CLEC Competitive Comparison Reale Parity Benchmark Res Res <pots< td=""> Res<pots< td=""> Bus Bus POTS Bus POTS Bus POTS Bus BDN BRI ISDN BRI ISDN BRI ISDN BRI ISDN BRI CENTREX CENTREX CENTREX PBX PBX PBX PBX PDS DDS DDS DDS DDS DS3 DS3 DS3 DS3 VGPL/DS0 VGPL/DS0 VGPL/DS0 VGPL/DS0 UNE Loops Dispatch Non- Designed Designed Non-Designed UNE Loops Dispatch Non- Designed Non-Designed UNE Loops Dispatc</pots<></pots<>	Method of	((Number of Orders Jeop	pardized) / (Numbe	er of Orders Co	mpleted)) x	
Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Reported By By service group type Geographic Level Statewide Measurable Standards Sprint is required to provide a retail analog for this measurement. Bisaggregation Level CLEC Competitive Comparison Reside Party Benchmark Res POTS Res POTS Bus POTS Bus POTS Bus POTS DBS DDS DDS DDS DDS DDS DDS DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSI/DSDN PRI DSi/DSDN PRI DSi/DSDN PRI DSigned DOR Designed Other UNE Loops BI Dispatch Non- Designed VORE Loops UNE Loops Dispatch Non- Designed Designed Dissigned Other UNE Loops Dispatch Non- Designed Subloops - Voice Grade Subloops - Voice Grade	Calculation	100			-	
Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates Reported By By service group type Geographic Level Statewide Measurable Standards Sprint is required to provide a retail analog for this measurement. Disaggregation Level CLEC Competitive Comparison Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS Bus POTS Bus POTS DDS DDS DDS DDS DDS DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS3 DDS DDS DDS DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS1//SDN PRI DS3 DVGPL/DS0 VGPL/DS0 VGPL/DS0 VDMUNDLED NETWORK ELEMENTS Elemetrange BI Dispatch Non- Designed Designed - Other UNE Loops DISpatch Non- Designed Designed Subloops - Voice Grade Grade Subl	Report Period	Monthly				
and ILEC Affiliates Reported By By service group type Geographic Level Statewide Measurable Sprint is required to provide a retail analog for this measurement. Standards Disaggregation Level CLEC Competitive Comparison Res POTS Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS Bus POTS Standards Disaggregation Level CLEC Competitive Comparison Res POTS Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS Disaggregation Level PEX PBX PBX PEX PBX PBX PBX PBX PBX PBX PBX PDS DOS DDS DDS DS DS1/ISDN PRI DS1/ISDN PRI DS1/ISDN PRI DS1/ISDN PRI DS3 DVGPL/DS0 VGPL/DS0 VGPL/DS0 UGPL/DS0 UNE Loops Non-Designed UNE Loops BI Dispatch Non- Non-Designed UNE Loops - NDSL Petail xDSL ZUNE Provisioned UNE Loops - NDSL Petail xDSL Subloops - Voice Grade Subloops - Voice Dispatch Non- Subloops - Data Subloops	Report Structure	Individual CLEC, CLEC	's in the aggregate	by ILEC (if ar	alog applies)	
Geographic Level Statewide Measurable Standards Sprint is required to provide a retail analog for this measurement. Standards Disaggregation Level CLEC Competitive Comparison Resale Parity Benchmark Resale Parity Benchmark Res POTS Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS DS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS UNE Loops DSI/SDN PRI DSI/SDN PRI DS3 DS3 DS3 UNE Loops Dispatch Non- DSigned UNE Loops DSIgned Designed Designed Other DUNE Loops				, - , - , - , - , - , - , - , - , - , -		
Geographic Level Statewide Measurable Standards Sprint is required to provide a retail analog for this measurement. Standards Disaggregation Level CLEC Competitive Comparison Resale Parity Benchmark Resale Parity Benchmark Res POTS Res POTS Res POTS Bus POTS Bus POTS Bus POTS Bus POTS DS DDS DDS DDS DDS DDS DDS DDS DDS DDS DDS UNE Loops DSI/SDN PRI DSI/SDN PRI DS3 DS3 DS3 UNE Loops Dispatch Non- DSigned UNE Loops DSIgned Designed Designed Other DUNE Loops	Reported By	By service group type				
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Bus POTSBus POTSBus POTSISDN BRIISDN BRIISDN BRIISDN BRIISDN BRICENTREXCENTREXPBXPBXPBXPBXDDSDDSDDSDDSDDSDDSDS1/SDN PRIDS1/SDN PRIDS3DS3VGPL/DS0VGPL/DS0VGPL/DS0VGPL/DS0UNBUNDLED NETWORKELEMENTSUNE LoopsB1 Dispatch Non- DesignedNon-DesignedUNE LoopsDesigned - OtherUNE LoopsDS1 ProvisionedUNE Loops - xDSL ProvisionedLine SharingLine SharingSubloops - Voice GradeSubloops - Voice GradeSubloops - DataSubloops - DataNon-DesignedUNE Ports (Fielded)Non-DesignedUNE Ports DS (Fielded)UNE PortUNE Ports DOSUNE PortUNE Ports DOSUNE PortUNE Ports DS (Fielded)UNE PortsCENTREX, DesignedDark FiberD3UNE Ports DesignedCENTREX, DS (Fielded)Dark FiberD3UNE Ports DesignedCENTREX, DS (Fielded)Dark FiberD3UNE Dedicated TransportUNE Decicated TransportUNE Decicated TransportUNE Decicated TransportUNE Decicated TransportUNE Decicated DS3 and DS1		Resale		Parity	Benchmark	
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ELEMENTSImage: constraint of the systemUNE LoopsUNE LoopsNon-DesignedUNE LoopsDesigned - OtherUNE LoopsDesigned - OtherUNE LoopsxDSL ProvisionedUNE Loops - xDSLProvisionedUNE Loops - xDSLLine SharingLine SharingSubloops - Voice GradeSubloops - VoiceSubloops - Voice GradeSubloops - DataSubloops - DataSubloops - DataNon-DesignedD3UNE PortD3Non-DesignedUNE PortsNon-DesignedUNE PortsDesignedUNE PortsDesigned <td></td> <td></td> <td></td> <td></td> <td></td>						
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Non-DesignedDesignedDesigned - OtherUNE LoopsDispatch DesignedxDSL ProvisionedUNE Loops - xDSLRetail xDSLProvisionedLine SharingLine SharingRetail xDSLSubloops - Voice GradeSubloops - Voice GradeB1 Dispatch Non- DesignedSubloops - DataSubloops - DataRetail xDSLDark FiberDark FiberD3UNE PortImage: Constrained for the state of the			LINE Loops	Pl Dispatch Nam		
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GradeDesignedSubloops - DataSubloops - DataRetail xDSLDark FiberDark FiberD3UNE PortImage: State of the state of th		Line Sharing		Retail xDSL	· · · · · · · · · · · · · · · · · · ·	
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Dark FiberDark FiberD3UNE PortNon-DesignedUNE Ports Non-DesignedPOTS-Business (Fielded)DesignedUNE Ports DesignedCENTREX, ISDN- PRI, PBXEELSEELSDS3, DS1, DS0UNE Dedicated TransportUNE Dedicated TransportHICAP Designed DS3 and DS1		Subloops - Data				
Non-DesignedUNE Ports Non-DesignedPOTS-Business (Fielded)DesignedUNE Ports DesignedCENTREX, ISDN- PRI, PBXEELSEELSDS3, DS1, DS0UNE Dedicated TransportUNE Dedicated TransportHICAP Designed DS3 and DS1			-			
Non-Designed(Fielded)DesignedUNE Ports DesignedCENTREX, ISDN- PRI, PBXEELSEELSDS3, DS1, DS0UNE Dedicated TransportUNE Dedicated TransportHICAP Designed DS3 and DS1		UNE Port				
Non-Designed(Fielded)DesignedUNE Ports DesignedCENTREX, ISDN- PRI, PBXEELSEELSDS3, DS1, DS0UNE Dedicated TransportUNE Dedicated TransportHICAP Designed DS3 and DS1			LINE Ports	POTS-Business		
Designed ISDN- PRI, PBX EELS EELS DS3, DS1, DS0 UNE Dedicated Transport UNE Dedicated Transport HICAP Designed DS3 and DS1						
UNE Dedicated Transport UNE Dedicated HICAP Designed Transport DS3 and DS1		Designed				
Transport DS3 and DS1		EELS	EELS	DS3, DS1, DS0		
UNE Platform UNE Platform BI Dispatched		UNE Dedicated Transport				
		UNE Platform	UNE Platform	B1 Dispatched		

Business Rules	 Excludes delays for customer reasons. Excludes Loop Pre-Qualification queries. 		
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.		
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001 		

<u>Provisioning</u>

Measure 6

Title: Avera	ige Jeopardy Notice I	Interval		
Area	Requ	uirement Desc	cription	
Description	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).			
Method of	Assignment:			
Calculation	Jeopardies identified during assignment			
	((Date of Committed Due Date for the Order) - (Date of Jeopard Notice)) / (Number of Order Jeopardized)			eopardy
	Installation:			
	Jeopardies identified dur	ring installation p	rior to due time	
	((Date & Time of Comm of Jeopardy Notice)) / (N			
	Notification of Missed Co	ommitments: (Due	e Date and Time	e of Missed
	Commit Notice - Due Da			
	Commit Notices)			
Report Period	Monthly	· · · · · · · · · · · · · · · · · · ·		
Report Structure	Individual CLECs, CLEC	Cs in the aggregat	e, and ILEC Af	filiates
Reported By	By service group type	e		
1 2	 By jeopardy type 			
Geographic Level	Statewide			
Measurable	Sprint is required to prov	ride a retail analog	for this measu	rement.
Standards	Sprine is required to pro-			
Standar 45	Disaggregation Level	CLEC	Competitive Comp	arison
	Resale		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 DS1/ISDN PRI	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI	
	DS1/ISDN FRI	DS1/ISDN PKI	DS1/ISDN PRI	·
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK			
	ELEMENTS UNE Loops			<u> </u>
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed	
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops - Voice Grade	Subloops - Voice	BI Dispatch Non-	

		Grade	Designed	· · · · · · · · · · · · · · · · · · ·
	Subloops - Data	Subloops - Data	Retail xDSL	
	Dark Fiber	Dark Fiber	D3	
	UNE Port			
	Non-Designed	UNE Port	POTS-Business	
		Non-Designed	(Fielded)	
	Designed	UNE Port	CENTREX,	
		Designed	ISDN- PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	
Business Rules	 Excludes delays for customer reasons. Excludes Loop Pre-Qualification queries. 			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.			
	• If the ILECs' policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog.			
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001 			

<u>Provisioning</u>

Measure 7

	ge Completed Interv			
Area				
Description	Average business days from receipt of valid, error-free service request			
	to completion date in service order system for new, move, and char			and change
	orders.			
Method of	Total business days from	receipt of valid, e	rror-free servic	e request to
Calculation		• ·		
Culculation	completion date in service order system for new, move and change orders / Total new, move and change orders			
Report Period	Monthly	8		
Report Structure	Individual CLEC, CLEC	s in the agoregate	by ILEC (if ar	alog applies)
Kepon Sinuciare	and ILEC Affiliates	s in the aggregate,		alog applies),
		1011 1/ 0	.1.1	1' 1 1 .
Reported By	By service group type an	a nela work/no ne	eld work where	applicable.
Geographic Level	Statewide			
Measurable	Sprint is required to prov	ide a retail analog	for this measu	rement.
Standards				
	Disaggregation Level	CLEC	Competitive Comp	arison
			De sites	Benchmark
	Resale Res POTS	Res POTS	Parity Res POTS	benchmar K
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DSI/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3 VGPL/DS0	DS3 VGPL/DS0	DS3 VGPL/DS0	····
	UNBUNDLED NETWORK ELEMENTS	Vareebaa	10112030	
	UNE Loops			
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed	
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed	
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed	
	Subloops - Data	Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	D3	
	UNE Port			
	Non-Designed	UNE Port	POTS-Business	
	Designed	Non-Designed UNE Port	(Fielded) CENTREX,	
		Designed	ISDN-PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	Projects	Projects	Projects	

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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
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	 Sprint defines projects as >= 20 lines Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

<u>Provisioning</u>

Measure 8

Title: Percer	nt Completed Within	Standard Inte	erval	
Area	Requ	uirement Desc	cription	
Description	Measures of orders completed within the standard interval of receipt of			of receipt of
Description	1 -			
	valid, error-free service request. (Total New, Move and Change Orders Completed Within the Standard			
Method of				
Calculation	interval of Receipt of Valid, Error-free Service Request / Total New,			
	Move and Change Orders) x 100			
Report Period	Monthly			
		a in the economic	hau II EC (if an	-11:)
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates			
Reported By	By service group type ex	cluding services v	vith flexible du	e dates.
Geographic Level	Statewide	~~~~~		
Measurable	Sprint is required to prov	ide a retail analog	for this measu	rement
Standards		u retuir unulog	, ioi tiito iiicadu.	
Stunuurus	Disaggregation Level	CLEC	Competitive Comp	arison
	Resale		Parity	Benchmark
	Res POTS		D. DOTO	
	Bus POTS	Res POTS Bus POTS	Res POTS Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PR1	DSI/ISDN PRI	DS1/ISDN PRI	
	D\$3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops	1		
	Non-Designed	UNE Loops	B1 Dispatch Non-	
		Non-Designed	Designed	
	Designed - Other	UNE Loops Designed – Other	Dispatch Designed	
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops - Voice Grade	Subloops - Voice	BI Dispatch Non-	
		Grade	Designed	
	Subloops – Data Dark Fiber	Subloops - Data	Retail xDSL	
	UNE Port	Dark Fiber	DS3	
	Non-Designed	UNE Port	POTS-Business	
		Non-Designed	(Fielded)	
	Designed	UNE Port Designed	CENTREX, ISDN-PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed	
		Transport	DS3 and DS1	
	UNE Platform	UNE Platform	BI Dispatched	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	Projects	Projects ≥ 20 lines	Projects ≥ 20 lines	

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	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	 Sprint defines projects as >= 20 lines Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

<u>Provisioning</u>

Measure 9

Title: Coord	inated Customer C	Conversion as	a Percentag	ge On-Time
Area	Re	equirement De	escription	
Description	Measures the percentage of coordinated cut overs TBCC completed on			
	time where CLEC has requested timed coordination.			
	* Note: "On time" means appointment completion time + 1 hour.			
	Orders completed before appointment completion time is considered on			
	time if process includes coordination and sign off with the CLEC.			
Method of	((Number of coordina			
Calculation	and time) / (Count of			
	reporting period)) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CL	ECs in the aggreg	ate, by ILEC (i	f analog applies),
	by ILEC Affiliates			
Reported By	Residence, Business,	and LNP conversi	ons	
Geographic Level	Statewide			
Measurable	•			
Standards				
	Disaggregation Level	CLEC	Competitive C	omparison
	Resale Res POTS	Res POTS	Parity	Benchmark 95% within 1 hour
		Kes POIS		of planned time on due date
	Bus POTS	Bus POTS		95% within 1 hour of planned time on due date
	LNP	LNP		95% within 1 hour of planned time on due date
Business Rules	• Excludes CLEC c	aused misses		
	Applies to CLEC	requested coordin	ated cut overs	only
Notes	 Sprint agrees to pr 	rovide affiliate dat	a to the PUC,	Bureau of
	Consumer Protection, and the CLECs under proprietary information provisions.			
Sprint Notes				

<u>Provisioning</u>

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Measure 10

Title: LNP N	letwork Provisioning
Area	Requirement Description
Description	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of	(Total number of LNP network provisioning failures / Total number of
Calculation	NPAC porting broadcasts) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By	State
Geographic Level	Statewide
Measurable	To Be Determined
Standards	
Business Rules	 Provisioning failure data will be collected for individual network database failuresfailures to provision between the ILEC LSMS and LNP network databases (STP or SCP) Excludes total failures from the NPAC to all LSMS systems. Failures resulting in updates exceeding 15 minutes are counted. Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC)
Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. Sprint will conduct an audit in 2002 to confirm this measure as parity by design.
Sprint Notes	NPA Reporting effective 3-1-01
<u>Provisioning</u>

Title: Percen	t of Due Dates Misse	d			
Area	Requ	irement Desc	cription	学和中国4-16	
Description Description	Measures the percent of ne	Measures the percent of new, move and change orders where			
	installation was not completed by the due date.				
Mathadaf		(Total Number of Missed Due Dates Due to ILEC Reasons for New,			
Method of					
Calculation	Move and Change Orders	/ Total Number	of new, move a	ind Change	
	Orders) x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in the aggregate	, by ILEC (if an	alog applies),	
	and by ILEC Affiliates			_	
Reported By	By service group type and	Field Work/No	Field Work as a	appropriate	
	Statewide			PPP	
Geographic Level		·	· · · · · · · · · · · · · · · · · · ·		
Measurable	Sprint is required to provid	le a retail analog	g for this measu	rement.	
Standards					
	Disaggregation Level	CLEC	Competitive Compa	arison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI CENTREX	ISDN BRI CENTREX		
	CENTREX PBX	PBX	PBX		
	DDS	DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0 UNBUNDLED NETWORK .	VGPL/DS0	VGPL/DS0		
	ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	Designed - Other	UNE Loops	Dispatch Designed		
		Designed Other			
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing Subloops – Voice Grade	Line Sharing Subloops – Voice	Retail xDSL B1 Dispatch Non-		
		Grade	Designed		
	Subloops – Data	Subloops - Data	Retail xDSL		
	Dark Fiber UNE Port	Dark Fiber	D\$3		
	Non-Designed	UNE Ports	POTS-Business		
		Non-Designed	(Fielded)		
	Designed	UNE Ports	CENTREX, ISDN- PRI, PBX		
	EELS	Designed EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed	1	
		Transport	DS3 and DS1	<u> </u>	
	UNE Platform Interconnection Trunks	UNE Platform Interconnection	B1 Dispatched ILEC Dedicated		
	Interconnection ITunks	Trunks	Trunks		
Business Rules	• Excludes customer mi	sses			
			hie date or final	due date if	
	1	• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.			
	, e				
	For UNE Loop service	es, teature only o	orders are exclu	ded from the	

:

	retail analog.Excludes Loop Pre-Qualification queries.
Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

<u>Provisioning</u>

	t of Due Dates Miss			ties		
Area	Requ	iirement Dese	cription 👘			
Description	Measures the percent of new, move and change orders missed due to lack of facilities.					
	Note: Results also include					
Method of	((Total New, Move and C					
Calculation	of Facilities) / (Total Num	nber of New, Mo	ve and Change	Orders)) x		
	100					
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs and by ILEC Affiliates	s in the aggregate	, by ILEC (if a	alog applies),		
Reported By	By service group type					
Geographic Level	Statewide					
Measurable Standards	Sprint is required to prov	ide a retail analog	g for this measu	rement.		
<i>Dtuntum</i> * ⁵	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale		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	<u> </u>		
	DS3 VGPL/DS0	DS3 VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS	Vort2030	VOIDD30			
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed			
	Designed – Other	UNE Loops Designed – Other	Dispatch Designed			
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	+		
	Line Sharing	Line Sharing	Retail xDSL	1		
	Subloops - Voice Grade	Subloops – Data	B1 Dispatch Non- Designed			
	Subloops - Data	Subloops – Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Port		DOTO D			
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)			
	Designed	UNE Port Designed	CENTREX, ISDN- PRI, PBX			
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport UNE Dedicated HICAP Designed					
	UNE Platform	Transport UNE Platform	DS3 and DS1 B1 Dispatched	+		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
Business Rules	• Due date is defined as			due date if		

	 the original due date was missed due to customer reasons. For UNE Loop services, feature only orders are excluded from the retail analog. Excludes Loop Pre-Qualification queries.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Provisioning

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

Facilit	-					
Area		Requirement De	scriptio n			
Description	Measures the average	ge calendar days from	n due date to compl	letion date		
	on company missed orders due to lack of ILEC facilities.					
		(Completion Date - Committed Order Due Date (for orders missed due				
Method of	1 · -					
Calculation	to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of					
	ILEC Facilities in the Reporting Period)					
Report Period	Monthly					
Report Structure	Individual CLEC, C	LECs in the aggrega	te, by ILEC (if ana	log applies),		
	and by ILEC Affilia			0 11 /		
D (/ D						
Reported By	By service group					
	• Disaggregated b	y 1-30 calendar days	, 31-90 calendar da	ays and >90		
	calendar days			-		
Geographic Level	Statewide		-			
			C			
Measurable	Sprint is required to	provide a retail anal	og for this measure	ement.		
Standards						
	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale					
			Parity	Benchmark		
	Res POTS	Res POTS	Res POTS	1		
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX	· · · · · · · · · · · · · · · · · · ·		
	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI			
	DS1/ISDN PKI DS3	DSI/ISDN PRI	DS1/ISDN PKI			
	VGPL/DS0	VGPL/DS0	VGPL/DS0	1		
	UNBUNDLED		10112000			
	NETWORK ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops - Non-	B1 Dispatch Non-			
		Designed	Designed			
	Designed – Other	UNE Loops Designed - Other	Dispatch Designed			
	xDSL Provisioned	xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed			
	Subloops – Data	Subloops – Data	Retail xDSL			
	Dark Fiber	Dark Fiber	D\$3			
	UNE Port	-				
	Non-Designed	UNE Port - Non-Designed	POTS-Business (Fielded)			
	Designed	UNE Port - Designed	CENTREX, ISDN PRI, PBX			
	EELS	EELS	DS1, DS3, DS0			
		IDE Dedicated Transmost	HICAP Designed	1		
	UNE Dedicated Transport	UNE Dedicated Transport	DS3 and DS1			

	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
Business Rules	Excludes Loop	Excludes Loop Pre-Qualification queries.				
Notes		• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.				
Sprint Notes	2000.	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective 				

<u>Provisioning</u>

	Order Interval	Martin and a statement	and the second states	and the state of the	
Area	Requirement Description				
Description	Measures the time period that service orders are not completed by the				
-	original due dates for all	original due dates for all ILEC reasons (including lack of facilities).			
Method of	(Reporting Period Close Date - Committed Order Due Date) / (Number				
-				iic) / (Numbe	
Calculation	of Orders Pending and P	ast the Committee	Due Date)		
	Note: For all orders pen	ding and past the	committed due	date.	
Report Period	Monthly				
Report Structure	Individual CLEC, CLEC	's in the aggregate	by ILEC (if an	alog applies)	
Kepon Snuciure		s in the aggregate	, by ille (ii a	alog applies)	
	by ILEC Affiliates	<u></u>			
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Sprint is required to prov	vide a retail analog	for this measu	rement.	
Standards	Trees to the set of th		,		
Diantaan ay	Disaggregation Level	CLEC	Competitive Co	mparison	
	2 Jouggi Chatton To or			P	
	Resale		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	<u> </u>	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	L	
	DS3	DS3	DS3	<u> </u>	
	VGPL/DS0 UNBUNDLED NETWORK	VGPL/DS0	VGPL/DS0	<u></u>	
	ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops	B1 Dispatch Non-	1	
		Non-Designed	Designed	<u> </u>	
	Designed – Other	UNE Loops	Dispatch Designed	ļ	
	xDSL Provisioned	Designed - Other xDSL Provisioned	Retail xDSL	<u>+</u>	
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops – Voice Grade	Subloops – Voice	BI Dispatch Non-	<u> </u>	
		Grade	Designed		
	Subloops – Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port				
	Non-Designed	UNE Port	POTS-Business		
	Designed	Non-Designed	(Fielded)	<u> </u>	
	Designed	UNE Port Designed	CENTREX, ISDN		
	EELS	EELS	DS1, DS3, DS0	<u> </u>	
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed	1	
		Transport	DS3 and DS1		
	UNE Platform	UNE Platform	B1 Dispatched		
	Interconnection Trunks	Interconnection	ILEC Dedicated		
	· · · · · · · · · · · · · · · · · · ·	Trunks	Trunks	Ц	
Business Rules	Excludes customer c				
	Excludes Loop Pre-C	Qualification quer	ies.		

Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request. For UNE Loop services, feature only orders are excluded from the retail analog.
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Provisioning

Measure 15

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

Area	Req	uirement Des	cription		
Description	Requirement Description . Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.				
Method of	(Total number of trouble				
Calculation	order creation, up to and				
Calculation	completion)/ (Total Nur period) x 100.				
Report Period	Monthly				
Report Structure	Individual CLEC, CLEC by ILEC Affiliates	Cs in the aggregate	e, by ILEC (if ar	nalog applies),	
Reported By		• By Resale, UNE Loop Non-Designed, UNE Port Non-Designed and LNP			
Geographic Level	Statewide				
Measurable	Sprint is required to pro	vide a retail analo	a for this marsu	rement	
	Sprint is required to pro		g for this measu	Tement.	
Standards	Disaggregation Level	CLEC	Competitive Comp	arison	
	Disaggi egation Level	CLEC	Competitive Comparison		
	Resale		Parity	Benchmark	
	Resale	Res POTS Bus POTS	Res POTS Bus POTS		
	UNBUNDLED NETWORK ELEMENTS	0431010	0431015		
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	Subloops – Voice Grade	Subloops – Voice Grade	BI Dispatch Non- Designed		
	UNE Port				
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)		
	LNP	LNP	LNP		
Business Rules					
Notes			<u>,</u>		
Sprint Notes					

<u>Provisioning</u>

Measure 16

Title: Percentage Troubles in 30 Days for New Orders – Nevada Bell and GTE (SPRINT IS NOT REQUIRED TO REPORT THIS MEASURE)

 the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 					
within 30 calendar days of service order completion. Note: This measure is for all NB services and designed GTE. Method of Calculation (Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move and change completed orders) x 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates Reported By By service group type (including LNP) Geographic Level Statewide Sprint is NOT required to report this measure. Standards • Excludes CPE and IEC/CLEC caused troubles • Excludes trouble associated with inside wire • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes Message Reports (circuit reports • Excludes Message Reports (circuit reports • Availability of ILEC Affiliate data for review will be determined by the • Notes • Availability of ILEC affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • Nevada PUC for Nevada Bell and GTE. •					
Note: This measure is for all NB services and designed GTE. Method of (Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move and change completed orders) x 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates Report Eevel Statewide Measurable Sprint is NOT required to report this measure. Standards • Excludes CPE and IEC/CLEC caused troubles • Excludes trouble associated with inside wire • Excludes trouble sasociated with inside wire • Excludes Subsequent reports • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes Message Reports (circuit reports Notes • Availability of ILEC Affiliate data for review will be determined by the • Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL services are provided in the state of Nevada.	Description				
Method of Calculation (Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move and change completed orders) x 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates Reported By By service group type (including LNP) Geographic Level Statewide Sprint is NOT required to report this measure. Standards • Excludes CPE and IEC/CLEC caused troubles Business Rules • Excludes CPE and IEC/CLEC caused troubles • Excludes trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports Notes • Availability of ILEC Affiliate data for review will be determined by the • Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL services are provided in the state of Nevada.		· · ·			
Calculation calendar days of service order completion / Total Number of new, move and change completed orders) x 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates Reported By By service group type (including LNP) Geographic Level Statewide Measurable Sprint is NOT required to report this measure. Standards • Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports Notes • Notes • Nevada PUC for Nevada Bell and GTE. • • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL services are provided in the state of Nevada.					
move and change completed orders) x 100 Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates Reported By By service group type (including LNP) Geographic Level Statewide Measurable Sprint is NOT required to report this measure. Standards • Business Rules • Excludes CPE and IEC/CLEC caused troubles • Excludes trouble associated with inside wire • • Excludes trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports Notes • Availability of ILEC Affiliate data for review will be determined by the • Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL services are provided in the state of Nevada.					
Report Period Monthly Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates Reported By By service group type (including LNP) Geographic Level Statewide Sprint is NOT required to report this measure. Standards	Calculation				
Report Structure Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates Reported By By service group type (including LNP) Geographic Level Statewide Sprint is NOT required to report this measure. Standards • Business Rules • Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports • Availability of ILEC Affiliate data for review will be determined by the • Notes • Availability of ILEC Affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL services are provided in the state of Nevada.					
and by ILEC Affiliates Reported By By service group type (including LNP) Geographic Level Statewide Measurable Sprint is NOT required to report this measure. Standards • Excludes CPE and IEC/CLEC caused troubles Business Rules • Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports Notes • Availability of ILEC Affiliate data for review will be determined by the • Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL services are provided in the state of Nevada.					
Geographic Level Statewide Measurable Standards Sprint is NOT required to report this measure. Business Rules Excludes CPE and IEC/CLEC caused troubles Excludes troubles associated with inside wire Excludes troubles associated with inside wire Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports Notes Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.	Report Structure				
Measurable Standards Sprint is NOT required to report this measure. Business Rules • Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports Notes • Availability of ILEC Affiliate data for review will be determined by the • Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.	Reported By	By service group type (including LNP)			
Standards Business Rules • Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports Notes • Availability of ILEC Affiliate data for review will be determined by the • Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL services are provided in the state of Nevada.	Geographic Level	Statewide			
 Business Rules Excludes CPE and IEC/CLEC caused troubles Excludes troubles associated with inside wire Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL services will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 	Measurable	Sprint is NOT required to report this measure.			
 Excludes troubles associated with inside wire Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL services are provided in the state of Nevada. 					
 Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports Notes Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 	Business Rules	• Excludes CPE and IEC/CLEC caused troubles			
 are reported in the "Provisioning Troubles" measure) Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports Notes Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		 Excludes troubles associated with inside wire 			
 Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		• Excludes Trouble Reports Received on the Due Date (which instead			
 Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		are reported in the "Provisioning Troubles" measure)			
 records) Excludes ILEC employee generated reports Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		Excludes Subsequent reports			
 Notes Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 					
 the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		Excludes ILEC employee generated reports			
 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 	Notes				
 Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		Nevada PUC for Nevada Bell and GTE.			
 Consumer Protection, and the CLECs under proprietary information provisions. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		• Sprint agrees to provide affiliate data to the PUC, Bureau of			
 When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		Consumer Protection, and the CLECs under proprietary information			
 provide disaggregation by Maintenance Disposition codes as diagnostic data. The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. 		-			
• The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.		provide disaggregation by Maintenance Disposition codes as			
for comparison when DSL services are provided in the state of Nevada.					
		for comparison when DSL services are provided in the state of			
Sprint Notes Sprint is NOT required to report this measure.	Sprint Notes	Sprint is NOT required to report this measure.			

<u>Provisioning</u>

Measure 17a

	ntage Troubles in 5 D			rint		
Area	Reqi	irement Desc	cription	FRANK ST		
Description	Measures the percent of network customer trouble reports received					
-	-	within 5 calendar days of service order completion.				
Method of	(Total Number of Customer Trouble reports received within 5 calendar					
•		-				
Calculation	days of service order com	-	umber of new, i	nove and		
	change completed orders) x 100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs in	n the aggregate, by	ILEC (if analog	applies), and		
Nepot 21 decine	by ILEC Affiliates	00 0 / .	· · · ·	** **		
Danartad Ry	By service group type					
Reported By						
Geographic Level	Statewide					
Measurable	Sprint is required to prov	ide a retail analog	, for this measu	rement.		
Standards						
	Disaggregation Level	CLEC	Competitive Comp	arison		
				n! !		
	Resale	Res POTS	Parity Bas POTS	Benchmark		
	Res POTS	Bus POTS	Res POTS Bus POTS			
	Bus POTS ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX	·····		
	DDS	DDS	DDS			
	DD3 DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	D\$3///SDIVTRI	DS1/13DIVTIKI	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK					
	ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops	BI Dispatch Non-			
		Non-Designed	Designed			
	Designed – Other	UNE Loops	Dispatch Designed			
		Designed - Other	DS0 & DDS	·····		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops – Voice Grade	Subloops - Voice Grade	B1 Dispatch Non- Designed			
	Subloans Data	Subloops – Data	Retail xDSL			
	Subloops – Data Dark Fiber	Dark Fiber	DS3			
	UNE Port		000			
	Non-Designed	UNE Port	POTS-Business	· · · · ·		
		Non-Designed	(Fielded)			
	Designed	UNE Port	CENTREX,			
		Designed	ISDN- PRI, PBX	ļ		
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed			
	LINE Distance	Transport	DS1 and DS3 B1 Dispatch			
	UNE Platform	UNE Platform	LNP			
	LNP			I		
Business Rules	Excludes CPE and IEC					
	Excludes troubles associate					
	Excludes Trouble Repo	orts Received on th	e Due Date (whi	ch instead are		
	reported in the "Provisioning Troubles" measure)					
	• Excludes Subsequent reports					

	 Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports Excludes Loop Pre-Qualification queries.
Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

<u>Provisioning</u>

Title: Aver	age Completion Not	tice Interval			
Area	Re	quirement Des	cription		
Description	Measures the average	Measures the average time per order to issue notification to CLEC of a			
-	completed order.	completed order.			
Method of	((Date and Time of Co	ompletion Notificati	on to CLEC	c) - (Date and	
Calculation	Time of Work Comple	ction)) / (Number of	Orders Con	npleted)	
Report Period	Monthly				
Report Structure	Individual CLEC, CLE	ECs in the aggregate	, and by ILI	EC Affiliates	
Reported By	All interfaces	All interfaces			
Geographic Level	Statewide	Statewide			
Measurable					
Standards					
	Disaggregation Level	CLEC	Competitive C	Comparison	
			Parity	Benchmark	
	All Electronic	Completion Notice		20 minutes	
	Manual/Electronic Mix	Completion Notice		95% within 24 hrs	
Business Rules	• 24 hour clock is us	ed to measure interv	val for manu	al process	
	Excludes weekend	• Excludes weekends and ILEC published holidays			
	Excludes Loop Pre				
Notes	• Sprint agrees to pro	ovide affiliate data t	o the PUC,	Bureau of	
	Consumer Protecti provisions.	Consumer Protection, and the CLECs under proprietary information			
Sprint Notes	Sprint will track fa	14			

<u>Maintenance</u>

Title: Custo	mer Trouble Report	Rate				
Area	Requirement Description					
Description	Measures the total number of network customer trouble report received within a calendar month per 100 circuits/UNEs.					
2000 7000						
	(Total Number of Customer initial and repeat network trouble reports /					
Method of						
Calculation	Number of access lines/circuits/UNEs in service at the end of th					
	reporting period) x 100			-		
Report Period	Monthly	·				
		la in the second of a	he UEC (if an	alag annling)		
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates					
Reported By	By service group type					
Geographic Level	Statewide					
Measurable	Sprint is required to prov	vide a retail analog	for this measu	rement.		
Standards	-Princip required to pro-					
Standards	Disaggregation Level	CLEC	Competitive Comp	ricon		
	Disaggregation Level	CLEC	Compensive Compa	arison		
	Resale		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 DS1 / ISDN PRI	DDS DSI & ISDN PRI	DDS DSI & ISDN PRI			
	DS171SDN FRI	DS1 & ISDN FRI	DST & ISDIV FRI			
	VGPL	VGPL & DS0	VGPL & DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed			
	Designed - Other	UNE Loops Designed – Other	Dispatch Designed DS0 / VGPL & DDS			
	xDSL Provisioned	xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops – Voice Grade	Subloops – Voice Grade	BI Dispatch Non- Designed			
	Subloops – Data	Subloops – Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Port			ļ		
	Non-Designed	UNE Ports Non-Designed	POTS-Business Dispatched)			
	Designed	UNE Ports	CENTREX,	· · · · ·		
	EELS	Designed EELS	ISDN- PRI, PBX DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3			
	UNE Platform	UNE Platform	B1 Dispatch			
	Interconnection Trunks	Interconnection	ILEC Dedicated			
	I N'D	Trunks	Trunks			
	LNP	LNP	LNP	<u> </u>		

Business Rules	 Excludes CPE and IEC/CLEC caused troubles Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Access line/circuit count taken from previous month
Notes	 Excludes ILEC employee generated reports Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

<u>Maintenance</u>

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Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

1					
Area	Requ	irement Desc	cription		
Description	Measures the percent of the	ouble reports not	cleared by the	commitment	
	time.				
Method of	(Total network trouble reports not cleared by the commitment time for				
Calculation	ILEC reasons / Total network trouble reports completed) x 100				
		fork nousic repor	is completed) 2	<u> </u>	
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates				
Reported By	 By service group type 				
Keponeu Dy					
	 By dispatch and no dispatch and n	spatch			
Geographic Level	Statewide				
Measurable	Sprint is required to provi	de a retail analog	for this measu	rement.	
Standards	-F				
514/144/45	Disaggregation Level	CLEC	Competitive Comp	arison	
	Disaggi Charlon Devel		Compensive Comp	ai 1901)	
	Resale		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	DSI & ISDN-PRI	DSI & ISDN-PRI		
	DS3	D\$3	DS3		
	VGPL & DS0	VGPL & DS0	VGPL & DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	Designed – Other	UNE Loops Designed – Other	Dispatch Designed DS / VGPL and DDS		
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
ſ	Line Sharing	Line Sharing	Retail xDSL		
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed		
~	Subloops – Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port				
	Non-Designed	UNE Port Non-Designed	POTS-Business (Dispatched)		
	Designed	UNE Port Designed	CENTREX, ISDN – PRI, PBX		
l l	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed		
		Transport	DS1 and DS3	ļ	
F	UNE Platform	UNE Platform	B1 Dispatch	I	
l l l l l l l l l l l l l l l l l l l					
	Interconnection Trunks	Interconnection	ILEC Dedicated		
	Interconnection Trunks	Trunks	Trunks		
Business Rules		Trunks LNP	Trunks LNP		

	 Excludes Subsequent reports Excludes Message Reports (circuit reports which ILEC has no records on) Excludes ILEC employee generated reports Excludes customer caused misses Includes LNP NXX Code Opening Troubles
Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

<u>Maintenance</u>

Title: Average	ge Time to Restore					
Area	Requ	irement Desc	cription			
Description	Measures the average duration of customer trouble reports from t					
-	receipt of the customer tro	uble report to the	e time the troub	le is cleared.		
Method of	(Total duration of customer network trouble reports) / (Total customer					
Calculation	network trouble reports)		- 10pono); (10;			
Report Period	Monthly		1			
Report Structure		Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies),				
	and by ILEC Affiliates					
Reported By	• By service group type					
	• By dispatch and no dis	patch				
Geographic Level	Statewide	.				
Measurable	Sprint is required to provid	le a retail analog	for this measur	ement		
Standards	Sprine is required to provide			ement.		
Stanuarus	Disaggregation Level	CLEC	Competitive Compa	rison		
	Resale	D. DOTT	Parity	Benchmark		
	Res POTS Bus POTS	Res POTS Bus POTS	Res POTS Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DSI & ISDN - PRI	DS1 and ISDN / PRI	DSI & ISDN PRI			
	DS3	DS3	DS3			
	VGPL & DS0	VGPL & DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed			
	Designed - Other	UNE Loops Designed – Other	Dispatch Designed			
ł	xDSL Provisioned	xDSL Provisioned	Retail xDSL			
1	Line Sharing	Line Sharing	Retail xDSL			
	Subloops - Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed			
ſ	Subloops – Data	Subloops - Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS1, DS3, DS0			
	UNE Port					
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)			
ľ	Designed	UNE Port	CENTREX,			
		Designed	ISDN-PRI, PBX			
l.	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3			
F						
1	UNE Platform	UNE Platform	B1 Dispatch			
-	UNE Platform Interconnection Trunks	UNE Platform Interconnection Trunks	ILEC Dedicated Trunks			

Business Rules	 Excludes CPE and IEC/CLEC caused troubles Excludes Subsequent reports Excludes Message Reports (circuit reports which ILEC has no records on) Excludes ILEC employee generated reports
Notes	 Includes LNP NXX Code Opening troubles Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

<u>Maintenance</u>

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Title: POTS	Out of Service Less	Than 24 Ho	urs			
Area	Requ	irement Des	cription			
Description		Measures the percent of POTS out-of-service trouble reports cleared in				
Method of Calculation	hours / Total number of o	(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 <i>Note: For non-design services only</i>				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs and by ILEC Affiliates	s in the aggregate	e, by ILEC (if ar	alog applies),		
Reported By	By POTS Residence and Subloops – Voice Grade	Business (Resale	e, UNE-Non-De	signed, and		
Geographic Level	Statewide					
Measurable Standards	Sprint is required to prov	ide a retail analo	g for)this measu	urement.		
	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale	Res POTS	Parity Res POTS	Benchmark		
	UNBUNDLED NETWORK ELEMENTS	Bus POTS	Bus POTS			
	UNE Loops Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed			
	Subloops - Voice Grade	Subloops - Voice Grade	B1 Dispatch Non- Designed			
Business Rules	 Residential and Business POTS only Excludes no access Interval for tickets received Saturday and Sunday begins no later than Monday morning Excludes CPE and IEC/CLEC caused troubles Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Excludes ILEC employee generated reports 					
Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data. 					
Sprint Notes	Voice Grade Subloop	s reporting effect	tive July 2001			

<u>Maintenance</u>

Measure 23

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Title: Freque	ency of Repeat Troub	les in 30 Da	y Period		
Area	Requ	irement Des	cription		
Description	Measures the percent of customer network trouble reports received				
	within 30 calendar days of a previous report.				
Method of	(Total customer network trouble reports received within 30 calendar				
•					
Calculation	days of a previous customer report / Total customer network trouble				
	reports) x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in the aggregate	, by ILEC (if ar	alog applies),	
	and by ILEC Affiliates	00 0		•••	
Reported By	By service group type				
Geographic Level	Statewide				
		<u>.</u>	for this many		
Measurable	Sprint is required to provide	de a retail analog	g for this measu	rement.	
Standards		1			
	Disaggregation Level	CLEC	Competitive Comp	arison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX PBX	CENTREX PBX	CENTREX PBX		
	DDS	DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN-PRI		
	DS3	DS3	DS3		
	VGPL/DS0 UNBUNDLED NETWORK	VGPL/DS0	VGPL/DS0	<u> </u>	
	ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops	B1 Dispatch Non-		
	Designed – Other	Non-Designed UNE Loops	Designed Dispatch Designed		
		Designed – Other	Dispaten Designed		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed		
	Subloops – Data	Subloops – Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port		DOTE Dest	ļ	
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)		
	Designed	UNE Port	CENTREX,	· · · ·	
		Designed	ISDN-PRI, PBX		
	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3		
	UNE Platform	UNE Platform	B1 Dispatch	1	
	Interconnection Trunks	Interconnection	ILEC Dedicated		
	I NID	Trunks	Trunks		
Business Rules	• Excludes CPE and IEC				
	• Excludes troubles asso	ciated with insid	de wiring		
	• Excludes Subsequent		~		
····				·	

	 Excludes Message Reports Excludes ILEC employee generated reports Includes LNP NXX Code Opening troubles
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
	• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
Sprint Notes	 Line Sharing and xDSL provisioned reporting effective August 2000. EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Network Performance

Measure 24

Title: Percer	nt Blocking on Co	mmon Trunks				
Area		equirement Des	cription 🗧			
Description	Measures the percent of common and shared transport trunk groups exceeding 2% blockage. Note: Includes list of trunks exceeding benchmark					
Method of	(Number of common			xceeding 2%		
Calculation	blockage / Total num x 100	ber of common and s	hared transpor	t trunk groups)		
Report Period	Monthly (Exception]	Reporting Only)				
Report Structure	Reported by common	shared transport true	nk group			
Reported By	State					
Geographic Level	Statewide					
Measurable Standards	Disaggregation Level CLEC Competitive Comparison Parity Benchmark					
	State	Common Trunk Group		No more than 2% blocked @ 2%		
Business Rules						
Notes	Percent Blocking	Total trunk groups				
Sprint Notes	 Percent Blocking Internal traffic data collection procedures exclude force majeur (Acts of God, Natural Disasters, etc.) Common trunk groups provide service to all customers, therefore, there is one result for both CLEC and ILEC. Change from CLLI disaggregation level to State disaggregation level effective 03-01-01, as agreed at the April 2000 Workshop. Histogram report replaced with list of trunks exceeding benchmark effective 03-01-01 					

Title: Percent Blocking on Common Trunks

Network Performance

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Title: Percer	t Blocking on Interco	onnection Tr	runks		
Area	Requ	irement Des	cription		
Description		Measures the percent of final dedicated interconnection trunk groups			
	Notes:Includes exce benchmark.	ption report of lis	t of trunks excee	ding	
Method of Calculation	(Number of final dedicate blockage / Total number of groups) x 100				
Report Period	Monthly (Exception Repo	orting Only)			
Report Structure	Individual CLEC, CLECs by ILEC Affiliates	in the aggregate	e, by ILEC (if a	nalog applies),	
Reported By	State				
Geographic Level	Statewide				
Measurable Standards	Sprint is required to provi		-		
	Disaggregation Level	CLEC	Competitive Com	parison Benchmark	
	State	Interconnection Trunks	Interconnection Trunks		
	Notes: 1) Applies to those t 2) Does not apply w		-		
Notes	 Measured by: Total trunk groups Threshold exceptions ILEC end office to CI ILEC tandem to CLEC Sprint agrees to provide Consumer Protection, provisions. 	C end office de affiliate data			
Sprint Notes	 Change from CLLI di level effective 03-01- Histogram report repl effective 03-01-01 	01, as agreed at	the April 2000	Workshop.	

Network Performance

Measure 26

Title: NXX I	Loaded by LERG.	Effective Date	<u> </u>		
Area	Re	equirement De	escription		
Description	Measures the number	of NXXs loaded a	nd tested by th	e LERG	
-	effective date.				
Method of	((Number of NXXs lo	aded and tested by	LERG effecti	ve date) /	
Calculation	(Number of NXXs sch	neduled to be load	ed and tested by	y LERG	
	effective date)) x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLI	ECs in the aggrega	ate, by ILEC (i:	f analog applies)	
	and by ILEC Affiliates				
Reported By		Reported for all NXX codes scheduled to be loaded in reporting period			
Geographic Level	Statewide				
Measurable	Sprint is required to pr	rovide a retail anal	log for this me	asurement.	
Standards		·			
	Disaggregation Level	CLEC	Competitive Comp	arison	
			Parity	Benchmark	
		CLEC NXXs loaded	ILEC NXXs loaded		
Business Rules	• Excludes any NXX				
	than the industry s				
	• Excludes any NXX				
	because the CLEC has not provided an accurate test number or				
N 7	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. Sprint agrees to provide affiliate data to the PUC, Bureau of 				
	Consumer Protecti provisions.	ion, and the CLEC	s under propri	etary information	
Somint Notas		<u> </u>			
Sprint Notes	l				

Title: NXX Loaded by LERG Effective Date

Network Performance

Measure 27

Title:Network Outage NotificationSPRINT WILL DISCONTINUE PUBLICATION OF THE REPORTON THIS MEASURE Effective 03-01-01

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Area		equirement Des			
Description	Measures the time period for notification of a network outage. To be				
	-	measured for the following:			
	• Switching				
	Transport				
	-	4 . 1 T ! 1 4			
	Network Fire Rela				
	Network Blockage	•			
	• 911				
	• SS7				
	 Sprint will discont 	inue publication of	the report on thi	s measure	
	effective 03-01-01	inde publication of	the report on th	5 mousure	
Den de Cánada		Co in the economic	a II EC(if analy	a applied)	
Report Structure	Individual CLEC, CLI	cos in the aggregat	e, ilec(ii anaic	ng appnes),	
	and ILEC affiliates				
Reported By	Switching transport, n	etwork fire related	incident, networ	k blockage,	
	911, SS7				
Geographic Level	Statewide		·		
Measurable	Sprint will discontinu	e publication of the	report on this m	neasure	
Standards	effective 03-01-01	-	-		
	Disaggregation Level	CLEC	Competitive Comp	arison	
			Parity	Benchmark	
	Switching	Switching	Switching	Deneminark	
	Transport	Transport	Transport		
	SS7	SS7	SS7		
	Network Blockage	Network Blockage	Network Blockage		
	Network fire related incident	Network fire related incident	Network fire related incident		
	911	911 outages	911 outages		
Business Rules		K codes with reques			
	than the industry s	tandard (currently 4	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		edures include cent		n translations	
110105					
		slations, call through		-	
		ovide affiliate data			
	Consumer Protecti	on, and the CLECs	under proprieta	ry information	
	provisions.				
Sprint Notes	Sprint discontinue	d publishing this m	easure effective	3-1-01.	
		- Free restriction in the			

<u>Billing</u>

Measure 28

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Title: Usage	Timeliness				
Area	Requi	rement Des	cription - 🤄		
Description	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is available for transmission to the CLEC.				
Method of Calculation	For Resale and UNE Messages: [Data Set Transmission Availability Date – Date of Message Recording] / Count of All Messages Transmitted in Reporting Period				
	Access: (Count of all mess Messages available	-			
Report Period	Monthly				
Report Structure	Individual CLECs, CLECs applies) and by ILEC Affi		te, by ILEC (if a	analog	
Reported By	 Resale UNE Jointly provided switched access (associated with meet point billing) 				
Geographic Level	Statewide				
Measurable	Sprint is required to provide	de a retail analo	g for certain lev	els of	
Standards	disaggregation for this me	The second se	······		
	Disaggregation Level	CLEC	Competitive Comp	arison	
			Parity	Benchmark	
	Resale	CLEC End user messages	Sprint End user messages		
	UNE - Unbundled Network Element	CLEC billing	Sprint End user		
	Access (Associated with Meet Point Billing Only)	messages CLEC access billing messages	messages	95% within 5 days	
Business Rules					
Notes	 Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. This measurement assumes a daily transmission of usage to the CLECs. If the CLECs do not request daily transmissions, the measurement still applies based upon transmission availability date, however the actual timeliness of the usage received by the CLEC will vary depending upon their requirements for frequency of transmissions (e.g. weekly). 				
Sprint Notes					

Billing

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Measure 29

Title: Accuracy of Usage Feed

Area	Requirement Description
Description	Measures the completeness of content, accuracy of information and
	conformance of formatting of the records the ILEC transmits to the
	CLEC in the reporting period.
	Note: This data will be reported by CLECs. If no data received from
Mahadaf	CLEC, ILEC will not report the measure.
Method of Calculation	((Number of Usage Records Delivered in the Reporting Period That Reflected Complete Information Content and Proper Formatting) /
Culculation	(Total Number of Usage Records Transmitted)) x 100
Sprint Measurement	Sprint is NOT required to report this measure.
Formula	spint is nor required to report this measure.
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate
Reported By	
Geographic Level	Statewide
Measurable	Benchmark for Sprint:
Standards	
	There is agreement that performance standard for this measure will
	not be established until a meeting with both ILECs and CLECs is
	held and criteria for this measure are defined and accepted by all parties.
Business Rules	
Notes	
Sprint Notes	Sprint is NOT required to report this measure.

<u>Billing</u>

Title: Whol	esale Bill Timeline	SS				
Area	Re	quirement De	scription			
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. Disaggregated by:					
		• Resale				
	• UNE	. .				
Mathadaf	Facilities/Intercom (Count of Invoices wh		aan distribut	ion date and hill		
Method of Calculation	date is less than or equ					
Culcululion	within the Reporting P	,				
Report Period	Monthly					
Report Structure	Individual CLEC, CLI	ECs in the aggregat	e, and by ILI	EC Affiliates		
Reported By	Resale					
	• UNE					
	Facilities/Intercom	nection				
Geographic Level	Statewide					
Measurable						
Standards	Disaggregation Level	CLEC	Competitive C	omparison		
	Disager Canon Devel	CLLC	1 -	-		
	Resale	CLEC Invoices	Parity	Benchmark 99% within 10 calendar days		
	UNE	CLEC Invoices		99% within 10 calendar days		
	Facilities/Interconnection	CLEC Invoices		99% within 10 calendar days		
Business Rules	 Includes only med Excludes paper bil diskette bill. 		O ROM bill o	or Custom Bill		
Notes	• Sprint agrees to pr Consumer Protecti provisions.					
Sprint Notes						

<u>Billing</u>

Title: Usage	Completeness				
Area	Re	quirement Desc	criptio n	an in the second	
Description	Measures the percenta	Measures the percentage of usage charges appearing on the correct bill.			
	*Correct bill = next av	*Correct bill = next available bill			
Method of	(Count of usage charge	es on the bill that we	ere recorded wit	hin last 30	
Calculation	billing days / total cour	nt of usage charges of	on the bill) x 10	0	
Report Period	Monthly				
Report Structure	Individual CLEC, CLI and by ILEC Affiliates		, by ILEC (if an	alog applies)	
Reported By	Resale		-		
-	• UNE				
	Facilities/Intercont	nection			
Geographic Level	Statewide				
Measurable	Sprint is required to pr	ovide a retail analog	g for certain lev	els of	
Standards	disaggregation for this				
	Disaggregation Level	CLEC	Competitive Comp	arison	
			Parity	Benchmark	
	Resale	IntraLATA toll messages sent-paid	Sprint IntraLATA toll messages sent- paid		
	UNE	Minutes of use		95% complete	
D • D /	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.				
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.				
Sprint Notes					

<u>Billing</u>

Title: Recurr	ring Charge Complete	eness		
Area	Requ	irement Des	cription	
Description	Measures the percentage of fractional recurring charges appearing on			
	the correct bill.	the correct bill.		
	* Correct bill = next availa	able bill		
Method of	(Count of fractional recur	ring charges that	are on the cor	rect bill* / total
Calculation	count of fractional recurring	ng charges that a	are on the bill)	x 100
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs	in the aggregate	e, by ILEC (if a	inalog applies)
	and by ILEC Affiliates			
Reported By	• Resale			
	• UNE			
	Facilities/Interconnection			
Geographic Level	Statewide			
Measurable	Sprint is required to provi		g for certain le	vels of
Standards	disaggregation for this me			
	Disaggregation Level	CLEC	Competitive Com	parison
			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 late charges resulting from mandated billing changes if Sprint makes its changes on time.			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.			
Sprint Notes				
	L			

<u>Billing</u>

Title: Non-R	lecurring Charge Co	ompleteness		
Area	Reg	uirement Desc	cription	
Description	Measures the percentage of non-recurring charges appearing on the correct bill. * Correct bill = next available bill			
Method of	(Count of non-recurring			ll / total count
Calculation	of non-recurring charge	s that are on the bil	l) x 100	
Report Period	Monthly			
Report Structure	Individual CLEC, CLE and by ILEC Affiliates	Cs in the aggregate	, by ILEC (if a	nalog applies)
Reported By	 Resale UNE Facilities/Interconnection 			
Geographic Level	Statewide			
Measurable	Sprint is required to pro	vide a retail analog	for certain lev	els of
Standards	disaggregation for this i	neasurement.		
	Disaggregation Level	CLEC	Competitive Comp	arison
			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 late charges resulting from mandated billing changes if Sprint makes its changes on time. 			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.			
Sprint Notes				

<u>Billing</u>

Title: Bill A	Accuracy					
Area	Requ	irement Desc	cription			
Description	Measures the percentage o	of the total bill an	nount that is not	adjusted by		
-	correcting service orders of	r adjustments for	r the month.			
Method of	(Total monies billed with	(Total monies billed without corrections / total monies billed on a				
Calculation	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 – Diagnostic O	nly				
	• Usage					
	Recurring Charges					
	Non-Recurring Ch	-				
	UNE – Diagnostic Or	ıly				
	• Usage					
	Recurring Charges					
	Non-Recurring Ch	-				
	Facilities/Interconnect	ion – Diagnostic	Only			
	• Usage					
	Recurring Charges					
	Non-Recurring Ch	arges				
Geographic Level	Statewide			1		
Measurable	Sprint is required to provi		g for certain lev	els of		
Standards	disaggregation for this me Disaggregation Level	CLEC	Competitive Comp	arison		
	Disaggregation Level	CLEC				
	Resale		Parity	Benchmark		
	Usage	Total Dollars billed	Total Dollars			
		and adjustments for usage	billed and adjustments for			
		nonec	usage – Diagnostic			
	Recurring Charge	Total Dollars billed	Only Total Dollars			
		and adjustments for	billed and			
		recurring charges	adjustments for recurring charges			
		Trail Dallars billed	- Diagnostic Only Total Dollars			
	Non-recurring Charges	Total Dollars billed and adjustments for	billed and			
		non-recurring charges	adjustments for non-recurring			
		- inar Boo	charges -			
	UNE		Diagnostic Only			
	Usage	Total Dollars billed		- Diagnostic Only		
		and adjustments for usage				
	Recurring Charge	Total Dollars billed		Diagnostic Only		
	L	and adjustments for	<u> </u>			

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	[recurring	
	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 late charges resulting from mandated billing changes if Sprint makes its changes on time. 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	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.		
Sprint Notes			

<u>Billing</u>

Measure 35

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Title: Timel	iness of Billing Completion Notices
Area	Requirement Description
Description	
Method of Calculation	Sprint is NOT required to report this measure.
Report Period	
Report Structure	
Reported By	
Geographic Level	
Measurable	Sprint is NOT required to report this measure.
Standards	
Business Rules	
Notes	
Sprint Notes	Sprint is NOT required to report this measure.

<u>Billing</u>

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	an of Mashaning I Dill East
<i>Title:</i> Accur <i>Area</i>	acy of Mechanized Bill Feed Requirement Description
Description	Measures the percentage of mechanized bill feeds that are accurately
	passed to the CLEC in the reporting period.
	Sprint is NOT required to report this measure.
	Note: This data will be reported by CLECs. If no data received from
	CLEC, ILEC will not report the measure.
Method of	(Total # of files that passed / Total # of files sent in that reporting
Calculation	period) x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate
Reported By	
Geographic Level	Statewide
Measurable	Benchmark for Sprint:
Standards	
	There is agreement that performance standard for this measure
	will not be established until a meeting with both ILECs and CLECs
	is held and criteria for this measure are defined and accepted by all parties.
Business Rules	
Notes	
Sprint Notes	Sprint is NOT required to report this measure.
Database Updates

Measure 37

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Title: Datab	ase Update Timeline	SS			
Area	Requ	uirement De	escription		
Description	Measures the percentage of updates to databases within 24 hours.			24 hours.	
	DA/Lindings Databas				
	DA/Listings Databas				
Method of	[(Count of updates comp				
Calculation	period)/(Count of update	s completed in	reporting period)] x 100	
Report Period	Monthly				
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog				
	applies) and by ILEC Af				
Reported By	Service Order genera	ted updates			
Geographic Level	Statewide				
Measurable	Sprint:				
Standards	Service Order Updates -	- Parity			
	Disaggregation Level	CLEC	Competitive Com	nparison	
			Parity	Benchmark	
	Service Orders	DA Updates	DA Updates		
Business Rules					
Notes	• CLECs reserve the ri	ght to request a	dditional databa	ses be included	
	in this measure.				
	• Sprint agrees to provide affiliate data to the PUC, Bureau of			reau of	
	Consumer Protection, and the CLECs under proprietary information				
	provisions.	,	- FF		
Sprint Notes	Sprint has no Directo	ry Assistance d	lirect gateway in	put capability	

Database Updates

Title: Percen	t Database Accuracy			
Area	Requ	irement Dés	cription.	
Description	The percentage of DA and 911 records that were updated by Sprint 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. Sprint will verify the records determined to be in error to validate that the records were input by Sprint incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC. • 911 Databases			
Method of	DA/Listings Datab ((Count of Updates Comp		ror) / (Count of	Updates
Calculation	Completed)) x 100			opullios
Report Period	Monthly			
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates			
Reported By	 For DA/Listings: Service Order gene For E911 Database: Service Order gene Direct gateway inp 	erated updates		
Geographic Level	Statewide	· · · · · · · · · · · · · · · · · · ·		
Measurable Standards	Sprint is required to provid		-	
	Disaggregation Level	CLEC	Competitive Comp	arison
	Directory Assistance / Directory Listing		Parity	Benchmark
	Service Order 911 Service Order Direct Gateway	Number Updates Number Updates	Number Updates Number Updates	TBD
Business Rules	Excludes CLEC cause	d errors	<u> </u>	
Notes	 CLECs reserve the right to request additional databases be included in this measure. Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions. 			
Sprint Notes	• Sprint has no Direct G Assistance updates.	ateway input ca	pability for Dire	ectory

Database Updates

Measure 39

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<i>Title:</i> E911/9	911 MS Database Up	date Interval		
Area	Requ	irement Des	cription 🗠	
Description		Measures the percentage of E911/911database updates completed		
	within 48 hours.			
Method of	(Number of records update	ed within 48 hou	rs / Total num	ber of records
Calculation	updated) x 100			
Report Period	Monthly			
Report Structure	Individual CLECs, CLEC		te, by ILEC (it	f analog
	applies) and by ILEC Aff	iliates		
Reported By	Update types			
Geographic Level	Statewide			
Measurable	Sprint is required to provide a retail analog for certain levels of			els of
Standards	disaggregation for this me	asurement.		
	Disaggregation Level	CLEC	Competitive Com	parison
			Parity	Benchmark
	Service Order Update	911 Updates	911 Updates	
	Direct Gateway Update	% Updates within 48 hours		99% in 48 hours
Business Rules	• Excludes scheduled sy	stem 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).			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.			
Sprint Notes	 For this measurement, Sprint will provide a retail analog for retail to resale customers and a benchmark for those facility based CLEC carriers that use Sprint to load their ALI records to the PSAPs via file transfer methods. 			

<u>Collocation</u>

Title: Time	to Respond to a Col	location Requ	est	
Area	Req	uirement Des	cription	
Description	Measures the percentag	ge of time the ILEC	responds to	a CLEC
	complete collocation re-	quest, within the al	lotted time.	
Method of	Space Availability:			
Calculation	· · ·	(Count of Complete Requests returned within 10 calendar days / Count		
	of requests returned for Space Availability) x 100			
	Price and Schedule Qu		1. 20 1.	
		(Count of Complete Requests Returned within 30 calendar days / Count		
	of requests returned for	Price and Schedule	e Quote) x 1	00
Report Period	Monthly		. 1 TT T	201 A 6611: 44 - 7
Report Structure	Individual CLECs, CLE			
Reported By	All Collocation Typ	es: Caged, Cageles	ss, Virtual, a	na Other
	Space Availability	• •		
	Price and Schedule	Quote		
Geographic Level	Statewide			
Measurable	Benchmark			
Standards	Disaggregation Level	CLEC	Competitive C	omperison
		CLEC		-
	Concern Anno 11-12 Prince		Parity	Benchmark
	Space Availability: Physical Caged	Space Availability		100% in 10
	Dhuring Cooplant	Requests	ļ	Calendar days 100% in 10
	Physical Cageless	Space Availability Requests		Calendar days
	Virtual	Space Availability		100 % in 10
	Other	Requests Space Availability		Calendar days 100% in 10
		Requests		Calendar days
	Price and Schedule Quote			
	Physical Caged	Price and Schedule		100% in 10
	Discipal Constant	Quotes Price and Schedule		Calendar days 100% in 10
	Physical Cageless	Quotes		Calendar days
	Virtual	Price and Schedule		100% in 10
	Other	Quotes Price and Schedule		Calendar days
		Quotes		Calendar days
Business Rules	Excludes orders car	celed by CLEC	.l	
	 Excludes requests/a 	•	incomplete	and must be
	returned to CLEC fe	* *	PPP	
Notes	Sprint agrees to pro		o the PUC.	Bureau of
	Consumer Protectio			
	provisions.	,	rr-	- ,
Sprint Notes				
Spinn Invies	- Auditional levels of	usuggi eganon be		

Collocation

Title: Time t	o Provide a Collocati	on Arranger	nent	
Area	Requirement Description			
Description	Measures the percentage of time the ILEC responds to the CLEC approved collocation request, within the allotted time.			
Method of	(Count of Collocation Arr	angements com	pleted within 9	0 calendar
Calculation	days / Count of Collocatio	n Arrangements	Completed) x	100
	*Approved means ILEC a	*Approved means ILEC approves the application and has received,		
	from CLEC, financial pays			
Report Period	Monthly	· ·· · · · · · · · · · · · · · · ·		
Report Structure	Individual CLECs, CLECs	s in the appreciat	e and by ILEC	Affiliates
	All Collocation Types:			
Reported By		Caged, Cageles	s, virtuar, and	Other
	• New			
	Augment			
Geographic Level	Statewide			
Measurable Standard	Disaggregation Level	CLEC	Competitive Comparison	
			Parity	Benchmark
	New Arrangement			
	Physical Caged	Collocation		100% within 90
	Physical Cageless	Arrangements Collocation		days 100% within 90
		Arrangements		days
	Virtual	Collocation		100% within 90 days
	Other	Arrangements Collocation		100% within 90
		Arrangements	days	
	Augment Arrangement			100% within 90
	Physical Caged	Collocation Arrangements		days
	Physical Cageless	Collocation		100% within 90
		Arrangements		days 100% within 90
	Virtual	Collocation Arrangements		days
	Other	Collocation		100% within 90
		Arrangements		days
Business Rules	Excludes orders cance	led by CLEC		
	• Excludes requests/applications that are incomplete and must be			nd must be
	returned to CLEC for		-	
Notes	 Sprint agrees to provid 		o the PLIC Bu	reau of
110105				
	Consumer Protection,		under propriet	
	provisions.			0.1.00
Sprint Notes	 Additional levels of disaggregation became effective 8-1-00 			

<u>Interfaces</u>

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Title: Percer	ntage of Time Interfac	ce is Availab	le	
Area	Requ	irement Des	cription	
Description	Measures percent of time	Measures percent of time OSS interface is available compared to		
_	scheduled availability.			
Method of	[(Number of Scheduled I	nterface Availab	le Hours) - (Nu	mber of
Calculation	Unscheduled Interface Un	available Hours)) / Scheduled Ir	nterface
	Available Hours] x 100			
Report Period	Monthly			
Report Structure	CLECs in the aggregate			
Reported By	By interface type accessed	d by CLECs		
Geographic Level	Statewide			
Measurable				
Standards				
	Disaggregation Level	CLEC	Competitive Comp	arison
			Parity	Benchmark
	Ordering	IRES Availability		99.25% of scheduled hours
Business Rules	Outage hours are obta	ined from outage	e reports	
	Any change requests f	for extended avai	ilability during	the reporting
	period are added to the	e scheduled hour	rs.	
	Scheduled system ava	ilability hours:		
	• 8AM - 8PM EST	(Monday-Friday))	
	Excludes non-busi	iness days and II	LEC published	holidays
	• CLECs are notified via e-mail in advance of changes to the			
	published availabi	lity schedule		-
Notes	• Sprint has one interfac	ce which does bo	oth pre-ordering	g and ordering;
	therefore, both of thes	se functions are r	eported under o	ordering.
	• Sprint does not have a	in electronic inte	rface for maint	enance.
Sprint Notes				

<u>Interfaces</u>

Measure 43

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Title:Average Notification of Interface OutagesSprint discontinued reporting of this measure effective 10-1-00

Area	$ \cdot $	equirement De	escription	
Description	Measures the time it takes the ILEC to notify the CLEC of an outage of			
	an interface.			
Method of	Sum ((Date and time	Sum ((Date and time of Outage Notification to CLECs)-(Date and time		
Calculation	of ILEC awareness of	f Interface Outage))/Total Numb	er of Interface
	Outages			
Report Period	Monthly	Monthly		
Report Structure	Individual CLEC, CL	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates		
Reported By	By interface type for	all interfaces acces	sed by CLEC	S
Geographic Level	Statewide	Statewide		
Measurable Standards	Sprint discontinued reporting of this measure effective 10-1-00			e 10-1-00
	Disaggregation Level	CLEC	Competitive (Comparison
			Parity	Benchmark
	Interface Type	Number of Notifications		97% in 15 minutes
Business Rules				
Notes				
Sprint Notes	Sprint discontinue	ed reporting of this	measure effe	ctive 10-1-00

<u>Interfaces</u>

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Title: Cente	er Responsiveness			
Area	Req	uirement De	scription	
Description	Measures the average ti	Measures the average time it takes the ILEC's work center to answer a		
	call.			
Method of	(Date and Time of Call	answer - Date an	d Time of Call	Receipt) /
Calculation	(Total calls answered by	y center))		
Report Period	Monthly			<u></u>
Report Structure	CLECs in the aggregate	, and by ILEC (if	analog applies)	
Reported By	ILEC Ordering Cent	<u> </u>		
1	ILEC Repair Center			
Geographic Level	Statewide		· ····································	
Measurable				
Standards				
	Disaggregation Level	CLEC	Competitive Com	parison
			Parity	Benchmark
	Ordering Center	ACD Inc Calls		20 Sec
	Repair Center (Designed)	ACD Inc Calls	Parity by design	
	Repair Center (Non-Designed)	ACD Inc Calls		20 Sec
Business Rules				
Notes	Measured by individ	hal queue if ann	licable in each	ILEC center
1.0000	-		-	
	• Sprint will conduct	an audit in 2002 i	o confirm this r	neasure as
	parity by design.			
Sprint Notes	Repair Center (Desi	gned) changed fr	om Benchmark.	to Parity by
*	Design as diagnostic only, effective 10-1-00			
		conty, checuve i		- Mar - Landa -

REPORTING PROCESS

Sprint: All measures were implemented by June 1, 1999 except:

Measure 38 - directory listings that occur through the LSR process will be implemented at a later date.

Performance reports will be provided by the fifteenth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Positive reporting will be done for all measures, even those reported on an exception only basis.

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.

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 website 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 30 days of the request.

Authorized users will have access to monthly reports through an interactive website⁴. Each CLEC will have access to its own data, aggregate CLEC data, and ILEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, Sprint 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.

SERVICE GROUP TYPE DISAGGREGATION

Туре	Sprint
RESALE	
Residential POTS	Х
Business POTS	Х
ISDN	Х
ISDN BRI	
ISDN PRI	
CENTREX	X
PBX	х
PBX Analog	
PBX DID	
Specials (i.e., Designed Services)	
DDS	X
DS-1/ISDN PRI	X
DS-3	Х
VGPL/DS0	X
UNBUNDLED NETWORK ELEMENTS	
UNE Loops	
Non-Designed	x
UNE Loop 8dB	
weighted 2/4 wire	
analog basic/Coin Designed - Other	X
UNE Loop 5.5dB 2	
or 4 wire analog	
assured	
UNE Loop 2 wire	
Digital ISDN	
Capable xDSL	
xDSL Provisioned	X
Line Sharing	x
Sub Loops – Voice Grade	X
Sub Loops - Data	X
Dark Fiber	X
EELS	X
UNE Port	
Non-Designed	x
Designed	X
UNE Dedicated	x
Transport	

SERVICE GROUP TYPE DISAGGREGATION

Туре	Sprint
UNE PLATFORM	
UNE Platform (i.e., loop + port + transport	Х
INTERCONNECTION	
Interconnection Trunks	Х
LNP	
LNP	X
PROJECTS	
Projects	X

INTERCONNECTION TRUNKS will be included in measures: 2, 7, 8, 11, 12, 13, 14, 19, 20, 21, 23, 25, 30, 31, 32, 33, 34.

LNP is considered a facilities based service group type. LNP will be a level of disaggregation for the following measures: 2, 4, 9, 10, 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:

• Sprint: All services - 20 lines or greater

Results for projects are being considered as a separate level of disaggregation for measurements 2, 7, and 8. For all other measures which have an SGT as a level of disaggregation, project results are included as part of the associated SGT.

SERVICE ORDER TYPES

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

AUDITING

The Parties propose that an initial audit and certification process be performed to ensure that individual ILEC reporting procedures are sound and that data collection and reporting are timely, accurate and complete. Each ILEC shall submit its initial 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 parties also support an annual comprehensive audit of the ILECs' reporting procedures and reportable data. 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 annual audit would be shared between the CLECs and the audited ILEC.

In addition to an annual 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 miniaudit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC 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.

There are still some open issues regarding the initial audit and certification process, the annual comprehensive audits and mini-audits.

REVIEW PROCEDURES

As experience is acquired under this Stipulation Agreement 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.

If 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 actions.

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DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
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 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 Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the 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.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.

DEFINITION OF TERMS

TERM	DEFINITION
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 be shortage 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.
Line Sharing	Unbundling of the local loop to make the high-frequency portion of the local loop available to CLECs (DLECs), while the physical line and low-frequency voice path continues to be provided by the ILEC. Line Sharing allows customers to receive both services (voice and data) on the same line, eliminating the need for consumers to procure a second line.
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.

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DEFINITION OF TERMS

TERM	DEFINITION			
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the n service provider. The activity to move the telephone number is called "porting".			
Local Service Confirmation	OBF term for a FOC			
Mechanized Bill	A bill that is delivered via electronic transmission.			
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.			
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.			
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.			
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.			
Ordering and Billing Forum (OBF)	Industry forum which 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.			
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".			
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.			
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).			
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.			
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.			
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Nevada PUC.			
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.			

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DEFINITION OF TERMS

TERM	DEFINITION			
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.			
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Nevada Bell term)			
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.			
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.			
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.			
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call			
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.			

NEVADA PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM ACRONYM	DESCRIPTION DESCRIPTION			
ALI	Automatic Line Information (for 911/E911 systems)			
AS	Affecting Service (type of trouble condition)			
BDT	Billing Data Tape			
BRI	Basic Rate Interface (type of ISDN service)			
CABS	Carrier Access Billing System			
CDC	Centralized Data Collection			
CHC	Coordinated "Hot" Cut			
СКТ	Circuit			
CLEC	Competitive Local Exchange Carrier			
СО	Central Office			
CPE	Customer Premises Equipment			
CRB	Customer Records and Billing			
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			
FOC	Firm Order Confirmation			
GUI	Graphical User Interface			
HDSL	High-bit-rate Digital Subscriber Line			
HICAP	High Capacity Digital Service			
IEC	Inter-exchange Carrier			
ILEC	Incumbent Local Exchange Carrier			
N, T, C	Service Order Types - N(new), T(to or transfer), and C(change)			
IRES	Integrated Request Entry System			
ISDN	Integrated Services Digital Network			
IW	Inside Wire			
LATA	Local Access Transport Area			
LERG	Local Exchange Routing Guide			
LMP	Local Message Processing			
LNP	Local (or Long Term) Number Portability			

NEVADA PERFORMANCE MEASURES: GLOSSARY OFACRONYMS

ACRONYM ACTION OF	DESCRIPTION			
LSMS	Local Service Management System			
LSR	Local Service Request			
MAC	Missed Appointment Code			
MPS	Message Processing System			
NANP	North American Numbering Plan			
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)			
PUC	Public Utilities Commission			
SCP	Service Control Point			
SGT	Service Group Type			
SOE	Service Order Entry			
SOT	Service Order Type			
SS7	Signaling System 7			
STP	Signaling Transfer Point			
TN	Telephone Number			
UNE	Unbundled Network Element			
VGPL	Voice Grade Private Line			
xDSL	(x) Digital Subscriber Line			

MISSED APPOINTMENT CODES Sprint - Specials

Jeopardy Code	Description			
1	Incorrect or Incomplete Order			
2	Related Order Not Issued			
3	Related Order Not Completed			
4	Pending Cancellation			
5	Pending Due Date Change			
6	Local Facilities Not Available or Late			
7	Local Facilities Incorrectly Assigned			
8	Local Facility Records Incorrect			
9	Late Local Loop Makeup			
10	Defective Local Facility			
11	Access Customer Facilities Not Available			
12	Connecting Company Facilities Not Available			
13	CIRAS Records Incomplete or Inaccurate			
14	Intracompany Facilities Not Available			
15	Incorrect or Late Engineering			
16	Late SSO/TCO/FCO/Eng			
17	Translation Late or Unavailable			
18	Unable to Meet Design Requirements			
19	Central Office Equipment Not Installed			
20	Circuit Order Equipment Late or Not Available			
21	Defective Equipment			
22	Customer Not Ready to Test or Accept Service			
23	Customer Reason/Other than Code #22			
24	Change of Due Date/Customer Reason			
25	Access Denied by End User Customer			
26	System Not Available			
27	System Edit/Error			
28	Lack of Manpower			
29	Weather Conditions			
30	Work Completed on Time-Reported Late			
31	Not Installed as Engineered			
32	Connecting Company Not Ready – ILEC to ILEC			
33	Original Date Met, Field RID Required Changes			
34	Natural Disaster			
35	Union Issues			

36	Overtime/budget Restriction
37	Order/tech not dispatched
38	Dark Fiber LAM interval
39	Maintenance resource priority
40	Date not signed off by owner
50	Manpower
51	Workload
52	Due Date priority
53	Delay in table updates
54	EOC info received late from CIRAS
55	Systems outage
56	Entered late by representative
57	Late issuance of connecting company order

Note: Bolded codes are customer exclusion reasons

MISSED APPOINTMENT CODES Sprint - 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.			
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 incorr information which prohibited completion of the request on the original due date (trip was made).			

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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.			
РВ	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.			
СО	Any other Company Reason.			

DISPOSITION CODES Sprint

Code	Description			
Canc	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.			
СРЕ	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			
OTH	Other – Sprint LTD Network			
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon			
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc			
ток	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.			
XCC	IXC/CLEC			
CC0	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.			
TT	Translations Trouble			

Note: Bolded codes are customer reason exclusion codes



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Attachment 2

Sprint

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Service Performance Measurement Plan

Florida

April, 2002

DRAFT

INTRODUCTION

This Performance Measures package for Non-Mandated States addresses the following:

- the performance measurements
- the method of calculation
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- the benchmark measures, where a retail analog does not exist, contain measurable standards that have not been established
- data for preceding month reported by the 20th of the following month
- disaggregation levels with no activity for the month are not reported

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III. SERVICE GROUP TYPES/SERVICE ORDER TYPES

IV. DEFINITIONS OF TERMS/ACRONYMS

V. ATTACHMENTS

- a. Missed Appointment Codes
- b. Jeopardy Codes
- c. Disposition Codes

EXECUTIVE SUMMARY

Performance Measures 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 themselves¹. 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

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).

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 Public Utility Commission 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/Dispatch Required Request for Telephone Number Request for Customer Service Record Service Availability Service Appointment Scheduling (due date) Facility Availability Loop Pre-Qualification

• 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.

• Provisioning

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

• Maintenance

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

• Network Performance

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

• Billing

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

• Collocation

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

Data Base Updates

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

• Interfaces

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

ILECs

By providing performance measures, ILECs do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

<u>CLECs</u>

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.

Sprint 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 (Recommend to Eliminate)			
Provisioning				
05	Percentage of Orders Jeopardized			
06	Average Jeopardy Notice Interval Due to Lack of Facilities			
07	Average Completed Interval			
08	Percent Completed Within Standard Interval (Recommend to Eliminate)			
09	Coordinated Customer Conversion as a Percentage On-Time			
10	LNP Network Provisioning (Recommend to Eliminate)			
11	Percent of Due Dates Missed			
12	Percent Due Dates Missed Due to Lack of Facilities			
13	Delay Order Interval to Completion Date (Lack of Facilities)			
14	Held Order Interval (Recommend to Eliminate)			
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 (Recommend to Eliminate)			
25	Percent Blocking on Interconnection Trunks			
26	NXX Loaded by LERG Effective Date			
Billing				
28	Usage Timeliness			
30	Wholesale Bill Timeliness			
31	Usage Completeness			
32	Recurring Charge Completeness			
33	Non-Recurring Charge Completeness			
34	Bill Accuracy			
Database Updates				
37	Database Update Timeliness			
38	Percent Database Accuracy (Recommend to Eliminate)			
39	E911 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	

<u>Pre-Ordering</u>

Title: Average Response Time to Pre-Order Queries					
Area	Area Requirement Description				
Description	The response interval for each pre-ordering query is determined by				
Description	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 Telephor				
	Request for Custome	er Service Record			
	- Simple				
	- Complex				
	Rejected/Failed Quer	ries			
	Switch Verification				
	Loop Pre-qualification	on			
Method of	Electronic:	.,			
Calculation	Sum ((Query Response I	Date and Time) – (Q	uery Submiss	sion Date and	
	Time)) / (Number of Que	eries Submitted in R	eporting Peri	od)	
	Manual: Loop Pre-qua	alification and Swit	ch Verificati	ion	
	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 Structure	Individual CLEC and CI				
Reported By	By query type and by int	terface type, includi	ng fax		
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Cor	nparison	
Standards	Electronic:		Parity	Benchmark	
	Address Verification/Dispatch Required	Request for Address Verification		TBD	
	Request for Telephone Number	Request for Telephone Number		TBD	
	Request for Customer Service Record - Simple	Request for Simple CSR		TBD	
	Request for Customer Service Record – Complex	Request for Complex		TBD	
	Rejected/Failed Queries	CSR Rejected/Failed Query	·	Diagnostic Only	
	Manual:				
	Switch Verification Request for Switch TBD Verification				
	Loop Pre-Qualification Request for Loop Pre- Qualification TBD				
	TBD: To Be Determined				
Business Rules	Elapsed time is measured in seconds for electronic pre-order				

	 requests. Manual interface will be reported in days. Elapsed time for fully electronic submeasures will be tracked during published system hours. Retries of queries that failed will restart the response time calculation. Sprint defines Simple CSR queries as a query on an account that has 4 or less lines. Exclude CSR requests for greater than 20 working telephone numbers.
Notes	 Exclude queries during non-available hours. Sprint will implement an appointment module in last quarter of 2002, which will eliminate the need for Service Appointment Scheduling queries. Implementation of Federal National Portability requirements will prevent the capability to query NPA/NNX in 2002 will eliminate Service Availability information as an independent query. Sprint agrees to provide affiliate data within the monthly reports.

Ordering

	ge FOC Notice Interv					
Area	Requ	Requirement Description				
Description	Measures the average time from receipt of a valid LSR to returning a Firm Order Confirmation (FOC).					
Method of	Electronic:					
Calculation	Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of Sum 1200) - (Business Date and Time of Receipt of Sum 1200)					
	Valid PON/LSR)) / (Number of FOCs Sent in Reporting Period)					
	Electronic/Manual Mix:					
	Sum ((FOC Date and Time) – (Receipt Date and Time of receipt of error free LSR)) / (Number of FOCs sent)					
Report Period	Monthly					
Report Structure	Individual CLECs, CLECs in aggregate, and by ILEC (where analog					
	applies)					
Reported By	Electronically received/electronically handled					
-	• Electronically received and manually handled					
	By Service Group Type					
· · · · · · · · · · · · · · · · · · ·	By Blind and Intelligent FOCs					
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Comparison			
Standards	RESALE		Parity	Benchmark		
	Blind FOC					
	Res POTS All Electronic	Res POTS		TBD		
	Elec/Manual Mix	Bus POTS		TBD		
	Bus POTS All Electronic	Bus PO15		TBD		
	Elec/Manual Mix ISDN-BRI	ISDN-BRI		TBD		
	All Electronic	1		TBD		
	Elec/Manual Mix CENTREX	CENTREX		TBD		
	All Electronic Elec/Manual Mix			TBD TBD		
	PBX All Electronic	PBX		TBD		
	Elec/Manual Mix			TBD		
	Intelligent FOC					
	DDS All Electronic	DDS	DDS			
	Elec/Manual Mix DS1/ISDN-PRI All Electronic Elec/Manual Mix	DS1/ISDN-PRI	DS1/ISDN-PR1			
	DS3 All Electronic Elec/Manual Mix	DS3	DS3			
	VGPL/DS0 All Electronic Elec/Manual Mix	VGPL/DS0	VGP/DS0			

	UNBUNDLED NETWORK	1		1	
	ELEMENTS				
	Blind FOC				
	UNE Loops Non-Designed	UNE Loops	· · · · · · · · · · · · · · · · · · ·		
	All Electronic Elec/Manual Mix	Non-Designed		TBD TBD	
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL			
	All Electronic Elec/Manual Mix	Provisioned		TBD TBD	
	Subloops – Voice Grade All Electronic Elec/Manual Mix	Subloops – Voice Grade		TBD TBD	
	Subloops – Data All Electronic Elec/Manual Mix	Subloops – Data		TBD TBD	
	Line Sharing All Electronic Elec/Manual Mix	Line Sharing		TBD TBD	
	LNP All Electronic Elec/Manual Mix	LNP		TBD TBD	
	Intelligent FOC				
	UNE Loops - Designed All Electronic Elec/Manual Mix	UNE Loops- Designed	DDS, VGPL/DS0		
	UNE Ports All Electronic Elec/Manual Mix	UNE Ports	DS1/ISDN-PRI		
	UNE Platform All Electronic Elec/Manual Mix	UNE Platform	Bus. POTS Dispatched		
	UNE Dedicated Transport All Electronic Elec/Manual Mix	UNE Dedicated Transport	HICAP Designed DS3, DS1/ISDN- PRI		
	Dark Fiber All Electronic Elec/Manual Mix	Dark Fiber	DS3		
	EELS All Electronic Elec/Manual Mix	EELS	DS1, DS3, VGPL/DSO		
	Interconnection Trunks All Electronic Elec/Manual Mix	Interconnection Trunks	ILEC Dedicated Trunks		
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.				
	• Count of FOCs will include total FOCs sent regardless of receipt				
	 and response time. Excludes Loop Pre-Qualification queries that are processed as LSRs. 				
	 Exclude missed FOCs due to customer reason. 				
	 Exclude Interconnection Trunk order with a quantity of 192 or 				
	 more trunks on the order. Manually received and handled FOCs not included. 				
	• Excludes FOCs returned that are part of negotiated projects.				
Notes	• Sprint defines projects as >= 20 lines with the exception of				
	interconnection trunks.				
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•	Sprint agrees to provide affiliate data within the monthly reports.				

<u>Ordering</u>

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	age Reject Notice Inter	val			
Area	Requir	rement Des	cription		
Description	Reject interval is the elapsed from the CLEC to the ILEC	time between	the ILEC recei	pt of a LSR	
Method of Calculation	Electronic				
	((Business Date and Time of				
	(Business Date and Time of	LSR Receipt))	/ (# of Mechar	nized LSRs	
	Rejected) Electronic/Manual				
	((Business Date and Time of	FILEC transmi	esion of ISR F	ejection) _	
	(Business Date and Time of			• /	
	LSRs Rejected).	Lon Receipt))		no, manuar	
	Manual				
	((Rejection Date and Time)	- (Received D	ate and Time)) / (Number of	
	manual rejections sent in rep	orting Period)			
Report Period	Monthly				
Report Structure	Individual CLEC and CLEC				
Reported By	Electronically received, elec	tronically hand	lled		
	All interfaces		/ . 4 ••		
	• Syntax (edit engine) and		• •		
	Resale non-designed and	~	Facility-based	UNE LSRs.	
	 Electronically received, man All interfaces 	ually handled			
	1	contont orrors	(other adita)		
	 Syntax (edit engine) and Resale non-designed and 		· ·	INE ISD.	
	Manually received and hand	•	raciiity-based	UNE LOKS.	
	 Resale non-designed and 	• •	Facility based	UNF I SRs	
Geographic Level	Statewide	non designed	Tuenney Bubeu	OTTE LORD.	
Measurable Standards	Disaggregation Level	CLEC	Competitive Con	•	
	All Electronic	Reject Notice	Parity	Benchmark TBD	
	Electronic/Manual Mix	Reject Notice		TBD	
Business Rules	All Manual Elapsed time calculated i	Reject Notice	ro Evoludeo n	TBD	
Dusiness Autes			IIS. EXCludes II	on-ousiness	
	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 LSR is received after business hours and 				
	processed prior to the be				
	• Exclude Loop Pre-Quali				
Notes	• Sprint agrees to provide				

Ordering RECOMMEND ELIMINATION Measure 4

	ent of Flow-Throug Received the Received		ntion			
Description	1	ige of mechanized LSRs				
	through basis. The de	finition of Flow-through	1 for the inte	ent of this		
	measure is to reflect the	measure is to reflect those LSRs that are able to provide the Firm-				
	1	vithout manual intervent	-			
Method of		ctronically received LSI		through		
<i></i>		ention) / (Total valid ele		0		
Calculation		ention) / (1 otal vana en	ectromeany	received		
	LSRs)] x 100					
Report Period	Monthly					
Report Structure	Individual CLEC and	CLECs in aggregate.				
Reported By	LSRs that flow the	rough as a percentage of	<u>.</u>			
		1) All electronically received LSRs programmed to flow through				
	2) All electronically received LSRs					
	By Service Group	~				
Geographic Level	Statewide	-1 ypcs	· <u>·····</u>	<u> </u>		
	Disaggregation Level	CLEC	Competitive C	omparison		
<u>Measurable</u>	Disaggi Cgatton Exter	Chie	competitive e	omparison		
Standards	Resale		Parity	Benchmark		
	Res POTS	Res POTS		Diagnostic Only		
	Bus POTS	Bus-POTS		Diagnostic Only		
	ISDN-BRI	ISDN-BRI		Diagnostic Only		
	CENTREX	CENTREX		Diagnostic Only		
	PBX	PBX		Diagnostic Only		
	UNBUNDLED NETWORK					
	ELEMENTS UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed	ł	Diagnostic Only		
	UNE Loops xDSL Provisioned					
		UNE Loops-xDSL Provisioned		Diagnostic Only Diagnostic Only		
	Line Sharing UNE Subloops Voice Grade	Subloops - Voice Grade		Diagnostic Only		
	UNE Subloops Data	Subloops—Data	-	Diagnostic Only		
	LNP	LNP		Diagnostic Only		
Business Rules		e-Qualification queries.	L	2 agrostie only		
				rough of		
Notes	, v	C process will preclude	; me now-tr	nougn of		
	designed Service (n				

Provisioning

Title: Percer	ntage of Orders Jeop	ardized				
Area	Req	uirement Desc	cription			
Description	Percentage of total order	Percentage of total orders processed for which the ILEC notifies the				
,	CLEC that the work may					
	on the original blind FO		ey me due de			
Mathada				1		
Method of	(Number of Orders Jeop	ardized) / (Numbe	r of Orders Co	ompleted) x		
Calculation	100					
Report Period	Monthly					
Report Structure	Individual CLEC, CLEC	s in aggregate, and	d ILEC			
Reported By	By service group type					
Geographic Level	Statewide			······································		
Measurable	Disaggregation Level	CLEC	Competitive Com	parison		
Standards	Resale		Douite	D on oh monk		
<i>Stuttut</i> , u <i>S</i>	Res POTS	Res POTS	Parity Res POTS	Benchmark		
	Bus POTS	Bus POTS	Bus POTS			
	ISDN-BRI	ISDN-BRI	ISDN-BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed			
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops – Voice Grade	Subloops – Voice Grade	Bus. POTS Dispatch Non- Designed			
	Subloops - Data	Subloops – Data	Retail xDSL			
	UNE Platform	UNE Platform	Bus. POTS Dispatched			
Business Rules	• Excludes delays for a	customer reasons.				
	• Excludes Loop Pre-(es.			
Notes		1				

<u>Provisioning</u>

Title: Avera	ge Jeopardy Notice 1	Interval Due t	o Lack of	Facilities		
Area	Requirement Description					
Description	Measures the remaining	time between the	pre-existing	committed LSR		
-	completion date and time					
	date and time the ILEC i	•		-		
	1			-		
	in jeopardy of missing th					
Method of	((Date and Time of Com	mitted Due Date f	for the LSR)	- (Date of		
Calculation	Jeopardy Notice) / (Num	ber of Jeopardy N	lotices))			
Report Period	Monthly					
Report Structure	Individual CLEC and CL	ECs in aggregate				
Reported By	By service group type					
Geographic Level	Statewide	Statewide				
Measurable	Disaggregation Level CLEC Competitive Comparison			mparison		
Standards	Resale		Parity	Benchmark		
	Res POTS	Res POTS		TBD		
	Bus POTS	Bus POTS		TBD		
	ISDN-BRI	ISDN-BRI		TBD		
	CENTREX	CENTREX		TBD		
	PBX	PBX		TBD		
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed		TBD		
	xDSL Provisioned	xDSL Provisioned		TBD		
	Line Sharing	Line Sharing		TBD		
	Subloops - Voice Grade	Subloops – Voice Grade		TBD		
	Subloops - Data	Subloops - Data		TBD		
	UNE Platform	UNE Platform		TBD		
Business Rules	• Excludes delays for c	ustomer reasons.	J			
	Excludes Loop Pre-Q		ies.			
Notes	• If the ILEC policy ch	<u> </u>		ices to their		
	Retail customers, this					
	·,•••••					

<u>Provisioning</u>

Measure 7

Title: Aver	age Completed Interv	val						
Area	Req	uirement Des	cription					
Description	Average business days f	Average business days from receipt of valid, error-free service request						
_		to completion date in service order system for new, move, and change						
	orders with inward actio	for non, more, and enange						
Method of		(Total business days from receipt of valid, error-free service request to						
Calculation	completion date in servi			nd change				
	orders) / (Total new, mo	ve and change ord	ers)					
Report Period	Monthly							
Report Structure	Individual CLEC, CLEC	Cs in aggregate, an	d by ILEC					
Reported By	By service group type							
Geographic Level	Statewide							
Measurable	Disaggregation Level	CLEC	Competitive Com	parison				
Standards	Develo							
~~~~	Resale Res POTS	Des DOTO	Parity Dec DOTS	Benchmark				
	Bus POTS	Res POTS Bus POTS	Res 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							
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed					
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched					
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL					
	Line Sharing	Line Sharing	Retail xDSL					
	Subloops – Voice Grade	Subloops – Voice Grade	Bus. POTS Dispatch Non- Designed					
	Subloops - Data	Subloops – Data	Retail xDSL					
	Dark Fiber	Dark Fiber	D3					
	UNE Ports	UNE Ports	DS1/ISDN-PRI					
	EELS	EELS	DS1, DS3, DS0					
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1					
	UNE Platform	UNE Platform	Bus. POTS Dispatched					
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	T				
	Projects	Projects – Diagnostic Only	Projects -					
Business Rules	Excludes customer re		Diagnostic Only beyond interv	al offered, and				
	orders delayed for cu	stomer reasons.						

### *Title:* Average Completed Interval

	<ul> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries.</li> <li>Sprint defines projects as &gt;= 20 lines and results are diagnostic only.</li> </ul>
Notes	

# stroq $\mathfrak{A}$ stnəm<br/>suvense Measurements Reports

### Provisioning RECOMMEND ELIMINATION Measure 8

### Title: Percent Completed Within Standard Interval

	(	(		
	-coopert	VinO sitsongeid	81336 L I	
······	Projects-	Enderster-	2399jor4	4
	ILEC Dedicated	Interconnection	<del>չկար հօնյուն տերենները հանդարություն</del>	
	Dispatched	aoitoenaostal	Man Tacitoranorotal	•
	Bus-Ports	UNE Blatform	UNE Platorm	
······	TSCI PUR-ESCI	HodsnerF		
	HCAP Designed	UNE Dedicated	<del>UNE</del> -Dedicated <del>Tran</del> spo <del>rt</del>	
	DSI' DS3' DS0	EEPS	EETS	· ·
		0.00		
	184-NOSI/150	UNE Ports	UNE Ports	
	ESC	Dark Fiber	Dark Fiber	
	Retail x DSL	Subloops - Data	sted subleops	
	Deregised			
	Dispatch Non-	<del>9ம்எப்</del>		
	STO4	<del>soioV – sqooldu2</del>	sbrid soio	
	Retail-xDSL	<del>gained2 oui.</del> J	Sainsa S-onici	
		Provisioned		
	Retail xDSL	UNE Loops XDSL	benoisivory J2Cx	
	AChF/D20	bengized		
	bns and	UNE Loops	bergized	
	bengiaed			
	Dispatch Non-	bengized-neM	2	
	Bus. POTS	UNE LOOPS	bengized-noN	
· · · · · · · · · · · · · · · · · · ·			UNE Loops	
			ETEMENTS	
	000 0 10 1		CARENADIED NELMORK	
·····	ACPL/DS0	AChT\D80	<u>ACPL_D50</u>	
	ESCI DI LUISCI INC.	ESCI DE31/ISDN 681	D23	
	IN NOSI/ISO		NdSI/ISC	
	<u>Saa</u>	<u>DD8</u>		i
	CENTREX	CENTREX	CENTREX	
	IN I	ISBN BKI	ISDN-BKI	
	SLO4 SNE	Bus Ports	SLOJ SNB	
······	STOG	Res POTS	BLOU	
· · · · · · · · · · · · · · · · · · ·	<u> </u>	5104 4	31044	
<del>ม่าคตารต่อย-</del>	<del>/iµe4</del>		Resale	sn.innunic
-				<del>sp.vpuviS</del> əjqv.nsvəM
Rozit	agmo <del>D svititsgmoD</del>	CFEC	Disaggregation Level	
			Statewide	loved sinderged
By service group type			સ્ <del>ક્રિકારલ કુ</del> રુ	
	HFEC	in aggregate, and	Individual CLEC, CLECs	<del>ə.m;ən.i.S-1.10dəy</del>
			Monthly	hoirs Period
Move and Change Orders)] x 100				
interval of Receipt of Valid, Error-free Service Request) / (Total New,			<del>uoitalusla)</del>	
[(Total-New, Move and Change Orders Completed Within the Standard			<del>јо роцгоју</del>	
	l action.	lnest with inward	valid, error-free service ree	
<del>fo tqiəsər fo</del>	andard interval	<del>is odi niditiv bot</del>	Measures of orders comple	<del>uoiiqi1923Q</del>
	uondu	əsə <del>d มีน่อนเอม</del>	inbəy	
Carlosser Sectors 194	nian after the second		and the second states of the	· 新教神教教育和教育生活的人,在新闻和公司的人。

Business Rules	<ul> <li>Excludes customer requested due dates greater than the standard interval offered and orders delayed for customer reasons.</li> <li>Excludes services with flexible due dates.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> </ul>
	<ul> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
	<ul> <li>Sprint defines projects as &gt;= 20 lines and results are diagnostic.</li> </ul>
Notes	

### <u>Provisioning</u>

- -

Title: Coord	inated Customer C	onversion a	s a Percen	tage On-Time			
Area	Re	quirement l	Descriptio	n			
Description		Measures the percentage of coordinated cut overs TBCC started on					
	time where CLEC has						
	* Note: "On time" mea	ans appointmen	t arrival time	plus or minus 1			
	hour. Orders started be	fore appointme	nt arrival tim	e are considered on			
	time if process include						
Method of	[(Number of coordinated cut overs started on time) / (Count of timed						
Calculation	coordinated cut overs	completed in re-	porting period	d)] x 100			
Report Period	Monthly	······································					
Report Structure	Individual CLEC, CLE	ECs in aggregat	e, and ILEC				
Reported By	Residence POTS, Busi	ness POTS, and	d LNP conver	rsions			
Geographic Level	Statewide						
Measurable	Disaggregation Level	CLEC	Competitive Cor	nparison			
Standards	Resale		Parity	Benchmark			
	Res POTS	Res POTS		TBD			
	Bus POTS						
	LNP	LNP	l	TBD			
<b>Business Rules</b>	Excludes CLEC caused misses						
	<ul> <li>Applies to CLEC r</li> </ul>	• Applies to CLEC requested coordinated cut overs only					
Notes							

#### **RECOMMEND ELIMINATION** Measure 10 <u>Provisioning</u>

Title: LNP N	letwork Provis	ioning				
Area		Requirement	Description			
<i>Description</i>	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.					
Method of	-	_	visioning failures) /	- (Total number		
<b>Calculation</b>	of NPAC porting	broadcasts) x 100	<u>.</u>			
Report Period	Monthly					
Report Structure	CLECs in the age	regate and ILEC				
Reported By	State					
Geographic Level	Statewide					
Measurable Standards	<del>Disaggregation</del> <del>Level</del>	CLEC	Competitive Comparison Parity Benchmar			
	State	Updates	Parity by Design			
Business Rules	<ul> <li>Provisioning failure data will be collected for individual network database failures failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)</li> <li>Excludes total failures from the NPAC to all LSMS systems.</li> <li>Failures resulting in updates exceeding 15 minutes are counted.</li> <li>Excludes broadcasts failing due to a lack of GTT information made available to ILEC ( no SS7 signaling agreement in place between ILEC and CLEC)</li> </ul>					
Notes	<ul> <li>Sprint conduct by design.</li> </ul>	ted an audit in 200	)2 to confirm this 1	measure as parity		

### **Provisioning**

	t of Due Dates Misse				
Area	Requirement Description				
Description	Measures the percent of ne				
1	action where installation was not completed by the due date for reason				
	other than lack of facilities				
Method of	[(Total Number of Missed	Due Dates for I	LEC Reasons o	on New, Move	
Calculation	and Change Orders / Total	Number of Nev	v. Move and Cl	nange	
	Orders)] x 100		· , - · - · - · - · - · - · - · - ·		
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in aggregate, an	d ILEC		
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison	
Standards	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS	1	
	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	1			
	Non-Designed	UNE Loops	Bus. POTS		
	<b>B C C C</b>	Non-Designed	Dispatch Non-		
			Designed		
	Designed	UNE Loops	DDS and		
		Designed	VGPL/DS0		
			Dispatched		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL	<u> </u>	
	Subloops - Voice Grade	Subloops - Voice	Bus. POTS		
		Grade	Dispatch Non-		
	Subloops – Data	Subloops – Data	Designed Retail xDSL		
	Dark Fiber	Dark Fiber	DS3	+	
	UNE Ports	UNE Ports	DSJ/ISDN-PRI		
	EELS	EELS	DS1, DS3, DS0	<u> </u>	
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed		
		Transport	DS3 and DS1		
	UNE Platform	UNE Platform	Bus. POTS		
	Interconnection Trunks	Interconnection	Dispatched ILEC Dedicated	·	
	Interconnection Trunks	Trunks	Trunks	1	

Business Rules	<ul> <li>Excludes customer caused misses</li> <li>Excludes misses resulting from lack of facilities. Lack of facilities missed due dates are reported in Measure 12.</li> <li>Due date is defined as either original due date, revised due dates, or final due date if the original or revised due dates were missed.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
Notes	• Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.

### <u>Provisioning</u>

Area		Requirement Des	cription				
Description	Measures the percent of new, move and change orders with inward action						
	missed due to lack of facilities.						
	Note: Results are not included in Measure 11 "Percent of Due Dates Missed						
		(Excluding Lack of Facilities)".					
Method of	[((Total New, Move an						
Calculation	Facilities) / (Total Nun	nber of New, Move an	nd Change Orders))] x	100			
<b>Report Period</b>	Monthly						
<b>Report Structure</b>	Individual CLEC, CLE	Cs in aggregate, and	ILEC.				
Reported By	By service group type						
Geographic Level	Statewide						
Measurable	Disaggregation Level	CLEC	Competitive Comparison				
Standards	Resale		Parity	Benchmark			
	Res POTS	Res POTS	Res POTS				
	Bus POTS	Bus POTS	Bus POTS				
	ISDN-BRI	ISDN-BRI	ISDN-BRI				
	CENTREX	CENTREX	CENTREX				
	PBX DDS	PBX	PBX DDS				
		DDS DS1/ISDN.PPI	DS1/ISDN-PRI				
	DS3						
	VGPL/DS0 VGPL/DS0 VGPL/DS0						
	UNBUNDLED NETWORK						
	ELEMENTS UNE Loops						
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed				
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched				
	xDSL Provisioned	xDSL Provisioned	Retail xDSL				
	Line Sharing	Line Sharing	Retail xDSL				
	Subloops – Voice Grade	Subloops – Data	Bus. POTS Dispatch Non- Designed				
	Subloops – Data	Subloops - Data	Retail xDSL				
	Dark Fiber UNE Ports	Dark Fiber UNE Ports	DS3 DS1/ISDN-PRI				
	EELS	EELS	DS1, DS3, DS0				
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1				
	UNE Platform	UNE Platform	Bus. POTS Dispatched				
	Interconnection Trunks Interconnection Trunks ILEC Dedicated Trunks						
Business Rules	<ul> <li>Due date is defined as either original due date, revised due dates, or final due date if the original due date, revised due dates, or final due date was missed.</li> <li>Excludes customer caused misses.</li> <li>For UNE Loop services, feature only orders are excluded from the retail</li> </ul>						
	• For UNE Loop ser analog.	vices, realure only or	LEIS AIE EXCLUDED ITOII				
	Excludes Loop Pre	-Qualification querie	S				

Notes

### <u>Provisioning</u>

<i>Title:</i> Delay Order Interval to Completion Date (For Lack of				
Facilities)				
Area		Requirement De	scription	
Description	Measures the averag on company missed inward action due to	Measures the average calendar days from due date to completion date on company missed orders for new, move, or change orders with inward action due to lack of ILEC facilities.		
Method of	(Completion Date -	Committed Order D	ue Date (for orders	missed due
Calculation	to lack of ILEC faci	lities)) / (Number of	Orders Missed du	e to Lack of
	ILEC Facilities in th	<i>,,</i> , ,		
Report Period	Monthly	le Reporting Feriody	<u> </u>	
Report Structure		LECs in aggregate, a	ind ILEC	
Reported By	By service group	o type		
	Disaggregated b	y 1-30 days, 31-90 d	ays and >90 calen	dar days
Geographic Level	Statewide			
Measurable	Disaggregation Level	CLEC	Competitive Compariso	n
Standards	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN-BRI	ISDN-BRI	ISDN-BRI	
	CENTREX PBX	CENTREX PBX	CENTREX 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			
	Non-Designed	UNE Loops - Non- Designed	Bus. POTS Dispatch Non-Designed	
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops – Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non-Designed	
	Subloops – Data	Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	DS3	
	UNE Port	UNE Ports	DS1/ISDN-PRI	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1	
	UNE Platform	UNE Platform	Bus. POTS Dispatched	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Business Rules	Excludes Loop I	Pre-Qualification que	eries.	
Notes				

# **<u>Provisioning</u>** RECOMMEND ELIMINATION Measure 14

Title: Held	O <del>rder Interval</del>			
Area	Requ	irement Des	cription	
<b>Description</b>		Measures the time period that new, move, and change service orders		
	with inward activity are not completed by the origin			e dates for all
	ILEC reasons (including	lack of facilities).	•	
Method of	((Reporting Period Close			-Date))/
Calculation	(Number of Orders Pendi			
Curculation				
		Note: For all orders pending and past the committed due date.		
Report Period	Monthly	<u></u>		
Report Structure	Individual CLEC, CLEC	s in aggregate, an	d-ILEC	
<b>Reported By</b>	By service group type			
Geographic Level	Statewide		····	
<u>Measurable</u>	Disaggregation Level	CLEC	Competitive	Comparison
Standards	66 6			•
Diumunus	Resale		Parity	
	Res POTS	Res POTS	Res POTS	Deneminark
	Bus POTS	Bus POTS	Bus POTS	
	ISDN-BRI	ISDN-BRI	ISDN-BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
			DDC	
	DDS	DDS DS1//SDN-PRI	DDS DS1/ISDN-PRI	·
	DS1/ISDN PRI DS3		DS1//3D/N-FKI	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK		TOT D D D D	
	ELEMENTS			
	UNE Loops			
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed	
	Designed	UNE Loops	DDS and	
		Designed	VGPL/DS0	
			Dispatched	
		xDSL_Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops Voice Grade	Subloops-Voice Grade	Bus. POTS	
		GING	Dispatch Non- Designed	
	Subloops Data	Subloops-Data	Retail xDSL	
	Dark-Fiber	Dark Fiber	DS3	
	UNE Port	UNE Ports	DS1/ISDN-PRI	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1	
	UNE Platform	UNE Platform	Bus. POTS Dispatched	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	

Business Rules	<ul> <li>Excludes customer caused misses.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
Notes	<ul> <li>Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> </ul>

### **Provisioning**

Title:	Provisioning Trouble Re	eports Prior to S	Service Ord	er	
	Completion	_			
Area	Rec	uirement Desc	ription		
Descript	indirectly by CLEC) that	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process on new, move, and change orders with inward activity.			
Method of	[(Total number of trouble	reports that occur of	n the date of se	ervice order	
Calculation	completion)/ (Total Num period)] x 100.	ber of service orders	completed in 1	reporting	
<b>Report Period</b>	Monthly				
Report Structu	re Individual CLEC, CLECs	s in aggregate, and II	LEC		
Reported By		Resale Residential POTS, Business POTS and UNE Loop Non-Designed and Subloops-Voice Grade, and LNP			
Geographic Le	vel Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Com	iparison	
Standards	Resale		Parity	Benchmark	
	Res. POTS	Res POTS	Res POTS		
	Bus. POTS	Bus POTS	Bus POTS		
	UNBUNDLED NETWORK ELEMI UNE Loops	ENTS			
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed		
	Subloops – Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non- Designed		
	LNP	LNP	LNP		
Business Rules	<ul> <li>Excludes CPE and IE</li> <li>Excludes Subsequent</li> <li>Excludes Message Rerecords)</li> <li>Excludes ILEC employ</li> </ul>	reports ports (circuit reports	s for which ILI	EC has no	
Notes		· · · · · · · · · · · · · · · · · · ·			
		· · ·			

### <u>Provisioning</u>

### Measure 17a

Title: Percen					
Area	Requ	Requirement Description			
Description	Measures the percent of network customer trouble reports received				
	within 5 calendar days of				
	•	change orders with inward activity.			
Method of	[(Total Number of Custon				
Calculation	days of service order com	days of service order completion) / (Total Number of new, move and			
	change completed orders)	change completed orders)] x 100			
Report Period	Monthly				
		in aggragata an	AILEC		
Report Structure	Individual CLEC, CLECs	in aggregate, an			
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison	
Standards	Resale		Parity	Benchmark	
Diumun us	Res POTS	Res POTS	Res POTS	Denchmark	
	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	D\$3	D\$3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed		
	Designed	UNE Loops Designed	DDS and VGPL/DS0		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops - Voice Grade Subloops - Voice Bus. POTS Grade Dispatch Non- Designed				
	Subloops – Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port	UNE Ports	DS1/ISDN-PRI	·	
	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed		
	UNE Platform	Transport UNE Platform	DS1 and DS3 Bus, POTS		
		CAL FIATORI	Dispatch		
	LNP	LNP	LNP		

Business Rules	<ul> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes troubles associated with inside wire, customer equipment, or customer provided facilities</li> <li>Excludes trouble reports received on the completion date (certain services for completion date reports are included in Measure 15)</li> <li>Excludes subsequent reports</li> <li>Excludes message reports (circuit reports for which ILEC has no records)</li> <li>Excludes ILEC employee generated reports</li> <li>Excludes Loop Pre-Qualification queries</li> <li>Trouble tickets will not be counted if order was not completed and</li> </ul>
Notes	<ul> <li>posted within 5 days of the end of the calendar month</li> <li>Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.</li> </ul>

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### <u>aninoisivor</u>

sətoN					
	Excludes LNP orders w	girt tigib-not dti	gers		
		Excludes Loop Pre-Qualification queries			
	Excinges weekends and	_	-		
	brocess				
səjny ssəuisng	<ul> <li>24 hour clock is used to</li> </ul>	measure interv	al for electron	xim leunem\oi	
	Electronic/Manual/ Mix	Completion Notice		TBD	
	All Electronic	Completion Notice		TBD	
Standards			Parity	Benchmark	
Measurable	Disaggregation Level	CLEC	Competitive Comp	nosingo	
Geographic Level	Statewide				
Reported By	Electronic and Electronic/N				
Report Structure	Individual CLEC, CLECs	n aggregate, and	I IFEC		
Report Period	۲ آلایا کی				
	That Required Manual Intervention)] x 100				
	(Date and Time of Work C	_			
	ottosite and Time of Electro	noite Completion	t noitsoftitoN	io CLEC) –	
	:xiM launaM\oinortoslA				
	Electronically)			_	
	(Date and Time of Work C				
Calculation	((Date and Time of Electro	noite Completion	Notification to	OCTEC) -	
Jo poytoW	Electronic:				
	elqmos of guilbash leunem				
	Measures the electronic notification percentage of LSRs requiring				
-	fully completed and posted				
Description	Measures the average time				
Area	iup9A	osəU inəmər	นอบปน่า		
Spinky same	anon nonatinoa a	TDA TOTTT			

### Title: Average Completion Notice Interval

### <u>Maintenance</u>

Title: Custo	mer Trouble Repor	t Rate			
Area	Re	quirement Des	cription.		
Description	Measures the total num				
-	received within a cale				
Method of		[(Total Number of Customer initial and repeat network trouble reports)			
Calculation	/ (Number of access lin				
Cuicalation	reporting period)] x 100			ia or the	
Densed Denie d					
Report Period	Monthly	20- :			
Report Structure	Individual CLEC, CLI	ECs in aggregate, an	d ILEC	·····	
Reported By	By service group type			·	
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Compa	rison	
Standards	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN-BRI CENTREX	ISDN-BRI CENTREX	ISDN-BRI CENTREX		
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DS1 / ISDN-PRI	DSI & ISDN-PRI	DS1 & ISDN-PRI		
	D\$3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non-Designed		
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops - Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non-Designed		
	Subloops – Data	Subloops – Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port	UNE Ports	DS1/ISDN-PR1		
	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed		
	UNE Platform	UNE Platform	DS1 and DS3 Bus. POTS Dispatch		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		
	LNP	LNP	LNP	-	
<b>Business Rules</b>	Excludes CPE and	IEC/CLEC caused	troubles		
	Excludes Subsequ				
	-	-	ante for milial T	EC has an	
		Reports (circuit rep	ons for which I	LEC nas no	
	records)				
	<ul> <li>Access line/circuit</li> </ul>	count taken from p	revious month		
	Excludes ILEC en	ployee generated re	eports		

Notes

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

### <u>Maintenance</u>

### Measure 20

# *Title:* Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	Re	quirement Des	cription		
Description		Measures the percent of trouble reports not cleared by the commitment			
Description	time.		· · · · · · · · · · · · · · · · · · ·		
			1	ant time of for	
Method of Calculation	[(Total network trouble				
	ILEC reasons) / (Total network trouble reports completed)] x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLE	ECs in aggregate, and	d ILEC		
Reported By	By service group ty	ype			
	• By dispatch and no	dispatch			
Geographic Level	Statewide				
Measurable Standards	Disaggregation Level	CLEC	Competitive Compari	son	
	Resale		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		
	DSI & ISDN-PRI	DS1 & ISDN-PRI	DS1 & ISDN-PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops	Bus. POTS Dispatch		
		Non-Designed	Non-Designed		
	Designed	UNE Loops	DDS and VGPL/DS0		
		Designed	Dispatched Retail xDSL	<u> </u>	
	xDSL Provisioned	UNE Loops xDSL Provisioned	Retail XDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops – Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non-Designed		
	Subloops – Data	Subloops – Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port	UNE Ports	DS1/ISDN-PRI		
	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3		
	UNE Platform	UNE Platform	Bus. POTS Dispatch		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		
	LNP	LNP	LNP		

Business Rules	<ul> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes subsequent reports</li> <li>Excludes message reports (circuit reports which ILEC has no records on)</li> <li>Excludes ILEC employee generated reports</li> <li>Excludes customer caused misses</li> <li>Includes LNP NXX Code Opening Troubles</li> </ul>
Notes	• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

### <u>Maintenance</u>

	ige Time to Restor				
Area	Re	equirement Desc	cription 😒 🗧		
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	(Total duration of cust		e reports) / (1 otal o	customer	
Calculation	network trouble repor	ts)			
Report Period	Monthly		· · · · · · · · · · · · · · · · · · ·		
Report Structure	Individual CLEC, CL	ECs in aggregate, and	d ILEC		
Reported By	By service group t	vne			
Xeponea 29	By dispatch and n	• 1			
			· · · · · · · · · · · · · · · · · · ·		
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comparison	ı	
Standards	Resale		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				
	Non-Designed	UNE Loops	Bus. POTS Dispatch		
		Non-Designed	Non-Designed		
	Designed	UNE Loops	DDS and VGPL/DS0		
	· · · · · · · · · · · · · · · · · · ·	Designed	Dispatched		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	1	
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops – Voice Grade	Subloops – Voice Grade	Bus. POTS Dispatch		
	Cuble and Date	Sublaria Data	Non-Designed Retail xDSL		
	Subloops – Data Dark Fiber	Subloops - Data Dark Fiber	DS3	·   · · ·	
	UNE Port	UNE Ports	DS1/ISDN-PRI		
	EELS	EELS	DS1, DS3, DS0	1	
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3		
	UNE Platform	UNE Platform	Bus. POTS Dispatch	1	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	<u> </u>	
	LNP	LNP	LNP		

Business Rules	<ul> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes subsequent reports</li> <li>Excludes message reports (circuit reports which ILEC has no records on)</li> </ul>
	<ul> <li>Excludes ILEC employee generated reports</li> <li>Includes LNP NXX Code Opening troubles</li> </ul>
Notes	• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

### <u>Maintenance</u>

### Measure 22

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Title: POTS	Out of Service Less	Inan 24 Hou	ITS		
Area	Requ	irement Des	cription		
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				
	24 hours) / (Total number of out of service network troubles rep x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs				
Reported By	POTS Residence and Bus	iness, UNE Looj	ps Non-Design	ed, and UNE	
	Subloops – Voice Grade	······································			
Geographic Level	Statewide				
Measurable Standards	Disaggregation Level	CLEC	Competitive Com	parison	
	Resale		Parity	Benchmark	
	Res. POTS Bus, POTS	Res POTS Bus POTS	Res POTS Bus POTS		
	UNBUNDLED NETWORK				
	ELEMENTS UNE Loops				
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed		
	Subloops - Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non- Designed		
<b>Business Rules</b>	Excludes no access				
	• Interval for tickets received Saturday and Sunday begins no later				
	than Monday morning				
	Excludes CPE and IEC/CLEC caused troubles				
	Excludes subsequent reports				
	• Excludes message reports (circuit reports for which ILEC has no records)				
	Excludes ILEC employee generated reports				
Notes	• Sprint will provide dis codes as diagnostic da				

### <u>Maintenance</u>

Title: Freq	uency of Repeat Tro	oubles in 30 Da	y Period				
Area	Re	equirement Des	cription				
Description	Measures the percent	Requirement Description Measures the percent of customer network trouble reports received					
		within 30 calendar days of a previous report. [(Total customer network trouble reports received within 30 calendar					
Method of							
Calculation	days of a previous cus	days of a previous customer report) / (Total customer network tr reports)] x 100					
	reports)] x 100						
Report Period	Monthly			· · ·			
Report Structure	Individual CLEC, CLI	ECs in aggregate, an	nd ILEC				
Reported By	By service group type						
Geographic Level	Statewide			······			
Measurable	Disaggregation Level	CLEC	Competitive Comparis	D <b>n</b>			
Standards							
Stutiuutus	Resale	Der DOTT	Parity	Benchmark			
	Res POTS Bus POTS	Res POTS Bus POTS	Res 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				
	D\$3	DS3	DS3				
	VGPL/DS0	VGPL/DS0	VGPL/DS0				
	UNBUNDLED NETWORK ELEMENTS						
	UNE Loops						
	Non-Designed	UNE Loops	Bus. POTS Dispatch				
		Non-Designed	Non-Designed				
	Designed	UNE Loops	DDS and VGPL/DS0				
	DCI Devicional	Designed xDSL Provisioned	Dispatched				
	xDSL Provisioned Line Sharing	Line Sharing	Retail xDSL Retail xDSL				
	Subloops – Voice Grade	Subloops – Voice Grade	Bus. POTS Dispatch	<u>+</u>			
		outloops voice chade	Non-Designed				
	Subloops – Data	Subloops – Data	Retail xDSL				
	Dark Fiber	Dark Fiber	DS3				
	UNE Port	UNE Ports	DS1/ISDN-PRI				
	EELS	EELS	DS1, DS3, DS0				
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed DS1 and DS3				
	UNE Platform	Transport UNE Platform	Bus. POTS Dispatch	<u>+</u>			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated	1			
			Trunks				
	LNP	LNP	LNP				
Business Rules	Excludes CPE and	Excludes CPE and IEC/CLEC caused troubles					
		• Excludes troubles associated with inside wiring, customer					
		equipment, and customer provided facilities					
	<ul> <li>Excludes subseque</li> </ul>	ent reports					
	-	· · ·					
		Excludes message Reports					
		ployee generated re	-				
	Includes LNP NXX	<ul> <li>Includes LNP NXX Code Opening troubles</li> </ul>					
		P8 W					

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

### **Network Performance** RECOMMEND ELIMINATION Measure 24

	t blocking on coi				
Area	Reference in the second s				
<b>Description</b>	Measures the percent	of blockage on com	non transport tr	unk groups.	
Method of	[(Total overflow acros	s-all trunk groups)/(	Total call attem	pts-count	
Calculation	across all trunk groups	<del>;)] x 100</del>			
Report Period	Monthly				
Report Structure	CLECs in aggregate a	nd ILEC			
Reported By	State				
Geographic Level	Statewide				
<u>Measurable</u>	Disaggregation Level	CLEC	Competitive Comparison		
<del>Standards</del>			Parity	Benchmark	
	State	Common Trunk Group	Parity by Design		
Business Rules	<ul> <li>Applies to those trunks where the ILEC has augmentation control.</li> </ul>				
	• Measured by :				
	Total trunk groups				
	- Percent Blocking				
Notes	• Sprint is in the process of proving Parity by Design through an				
	independent audit. Sprint will delete this measure once it is proven				
	to be Parity by Design.				
	<ul> <li>Internal traffic data collection procedures exclude force majeur</li> </ul>				
	(Acts of God, Natural Disasters, etc.)				
	<ul> <li>Common trunk groups provide service to all customers, therefore,</li> </ul>				
	there is one result for both CLEC and ILEC.				

### Title: Percent Blocking on Common Trunks

### Network Performance

Measure 25

Title: Percen	t Blocking on Interco	nnection Tr	unks		
Area	Requi	rement Dese	criptio <b>n</b>		
Description	Measures the percent of b	lockage on fin	al dedicated ir	nterconnection	
	runk groups.				
Method of Calculation	[(Total overflow across all trunk groups per CLEC) / (Total call				
	attempts count across all trunk groups per CLEC)] x 100				
Report Period	Monthly		. <u> </u>		
Report Structure	Individual CLEC and by II	LEC			
Reported By	State				
Geographic Level	Statewide				
Measurable Standards	Disaggregation Level	CLEC	Competitive Comparison		
			Parity	Benchmark	
	State	Interconnection Trunks		TBD	
Business Rules	Only measured on trun	ks where ILEC	has outgoing tr	affic to	
	CLECs and where ILE	C controls trunk	capacity:		
	Total trunk groups				
	<ul> <li>Threshold exception</li> </ul>	ns			
	• ILEC end office to CLEC end office				
	<ul> <li>ILEC tandem to CL</li> </ul>	EC end office			
	• Threshold exception tr	unk detail.			
	• Applies to those trunks where the ILEC has augmentation control.				
	• Does not apply when the	runks are provis	ioned as two-w	ay trunks.	
Notes					

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### Network Performance

### Measure 26

	Loaded by LERG				
Area	Re	equirement D	escription		
Description		Measures the number of NXXs loaded and tested by the LERG			
	effective date.	effective date.			
Method of	[((Number of NXXs l	oaded and tested b	y LERG effective	e date) /	
Calculation	(Number of NXXs scl		ed and tested by I	LERG	
	effective date))] x 100	)			
Report Period		Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC				
Reported By	Reported for all NXX codes scheduled to be loaded in reporting period				
Geographic Level	Statewide				
Measurable	Disaggregation Level CLEC Competitive Comparison				
Standards	Parity Benchmark				
	CLLI	CLEC NXXs loaded	ILEC NXXs loaded		
Business Rules	• Excludes any NX	X codes with requ	ested loading inte	rval 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 fac				
Notes	• NXX loading procedures include central office/tandem translations,				
	verification of tran	slations, call thro	ugh testing, and A	MA testing.	

### *Title:* NXX Loaded by LERG Effective Date

### <u>Billing</u>

### Measure 28

• • -

Title: Usa	age Timeliness					
Area 👘	Requi	irement Desc	cription			
Description	This measure captures the elapsed time between the recording of usage					
<i>I</i>	data generated either by CLEC retail customers or access usage associated					
	with CLEC customers and t	with CLEC customers and the time when the data set, in a compliant				
	format, is available for transmission to the CLEC.					
Method of	For Resale and UNE Mess	ages:				
Calculation	Sum [(Data Set Transmission Availability Date - Date of Met					
	Recording)] / (Count of All	Messages Trans	mitted in Report	ting Period)		
	Access:					
	[(Count of all messages ava		•	all Messages		
	available for Transmission i	n Reporting Peri	iod)] x 100			
Report Period	Monthly					
Report Structure		· · · · · · · · · · · · · · · · · · ·				
Reported By						
Geographic Level						
Measurable	Disaggregation Level	CLEC	Competitive Com	parison		
Standards			Parity	Benchmark		
	Resale	CLEC End user messages	Sprint End user messages - Diagnostic Only			
	UNE – Unbundled Network Element	CLEC billing messages	Sprint End user messages – Diagnostic Only			
	Access (Associated with Meet Point	CLEC access	Diagnostic Only	TBD – Diagnostic		
Business Rules	Billing Only)	billing messages		Only		
Notes	• This measurement assur CLECs. If the CLECs of measurement still applie however the actual time vary depending upon the transmissions (e.g. week	lo not request da es based upon tra liness of the usa eir requirements	uily transmission ansmission avai ge received by t	ns, the lability date, the CLEC will		
### <u>Billing</u>

and the second second second second	lesale Bill Timeline		· · · · · · · · · · · · · · · · · · ·	an and a later that a subsequence of the	
Area	Re	equirement De	scription.		
Description	This measure captures the scheduled close of availability of the asso	f a Bill Cycle and th	e ILEC's tra		
Method of	[(Count of Invoices w	here difference betw	ween distribu	tion date and bill	
Calculation	date is less than or equivitation within the Reporting I		of Total Invo	ices Distributed	
Report Period	Monthly				
Report Structure	Individual CLEC, CL	ECs in aggregate, a	nd ILEC (if a	analog applies)	
Reported By	<ul> <li>Resale</li> <li>UNE</li> <li>Facilities/Intercon</li> </ul>				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive (	Comparison	
Standards			Parity	Benchmark	
	Resale	CLEC Invoices		TBD	
	UNE	CLEC Invoices		TBD	
	Facilities/Interconnection	CLEC Invoices		TBD	
<b>Busi</b> ness Rules	•	<ul> <li>Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill</li> </ul>			
Notes					

### <u>Billing</u>

### Measure 31

*Correct bill = next available bill         Method of         [(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 aggregate, and ILEC (if analog applies)         Report By       • Resale         • UNE       • Facilities/Interconnection         Geographic Level       Statewide         Measurable       Disaggregation Level         Standards       CLEC       Competitive Comparison         Resale       IntraLATA toll       Sprint IntraLATA toll messages sent-paid         UNE       Minutes of use       TBD         Facilities/Interconnection       Minutes of use       TBD         Business Rules       • Excludes summarized charges.       TBD         • 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.       • Resale 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.	Title: Usage	Completeness				
*Correct bill = next available bill         Method of         [(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 aggregate, and ILEC (if analog applies)         Report By       • Resale         • UNE       • Facilities/Interconnection         Geographic Level       Statewide         Measurable       Disaggregation Level         Standards       CLEC       Competitive Comparison         Resale       IntraLATA toll       Sprint IntraLATA toll messages sent-paid         UNE       Minutes of use       TBD         Facilities/Interconnection       Minutes of use       TBD         Business Rules       • Excludes summarized charges.       TBD         • 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.       • Resale 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.	Area	Requi	rement Desc	criptio <b>n</b>		
Calculation       billing days) / (Total count of usage charges on the bill)] x 100         Report Period       Monthly         Report Structure       Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)         Reported By       • Resale         • UNE       • Facilities/Interconnection         Geographic Level       Statewide         Measurable       Disaggregation Level         Standards       Disaggregation Level         Resale       IntraLATA toll         UNE       Minutes of use         VNE       TBD         Facilities/Interconnection       Minutes of use         UNE       TBD         Facilities/Interconnection       Minutes of use         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.         • Resale 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.	Description	Measures the percentage of usage charges appearing on the correct bill.				
Report Structure       Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)         Reported By       • Resale         • UNE       • Facilities/Interconnection         Geographic Level       Statewide         Measurable       Disaggregation Level       CLEC       Competitive Comparison         Standards       Resale       IntraLATA toll messages sent-paid       Benchmark         UNE       Minutes of use       TBD         Facilities/Interconnection       Minutes of use       TBD         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.         • Resale long duration calls are excluded because the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights.	Method of Calculation					
Reported By       • Resale         • UNE       • Facilities/Interconnection         Geographic Level       Statewide         Measurable       Disaggregation Level       CLEC       Competitive Comparison         Standards       Resale       IntraLATA toll       Sprint IntraLATA         New       New       Benchmark         Resale       IntraLATA toll       Sprint IntraLATA         UNE       Minutes of use       TBD         Facilities/Interconnection       Minutes of use       TBD         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.       • Resale 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.	Report Period					
UNE     Facilities/Interconnection     Statewide     Measurable     Standards     Parity     Benchmark     Resale     UNE     Facilities/Interconnection     Minutes of use     TBD     Facilities/Interconnection     Minutes of use     Statewide     Disaggregation     Dise gregation     Dise     Dise     Dise gregation     Dise gre	Report Structure	Individual CLEC, CLECs	in aggregate, and	d ILEC (if anal	og applies)	
Measurable Standards       Disaggregation Level       CLEC       Competitive Comparison         Standards       Parity       Benchmark         Resale       IntraLATA toll messages sent-paid       Sprint IntraLATA toll messages sent- paid       Sprint IntraLATA toll messages sent- paid         UNE       Minutes of use       TBD         Facilities/Interconnection       Minutes of use       TBD         Business Rules       Excludes summarized charges.       TBD         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.       Resale 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.	Reported By	<ul><li>Resale</li><li>UNE</li></ul>				
Measurable Standards       Disaggregation Level       CLEC       Competitive Comparison         Standards       Resale       IntraLATA toll messages sent-paid       Sprint IntraLATA toll messages sent- paid       Benchmark         UNE       Minutes of use       TBD         Facilities/Interconnection       Minutes of use       TBD         Business Rules       Excludes summarized charges.       TBD         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.       Resale 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.	Geographic Level	Statewide				
Resale       IntraLATA toll       Sprint       IntraLATA         UNE       Minutes of use       TBD         Facilities/Interconnection       Minutes of use       TBD         Business Rules       Excludes summarized charges.       TBD         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.       Resale 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.	Measurable	Disaggregation Level	CLEC	Competitive Comp	arison	
Image: Sector	Standards			Parity	Benchmark	
Facilities/Interconnection       Minutes of use       TBD         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.       • Resale 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.		Resale		toll messages sent-		
<ul> <li>Business Rules</li> <li>Excludes summarized charges.</li> <li>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.</li> <li>Resale 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.</li> </ul>		UNE	Minutes of use		TBD	
<ul> <li>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.</li> <li>Resale 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.</li> </ul>		Facilities/Interconnection	Minutes of use		TBD	
Notes	Business Rules	<ul> <li>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.</li> <li>Resale 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</li> </ul>				
	Notes					

Title: Usage Completeness

### <u>Billing</u>

Title: Recur	ring Charge Comple				
Area	Req	nirement Des	cription		
Description					
-	the correct bill.				
	* Correct bill = next ava	ailable bill			
Method of	[(Count of fractional rec	curring charges the	at are on the con	rect bill*) /	
Calculation	(Total count of fractiona	al recurring charge	es that are on th	e bill)] x 100	
Report Period	Monthly				
Report Structure	Individual CLEC, CLEC	Cs in aggregate, an	nd ILEC (if ana	log applies)	
Reported By	Resale				
	• UNE				
	Facilities/Interconne	ection			
Geographic Level	Statewide	· · · · · · · · · · · · · · · · · · ·			
Measurable	Disaggregation Level	CLEC	Competitive Com	parison	
Standards			Parity	Benchmark	
	Resale	Number of fractional OCCs	Number of fractional OCCs		
	UNE	% charges on correct bill		TBD	
	Facilities/Interconnection	% charges on correct bill		TBD	
Business Rules	<ul> <li>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.</li> <li>Excludes late charges resulting from mandated billing changes if Sprint makes its changes on time.</li> </ul>				
Notes				·	

### <u>Billing</u>

Title: Non-Recurring Charge Completeness						
Area	Requ	irement Desc	cription			
Description	Measures the percentage of	of non-recurring of	charges appear	ing on the		
	correct bill.	correct bill.				
	* Correct bill = next availa	able bill				
Method of	[(Count of non-recurring c	charges that are o	n the correct b	ill) / (Total		
Calculation	count of non-recurring cha	arges that are on	the bill)] x 100			
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	in aggregate, and	d ILEC (if anal	og applies)		
Reported By	• Resale					
	• UNE	• UNE				
	• Facilities/Interconnect	ion				
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison		
Standards			Parity	Benchmark		
	Resale	Total number of non-recurring OCCs	Total number of non-recurring OCCs			
	UNE	% of charges on correct bill		TBD		
	Facilities/Interconnection	% of charges on correct bill		TBD		
Business Rules	<ul> <li>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.</li> <li>Excludes late charges resulting from mandated billing changes if Sprint makes its changes on time.</li> <li>Excludes trouble isolation charges.</li> </ul>					
Notes						

### <u>Billing</u>

Title: Bill A	Accuracy					
Area		Requirement De	scription			
Description		entage of the aggregate				
	· · ·	adjusted by correcting	-			
	for the past six mo	• • •		, ,		
	-	onths includes the curre	ent reporting period	billing		
		amount. Results are for diagnostic purposes only.				
Method of	(Total monies bille	d without corrections	for the past six mor	nths) /		
Calculation	(Total monies bille	d for the past six mon	ths) x 100			
Report Period	Monthly					
Report Structure	Individual CLEC,	CLECs in aggregate, a	and ILEC (if analog	applies)		
Reported By	Resale		•			
	<ul> <li>Usage</li> </ul>					
	Recurring (	Charges				
	Non-Recur	ring Charges				
	UNE					
	• Usage					
	Recurring (	Charges				
		ring Charges				
	Facilities/Intercon	nection				
	• Usage					
	Recurring (	-				
		ring Charges				
Geographic Level	Statewide		1			
Measurable	Disaggregation Level	CLEC	Competitive Comparison	n		
Standards	Resale		Parity Ber	nchmark		
	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		Diagnostic Only		
	Usage	adjustments for usage		Diagnosue 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	<ul> <li>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.</li> <li>Excludes adjustments issued for reasons not related to bill accuracy.</li> <li>Excludes trouble isolation charges.</li> </ul>		
Notes			

### <u>Database Updates</u>

Title: Databa	ase Update Timelines	S			
Area	Requ	irement Des	cription -		
Description	Measures the percentage of Directory Assistance and Directory				
	Listings updates to databas	ses within 24 ho	ours.		
Method of	(Count of updates complet	ted within 24 ho	ours in reporting	5	
Calculation	period)/(Count of updates	completed in re	porting period)	x 100	
Report Period	Monthly			-	
Report Structure	Individual CLEC, CLECs	in aggregate, a	nd ILEC		
Reported By	Service Order generated u	pdates			
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Com	parison	
Standards			Parity	Benchmark	
	Service Orders	DA/DL Updates	DA/DL Updates		
Business Rules	<ul> <li>The start time of requests received after the end of the business day will be the beginning of the next business day.</li> <li>Business day is defined as published hours of operation for the ILEC ordering center.</li> <li>Excludes orders generated for Sprint administrative purposes.</li> </ul>				
Notes					

### **Database Updates** RECOMMEND ELIMINATION Measure 38

Area	Requi	rement Des	eription			
<b>Description</b>	The percentage of 911 and I	OA records that	were updated b	y Sprint in		
-	error The data required to a					
	and the errors found Sprint	by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Sprint will verify the records determined to be in				
	error to validate that the reco	orda wara input	hu Sprint in con			
	undete is completed with out	Sius were miput	by Sprine meor	iccury. An		
	update is completed without					
	accurately reflects the activi	ty specified on	the order-submi	tted by the		
	CLEC.					
	<ul> <li>911 Databases</li> </ul>	• <u>    911  Databases</u>				
	<ul> <li>DA/Listings Databas</li> </ul>	e				
Method of	[(Count of Updates Comple	ted without erro	r) / (Count of L	Jpdates		
<b>Calculation</b>	Completed)] x 100			•		
Report Period	Monthly					
Report Structure	Individual CLECs and by II	EC (if analog a	pplies)			
Reported By	For E911 Database:		~			
	Service Order generation	ated updates				
	<ul> <li>Direct gateway input</li> </ul>	-				
	For DA/Listings:					
	<ul> <li>Service Order generation</li> </ul>	ted undates				
Geographic Level	Statewide	ilea apointes				
Measurable	Disaggregation Level	CLEC	Competitive-Com	parison		
Standards			Parity			
	E911		<u></u>			
	Service Order	Number Updates	Number Updates			
	Direct Gateway			TBD		
	Service Order	Directory Assistance / Directory Listing Service Order Number Updates				
Business Rules	Excludes CLEC caused			_H		
Notes						

### Title: Percent Database Accuracy

### <u>Database Updates</u>

### Measure 39

· ····································	Database Opuale	an a	a an ann ann ann ann an	The state of the second second		
Area 👘		Requirement Description				
Description	Measures the percenta	ige of E911database	updates comp	pleted within 48		
	hours.	hours.				
Method of	(Number of records up	pdated within 48 hor	urs / Total nur	nber of records		
Calculation	updated) x 100					
Report Period	Monthly					
Report Structure	Individual CLEC, CL	ECs in aggregate, ar	nd ILEC (if an	alog applies)		
Reported By	Update types					
Geographic Level						
Measurable	Disaggregation Level	CLEC	Competitive Co	mparison		
Standards			Parity	Benchmark		
	Service Order Update	911 Updates	911 Updates			
	Direct Gateway Update	% Updates within 48 hours		TBD		
Business Rules	Excludes schedule	ed system outages.	<u> </u>			
	• Excludes Carrier of delays in processing					
Notes	to resale customer carriers that use S					

*Title:* E911 Database Update

### **Collocation**

Title: Tim	e to Respond to a	a Collocation Requ	uest	
Area		Requirement Desc	ription	
Description	Measures the percentage of time the ILEC responds to a CLEC complete collocation request within the allotted time.			
Method of Calculation	requests returned for <b>Price Quote:</b> [(Count of Complete	Requests returned withi Space Availability)] x 1 Requests Returned with for Price Quote)] x 100	00	
Report Period	Monthly			
Report Structure	Individual CLEC and	CLECs in aggregate		
Reported By	<ul><li>Space Availabilit</li><li>Price Quote</li></ul>	Ypes: Caged, Cageless, y	Virtual, and	d Other
Geographic Level	Statewide		C	<u></u>
Measurable	Disaggregation Level	CLEC	Competitive	Comparison
Standards			Parity	Benchmark
	Space Availability: Physical Caged Physical Cageless Virtual Other	Space Availability Requests Space Availability Requests Space Availability Requests Space Availability Requests		TBD TBD TBD TBD
	Price Quote: Physical Caged Physical Cageless Virtual Other	Price Quotes Price Quotes Price Quotes Price Quotes		TBD TBD TBD TBD
Business Rules				
Notes				

### **Collocation**

Title: Time t	o Provide a Coll	location Arrange	ement			
Area		Requirement De	scription			
Description <b>n</b>	Measures the perce	entage of time the ILE	EC responds	to the CLEC		
-	approved* collocati	approved* collocation request, within the allotted time.				
	*Approved means I	LEC approves the ap	plication and	d has received,		
	from CLEC, finance	ial payment or bond.	-			
Method of	·	tion Arrangements co	mpleted wit	hin x calendar		
Calculation		ollocation Arrangeme	-			
Report Period	Monthly	<u> </u>	·····			
Report Structure		nd CLECs in aggrega	te			
Reported By		Types: Caged, Cagel		and Other		
Reported by	<ul> <li>New</li> </ul>	Types. Caged, Cagel	cos, viituai,			
	Augment					
Geographic Level	Statewide					
Measurable Standard	Disaggregation Level	CLEC	Competitive C	omparison		
			Parity	Benchmark		
	New Arrangement					
	Physical Caged	Collocation Arrangements	<u> </u>	TBD		
	Physical Cageless	Collocation Arrangements		TBD		
	Virtual	Collocation Arrangements		TBD		
	Other	Collocation Arrangements		TBD		
	Augment Arrangement					
	Physical Caged	Collocation Arrangements		TBD		
	Physical Cageless	Collocation Arrangements		TBD		
	Virtual Other	Collocation Arrangements Collocation Arrangements		TBD TBD		
			<u> </u>			
<b>Business Rules</b>	<ul> <li>Excludes orders</li> </ul>	canceled by CLEC				
	<ul> <li>Excludes reques</li> </ul>	sts/applications that a	re incomple	te and must be		
	returned to CLE	EC for completion				
		sts were CLECs faile	d to provide	information and/or		
	materials in a tim		•			
Notes						

### <u>Interfaces</u>

### Measure 42

<i>Title:</i> Percentage of Time Interface is Available				
Area	Requi	rement Dese	cription 🛸	
Description	Measures percent of time OSS interface is available compared to scheduled availability.			
Method of	[((Number of Scheduled In			
Calculation	Unscheduled Interface Una Available Hours)] x 100	available Hours)	) / (Scheduled)	Interface
Report Period	Monthly			
Report Structure	CLECs in the aggregate			
Reported By	By Ordering interface type	accessed by CL	LECs	
Geographic Level	Statewide			
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison
Standards			Parity	Benchmark
	Ordering	IRES Availability		TBD
Business Rules	<ul> <li>Outage hours are obtained from outage reports</li> <li>Any change requests for extended availability during the reporting period are added to the scheduled hours.</li> <li>Scheduled interface availability hours: <ul> <li>7AM - 7PM EST (Monday-Friday)</li> <li>Excludes non-business days and ILEC published holidays</li> <li>CLECs are notified via e-mail in advance of changes to the published availability schedule</li> </ul> </li> </ul>			
Notes				

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

### <u>Interfaces</u>

### Measure 44

	a responsiveness			Andrew N. L. D. M. T. M. MARKED CONT.
- Area	- Req	uirement De	scription	an an an Albertan an Albertan. An an Albertan a
Description	Measures the average tin	Measures the average time it takes the ILEC's work center to answer a		
-	call.			
Method of	(Date and Time of Call a	(Date and Time of Call answer - Date and Time of Call Receipt) /		
Calculation	(Total calls answered by	v center))		-
Report Period	Monthly	Monthly		
Report Structure	CLECs in the aggregate	CLECs in the aggregate		
Reported By	<ul> <li>ILEC Ordering Cent</li> </ul>	ILEC Ordering Center		
	<ul> <li>ILEC Repair Center</li> </ul>			
Geographic Level	Statewide			
Measurable	Disaggregation Level	CLEC	Competitive (	Comparison
Standards			Parity	Benchmark
	Ordering Center	ACD Inc Calls		TBD
	Repair Center (Non-Designed)	ACD Inc Calls		ŤBD
Business Rules	Measured by individ	• Measured by individual queue, if applicable, in each ILEC center.		ch ILEC center.
	Does not include aba	andoned calls.		
Notes	<ul> <li>Repair (Designed) assertion as parity by design received from external auditor. Eliminate as reportable submeasure effective 04- 01-02.</li> </ul>			

### *Title:* Center Responsiveness

### **REPORTING PROCESS**

Performance reports will be provided by the 20th calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Positive reporting will be done for all measures where there is activity, even those reported on an exception only basis. Records that failed to be recorded after the close date of the current reporting month will not be included in subsequent month(s) data.

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. Authorized users will have access to monthly reports through an interactive web site. Each CLEC will have access to its own data and the comparative ILEC results. CLEC failure to provide the appropriate Operating Company Number (OCN) on all orders will result in those orders being excluded from the CLEC Service Performance Measurements. All OCNs for individual CLECs will be consolidated for the purposes of calculating performance measurement results. The consolidated performance measurement results will be reported under the initial OCN established by the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data 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 60 days of the request. Data used to derive the results will be retained in archive 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 ILECs own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

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

### SERVICE GROUP TYPE DISAGGREGATION

Туре	SPRINT	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 Loop Non-Designed: 8dB weighted 2/4 wire analog basic/Coin	Dispatched	UNE Loops Non-Designed
UNE Loop Designed - Other: 5.5dB 2 or 4 wire analog assured 2 wire Digital ISDN Capable	DDS, VGPL/DS0	UNE Loops Designed
UNE Loop – xDSL Provisioned	Retail xDSL	UNE Loops xDSL Provisioned
Line Sharing	Retail xDSL	Line Sharing
Sub Loops – Voice Grade	Bus. POTS Non-Designed Dispatched	UNE Sub-Loops Voice Grade
Sub Loops - Data	Retail xDSL	UNE Sub-Loops Data
Dark Fiber	DS3	Dark Fiber
EELS	DS1/ISDN-PRI, DS3, VGPL/DS0	EELS
UNE Port	DS1/ISDN-PRI	UNE Port
UNE Dedicated Transport	DS1/ISDN-PRI, DS3	UNE Dedicated Transport
UNE Platform (i.e., loop + port + transport	Business POTS Dispatched	UNE Platform
INTERCONNECTION TRUNKS	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP
PROJECTS		A single request with 20 or more inward action access lines

**INTERCONNECTION TRUNKS** will be included in measures: 2, 7, 8, 11, 12, 13, 14, 19, 20, 21, 23, 25, 30, 31, 32, 33, 34.

LNP is considered a facilities-based service group type. LNP will be a level of disaggregation for the following measures: 2, 4, 9, 15, 17a, 19, 20, 21, and 23.

SERVICE GROUP TYPE ALLOCATION: Service orders with multiple service group types will be categorized according to the service group type of the first new access line entered on the order.

**PROJECTS** are defined as follows:

• Sprint: All services - 20 lines or greater

Results for projects are being considered as a separate level of disaggregation for measurement 7. For all other measures which have Service Group Types as a level of disaggregation, project results are included as part of the associated SGT.

### **SERVICE ORDER TYPES**

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

## AUDITING

The parties support an annual comprehensive audit of the ILECs' reporting procedures and reportable data, if all parties 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 choice of auditor and cost of this annual audit would be equally shared between the CLECs and the ILEC.

In addition to an annual 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, 60 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 state administrative codes.

### **REVIEW PROCEDURES**

As experience is acquired under this Stipulation Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less

useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene annually for the first four years 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 state 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 state 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 actions.

### **DEFINITION OF TERMS**

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Benchmark Measurable	Benchmark measures have agreed upon standard objective to determine
Standards	compliance due to the lack of a 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 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 Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the 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.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Diagnostic Measurable	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.

TERM	DEFINITION
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 activity performed to activate a service.
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.
Line Sharing	Unbundling of the local loop to make the high-frequency portion of the local loop available to CLECs (DLECs), while the physical line and low-frequency voice path continues to be provided by the ILEC. Line Sharing allows customers to receive both services (voice and data) on the same line, eliminating the need for consumers to procure a second line.
(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).
	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.

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TERM	DEFINITION
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Ordering and Billing Forum (OBF)	Industry forum which works to develop national ordering and billing standards.
Other Charges and Credits	Partial month recurring and non-recurring charges, installation, 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 results to be compared to the CLEC results.
Parity by Design	Parity by Design indicates that the process does not allow the opportunity to discriminate or to recognize differences between CLEC or 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 which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Nevada PUC.
	A rate charged for a product or service that is assessed each successive billing period.

TERM	DEFINITION
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.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Nevada Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

### NEVADA PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION	
ALJ	Automatic Line Information (for 911/E911 systems)	
AS	Affecting Service (type of trouble condition)	
BDT	Billing Data Tape	
BRJ	Basic Rate Interface (type of ISDN service)	
CHC	Coordinated "Hot" Cut	
СКТ	Circuit	
CLEC	Competitive Local Exchange Carrier	
СО	Central Office	
СРЕ	Customer Premises Equipment	
CSR	Customer Service Record	
DA	Directory Assistance	
dB	Decibel	
DID	Direct Inward Dialing	
DS0	Digital Service 0	
DS1	Digital Service 1	
DS3	Digital Service 3	
E911 MS	E911 Management System	
EAS	Equal Access Service	
EDI	Electronic Data Interchange	
FOC	Firm Order Confirmation	
GTT	Global Title Translations	
GUI	Graphical User Interface	
HDSL	High-bit-rate Digital Subscriber Line	
HICAP	High Capacity Digital Service	
IEC	Inter-exchange Carrier	
ILEC	Incumbent Local Exchange Carrier	
N, T, C	Service Order Types - N(new), T(to, transfer, or move), and C(change)	
ISDN	Integrated Services Digital Network	
ΓW	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	
NPAC	Number Portability Administration Center	
NXX	Telephone number prefix	
OBF	Ordering and Billing Forum	
OOS	Out of service (type of trouble condition)	

ACRONYNM	DESCRIPTION
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)
PUC	Public Utilities Commission
SCP	Service Control Point
SGT	Service Group Type
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (NB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

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### MISSED APPOINTMENT REASON CODES Sprint - Specials

Jeopardy Code	Description
1	Incorrect or Incomplete Order
2	Related Order Not Issued
3	Related Order Not Completed
4	Pending Cancellation
5	Pending Due Date Change
6	Local Facilities Not Available or Late
7	Local Facilities Incorrectly Assigned
8	Local Facility Records Incorrect
9	Late Local Loop Makeup
10	Defective Local Facility
11	Access Customer Facilities Not Available
12	Connecting Company Facilities Not Available
13	CIRAS Records Incomplete or Inaccurate
14	Intracompany Facilities Not Available
15	Incorrect or Late Engineering
16	This code not currently used
17	Translation Late or Unavailable
18	Unable to Meet Design Requirements
19	Central Office Equipment Not Installed
20	Circuit Order Equipment Late or Not Available
21	Defective Equipment
22	Customer Not Ready to Test or Accept Service
23	Customer Reason/Other than Code #22
24	Change of Due Date/Customer Reason
25	Access Denied by End User Customer
. 26	System Not Available
27	System Edit/Error
28	Lack of Manpower
29	Weather Conditions
30	Work Completed on Time-Reported Late
31	Not Installed as Engineered
32	Connecting Company Not Ready
33	Original Date Met, Field RID Required Changes
34	Natural Disaster

35	Union Issues
36	Overtime/budget restrictions
37	Order/tech not dispatched
38	Dark Fiber LAM Interval
39	Maintenance resource priority
40	Date not signed off by owner
50	Manpower
51	Workload
52	Due Date Priority
53	Delay in Table Updates
54	EOC Info Received Late from CIRAS
55	Systems Outage
56	Entered Late by Rep
57	Late Issuance of Connecting Company Order

Note: Bolded codes are customer exclusion reasons

### MISSED APPOINTMENT REASON CODES Sprint - 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.
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).
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.

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Code	<b>Company Reasons - Description</b>
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.
СО	Any other Company Reason.

### DISPOSITION CODES Sprint

Code	Description				
CAN	Cancellation of ticket at customer request				
CC	Came Clear				
СО	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.				
СРЕ	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				
OTH	Other – Sprint LTD Network				
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon				
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc				
ток	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.				
XCC	IXC/CLEC				
ссо	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.				
TT	Translations Trouble				

Note: Bolded codes are customer reason exclusion codes

Attachment 3

# 2001 Sprint

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# **Revised Performance Incentive Plan**

February 11, 2002

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#### **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."

In efforts to promote regulations to encourage a competitive environment, state commissions have held proceedings to investigate procedures and methods necessary to determine whether interconnection, unbundled access, and resale services provided by an ILEC to CLECs, are at least equal in quality to that provided by the ILEC to itself or to any subsidiary, affiliate, or any other party. The scope of these state commission proceedings typically include measures, reporting, comparative analogs, benchmarks, statistical tests, audits, and incentives.

This document, the Sprint Performance Incentive Plan, is intended to address statistical tests and incentives. The details and methodologies within this document provide sufficient and reasonable incentives for promoting compliant service. However, due to the dynamic nature of the industry, it is important that the results of implementing such a plan be evaluated on an annual basis. The purpose of such evaluations would be to verify that the Performance Incentive Plan yielded sufficient and reasonable incentive structures given actual performance.

#### **1. General Principles**

- 1.1 The Sprint Performance Incentive Plan (the "PIP") described herein is to be associated with the state commission approved Sprint Performance Measurement Plan (the "PMP").
- 1.2 The PIP incorporates incentive structures for parity measures (those measurements where the level of service that Sprint provides to CLECs can be compared to the level of service Sprint provides to its retail customers), and for benchmark measures (those measurements for which there is no comparable level of service between the service Sprint provides to CLECs and the service Sprint provides to its retail customers).
- 1.3 Sprint will apply monthly compliance incentives on a submeasure basis for each CLEC entitled to receive incentives under the provisions of this plan. A submeasure is the individual, disaggregated reported result for each measurement defined in Sprint's PMP.
- 1.4 For parity measurements, Sprint will use statistical testing to determine whether any submeasure differences between Sprint's retail results and Sprint's results for the individual CLEC, are statistically significant.
  - 1.4.1 For parity measurements, where a submeasurement difference between Sprint's retail results and the results for the individual CLEC is found to be statistically significant, a measure of severity (see Attachment D) will be used to determine the appropriate compliance incentive amount.
- 1.5 For benchmark measurements, Sprint'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 Sprint's performance results for the CLEC are observed to be at a level of service that does not meet the benchmark, compliance incentives will be assessed.
  - 1.5.1 For benchmark measurements, the level of compliance incentive owed by Sprint increases, as the difference increases between the established benchmark and Sprint's actual performance results for each CLEC. A measure of severity (see Attachment D) will be used to determine the appropriate compliance incentive amount.
- 1.6 The determination of compliance is further subject to certain Mitigation Provisions as described in Section 8 of this PIP.
- 1.7 Compliance incentives are not applicable for specific (sub)measurements per the PMP:
  - 1.7.1 For any measurement or submeasurement classified in the PMP as "Diagnostic Only", "Parity by Design" or with benchmark level "TBD".

#### 2. Parity Measure Compliance Incentives

- 2.1 Compliance incentives for parity submeasures are based on a measure of severity, D_P (called "D sub P", see Attachment D), associated with a difference between the service performance levels Sprint provides to each individual CLEC and the service performance levels Sprint provides to its retail customers, and are applied when service is determined to be out of parity.
- 2.2 Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates, as defined in Attachment A.
- 2.3 Compliance incentives will be applied according to the Statistical Testing Methodology set forth in section 9 of this document, with subsequent application of relevant materiality thresholds set forth in Attachment E.
- 2.4 The compliance incentive owed increases as  $|D_P|$  increases (the more negative  $D_P$  is, the more severe the difference). The following table sets forth the compliance incentive severity levels:

PARITY MEASURES				
Measure of severity	Severity Level	Incentive Amount per Submeasure per Month		
$0 <  D_P  < .5$	Minor	See Attachment C		
$.5 \le  D_P  \le 2$	Moderate	See Attachment C		
$ D_{P}  \ge 2$	Severe	See Attachment C		

- 2.5 The compliance incentive owed is also dependent upon the "priority ranking" of the measure as set forth in Attachment C.
- 2.6 The magnitude of the compliance incentives for a particular CLEC depends upon the number of relevant transactions the CLEC has per submeasure as set forth in Attachment C.

#### 3. Benchmark Measure Compliance Incentives

- 3.1 Compliance incentives for benchmark submeasures are based on a measure of severity, D_B (called "D sub B", see Attachment D), associated with the difference between the service performance levels Sprint provides to each individual CLEC, and the benchmark standard.
- 3.2 Incentives will apply to Sprint service performance levels that do not achieve the benchmarks. No statistical evaluation is performed for benchmark submeasures to determine compliance. The level of compliance incentive owed increases as D_B increases.

3.3 The following table sets forth the compliance incentive due for benchmark *proportion* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK PROPORTION MEASURES				
Performance Level	Severity Level	Incentive Amount per Submeasure per Month		
$0 < D_B < 5$	Minor	See Attachment C		
$5 \le D_{\rm B} \le 15$	Moderate	See Attachment C		
$D_{\rm B} >= 15$	Severe	See Attachment C		

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

BENCHMARK MEAN MEASURES				
Performance Level	Severity Level	Incentive Amount per Submeasure per Month		
$0 < D_{\rm B} < 25$	Minor	See Attachment C		
$25 \le D_B \le 50$	Moderate	See Attachment C		
$D_{\rm B} >= 50$	Severe	See Attachment C		

- 3.5 For *proportion* and *mean* benchmark measures, the compliance incentive owed is also dependent upon the "priority ranking" of the measure as set forth in Attachment C.
- 3.6 The magnitude of compliance incentives for a particular CLEC is dependent upon the number of relevant transactions a CLEC has per submeasure as set forth in Attachment C.

#### 4. Chronic Incentive Amounts

- 4.1 A chronic state begins when Sprint misses either a parity submeasure or a benchmark submeasure for three (3) consecutive activity months for a specific CLEC.
  - 4.1.1 For the purposes of calculating chronic incentive amounts, a single no-activity month counts as neither compliant nor non-compliant.
- 4.2 A chronic state ends when either of the following occurs:
  - 4.2.1 Once in a state of chronic non-compliance, Sprint must achieve one (1) month of compliant service to "exit" the chronic state.

- 4.2.2 In the determination of chronic non-compliance, three (3) consecutive months of no-activity counts as one compliant month. In other words, three (3) consecutive months of no-activity "wipes the slate clean".
- 4.3 While in a state of chronic non-compliance, Sprint calculates the incentive amount by applying a multiplier to the incentive amount for the current month as determined using the Schedule of Compliance Incentives as set forth in Attachment C.
  - 4.3.1 In the 3rd consecutive month of non-compliance (i.e. the first month of chronic non-compliance) a multiplier of three (3) is applied to the incentive amount for the current month as determined using the Schedule of Compliance Incentives (see Attachment C). This multiplier is used for the 4th and 5th consecutive months of non-compliance as well.
  - 4.3.2 In the 6th consecutive month of non-compliance a multiplier of six (6) is applied to the incentive amount for the current month as determined using the Schedule of Compliance Incentives as set forth in Attachment C. This multiplier is used for all subsequent consecutive months of non-compliance, while Sprint is in a state of chronic non-compliance.
  - 4.3.3 Consider a hypothetical scenario¹ in which Sprint enters into a state of chronic non-compliance, for a particular CLEC, for a particular parity submeasure. The following table shows the months in which Sprint is non-compliant, the months in which Sprint is in a state of *chronic* non-compliance, the measure of severity (D_P), the severity level for each month (based on D_P), and the base calculation for incentive amounts as determined from the Schedule of Compliance Incentives (see Attachment C).

Month	Priority Ranking	Compliant	Chronic	D _P	Severity Level	Base Incentiv <del>e</del> Amount
June	High	No	No	08	minor	\$ 200
July	High	Yes	No	n/a	n/a	n/a
August	High	No	No	-1.2	moderate	\$ 400
September	High	No	No	-3.1	severe	\$ 1,300
October	High	No Activity	n/a	n/a	n/a	n/a
November	High	No	Yes	-3.3	severe	\$ 1,300
December	High	No	Yes	-1.8	moderate	\$ 400
January	High	No	Yes	-1.7	moderate	\$400
February	High	No	Yes	-2.4	severe	\$ 1,300
March	High	No	Yes	-2.4	severe	\$1,300
April	High	Yes	No	n/a	n/a	n/a

¹ The assumption is that the CLEC has 30 or more relevant transactions each month, for the particular submeasure, and this particular submeasure is a High Priority submeasure as set forth in Attachment B.

Given this situation, the actual incentive paid (for this single submeasure²) would be calculated as follows:

June	\$ 200		
July	\$ 0		
August	\$ 400		
September	\$ 1,300		
October	\$ 0		
November	\$ 3,900	or	1,300 * 3
December	\$ 1,200	or	400 * 3
January	\$ 1,200	or	400 * 3
February	\$ 7,800	or	1,300 * 6
March	\$ 7,800	or	1,300 * 6
April	\$ 0		

4.4 Incentives will not be assessed for a month in which Sprint's performance is in compliance, nor for a month in which a CLEC has no activity for a particular submeasure.

#### 5. Total Cap

- 5.1 The total amount of compliance incentives owed by Sprint is subject to a monthly Total Cap.
  - 5.1.1 A monthly absolute cap of one-twelfth of 25% of Sprint of Nevada's annual net return will be based upon the most recent ARMIS 43-01 report filed with the FCC.
  - 5.1.2 The timing of the annual revision of the monthly absolute cap will be the PIP report date following 45 days after ARMIS 43-01 is available in ARMIS³.
  - 5.1.3 For purposes of this section "net return" is defined to reflect both the interstate and intrastate portions of Net Return derived from local exchange service.
  - 5.1.4 The monthly absolute cap (using 2000 ARMIS reporting) is \$1,067,333. This is based on an annual net return figure of \$51,232,000. One-twelfth of the annual net return yields an average monthly net return of \$4,269,333. Taking 25% of the average monthly net return yields the absolute monthly cap of \$1,067,333.
- 5.2 In the event the total amount of compliance incentives Sprint owes the CLECs exceeds the monthly Total Cap, Sprint will allocate to each CLEC an incentive amount based

² The total amount paid to the CLEC would be based on all submeasures for which the CLEC received noncompliant service.

³ This allows sufficient time for calculation of the new "net return" figure and implementation of system changes.

upon the CLEC's percentage of the total calculated compliance incentives due.

5.2.1. For example: suppose the monthly Total Cap is \$1,067,333 and the total calculated compliance incentive due to all CLECs for the month is \$1,200,000. If the calculated compliance incentive amount for CLEC A is \$300,000, then CLEC A would receive an allocated amount of \$266,833.30 (\$300,000/\$1,200,000 = 25%, 25% *\$1,067,333 = \$266,833.30).

#### 6. Other Compliance Incentives

- 6.1 Compliance Incentives are applicable to late performance reports that have not been excused by the Commission and/or the CLEC(s), incomplete reports (missing submeasure results on distributed reports), and late causal analysis reports (where applicable).
- 6.2 Late performance reports are those reports that are not made available for CLEC viewing on the agreed upon date.
  - 6.2.1 The due date for reports will be assumed to be no later than the 15th calendar day of the month, unless otherwise approved by the Commission.
  - 6.2.2 A compliance incentive amount due because of late performance reports is assessed daily as defined in Attachment C (see the Other Incentive Information table).
  - 6.2.3 If Sprint issues late performance reports, Sprint will apply to individual CLECs the compliance incentive amount due because of late performance reports, as well as any incentive amounts assessed due to missing submeasures.
  - 6.2.4 A compliance incentive amount due because of late performance reports will not be included in the determination of chronic incentives, and will not be considered in the determination of whether a state of chronic non-compliance applies.
  - 6.2.5 An incentive amount due because of late performance reports will not be included in the Total Cap.
  - 6.2.6 A late performance report is not assessed incentives for missing submeasure results.
- 6.3 Incomplete reports are those reports that have missing submeasure results for a CLEC.
  - 6.3.1 The incentive amount for incomplete performance reports will be established by assessing incentives as if each missing submeasure, per CLEC, were severely non-compliant (see Attachment C for severe incentive amounts).

- 6.3.2 Missing submeasure results will be considered a severe non-compliant situation, in all respects. A missing submeasure can, therefore, be included in the determination of chronic incentives.
- 6.3.3 An incentive amount due because of missing submeasure results would be included in the Total Cap, if applicable.
- 6.3.4 When appropriate, incentives may be applied for missing submeasure results, in addition to incentives applied for late performance reports.
- 6.4 If applicable, any incentives due as a result of late causal analysis reports are assessed per CLEC, on a daily basis, per Attachment C (see the Other Incentive Information table).
  - 6.4.1 An incentive amount due because of late causal analysis reports will not be included in the determination of chronic incentives, and will not be considered in the determination of whether a state of chronic non-compliance applies.
  - 6.4.2 An incentive amount due because of late causal analysis reports will not be included in the Total Cap.

#### 7. Application of Compliance Incentives

- 7.1. In recognition of the potential for loss of competitive opportunities, revenues and goodwill which a CLEC might sustain from Sprint service performance levels that are not in compliance, Sprint agrees to pay the CLEC incentives as set forth in this PIP.
- 7.2 Sprint agrees to the Commission decision on exclusivity of remedies as decided in Docket 01-1048.
- 7.3 Sprint will apply incentives in the form of crediting invoices.
  - 7.3.1 Sprint will calculate the total compliance incentive due each CLEC on a monthly basis. Sprint will credit a CLEC's Billing Account Number(s) ("BAN(s)") in the billing cycle which begins forty-five (45) calendar days after the issuance of monthly performance reports.
  - 7.3.2 If requested by the CLEC, a check payout will occur when Sprint owes the CLEC more money than the CLEC owes Sprint, utilizing the total of all BANs.

#### 8. Mitigation Provisions

8.1 The use of statistical testing for parity measures helps to mitigate the risks of Sprint paying incentives due simply to random variation in processes. However, due to the
nature of the statistical tests, the expectation is that incentives will periodically be assessed even when a state of consistent parity exists (called a Type I error). To mitigate the impacts of Type I errors, Sprint may utilize the following forgiveness plan to negate compliance incentives on seemingly non-compliant parity submeasures. This forgiveness plan is applied separately for each submeasure and each CLEC as follows:

- 8.1.1 Sprint's compliance incentive obligation to the CLECs will be forgiven on a submeasure basis only when certain criteria are met. These criteria are:
  - 8.1.1.1 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.
    - 8.1.1.1.1 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.
  - 8.1.1.2 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, Sprint will not track inactivity beyond twenty-four (24) months for the purpose of accruing forgivenesses.
  - 8.1.1.3 A forgiveness can only be used to offset the compliance incentive amount due for the same submeasure, and CLEC, for which the forgiveness was originally accrued.
  - 8.1.1.4 If a forgiveness is available to be used, it must be used at the first opportunity, with the following exceptions:
    - 8.1.1.4.1 A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.
    - 8.1.1.4.2 Available forgivenesses may offset neither a severe nor a chronic non-compliance.
- 8.2 Sprint may perform a limited root-cause analysis process within 30 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions that caused a non-compliant condition and to justify why a compliance incentive may not be warranted.
  - 8.2.1 Examples of these exceptional conditions include, but are not limited to the following:

- 8.2.1.1 Significant activity by a third party external to and not controlled by Sprint (e.g., damaged facilities, third party systems, bomb threats)
- 8.2.1.2 Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)
- 8.2.1.3 Environmental events not considered force majeure (e.g., fire or other hazardous condition)
- 8.2.1.4 Force majeure events
- 8.2.2 Sprint will continue to calculate and apply compliance incentives to the CLECs during this root cause analysis period.
- 8.2.3 Sprint will not be required to utilize a forgiveness under section 8.1 of this Plan, if it is determined that a compliance incentive is not warranted due to an exceptional condition under this section.
- 8.3 Either Sprint or a CLEC may initiate a request for an expedited hearing process in accordance with the Commission's rules to resolve differences associated with the application of incentives to Sprint for failure to meet the requirements of the Plan; however, Sprint must continue to apply incentives to the CLEC during the expedited hearing process. If the subsequent Commission ruling is in favor of Sprint, the application of the incentive will be reversed from the CLEC BAN(s).
- 8.4 Sprint will implement materiality thresholds as defined in Attachment E:
  - 8.4.1 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:
    - 8.4.1.1 Small sample adjustments to benchmark proportion measures. 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.
    - 8.4.1.2 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.

8.4.1.3 Large samples for parity measures. Submeasures with a high volume of CLEC transactions produce statistical comparisons that are overly sensitive to small differences between Sprint and CLEC results. This can produce non-compliance when the actual difference in Sprint 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, a Low Priority measure). 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.

#### 9. Statistical Testing Methodology for Parity Measurements

- 9.1 Statistical testing will be conducted when there is at least one transaction each for Sprint retail and individual CLEC.
- 9.2 The general statistical testing methodology is to conduct a hypothesis test with  $H_0$ : CLEC performance is "better than or equal to" Sprint performance.  $H_1$ : CLEC performance is "worse than" Sprint performance.
  - 9.2.1 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 Sprint and CLEC service will always be shown as a numerically negative difference when CLEC service is worse.
- 9.3 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.
- 9.4 A significance level, or Type I error rate, of 10% will be used for testing purposes.

- 9.4.1 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 H₀.
- 9.4.2 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 Sprint retail and CLEC observations, only using Sprint 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.
- 9.5 All statistical tests will be performed at the submeasure level, per CLEC.
  - 9.5.1 Statistical comparisons made at the cell-level (see Section 9.6), when applicable, will be aggregated into a single test statistic at the submeasure level.
  - 9.5.2 Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.
- 9.6 When approved by the Commission on a measurement/submeasurement basis, Sprint's retail data and CLEC data will be compared at levels that provide the most accurate parity comparisons (i.e., wire center, etc...).
  - 9.6.1 For statistical validity, the parity comparison between CLEC and Sprint 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.
    - 9.6.1.1 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 Sprint retail and CLEC data.
      - 9.6.1.1.1 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 Sprint's retail service orders that included 'N', 'C' and 'T' (New, Change, and Transfer) orders, Sprint may be called out of parity erroneously because 'N' orders typically take longer than 'C' or 'T' orders. By comparing only the Sprint 'N' orders to CLEC 'N' orders, a true result can be obtained.

- 9.6.1.1.2 Cell-level comparisons are for statistical accuracy, and do not necessitate additional detail in the reported submeasure level as defined in the PMP.
- 9.6.2 Cell level comparisons will be proposed by Sprint and submitted for approval by the Commission on a per-submeasure or per-measure basis.
  - 9.6.2.1 Measurement/submeasurements with Commission-approved cell-level comparisons are listed in Attachment G.
  - 9.6.2.2 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).
  - 9.6.2.3 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.
  - 9.6.2.4 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 Sprint 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.
  - 9.6.2.5 The contribution of each comparison cell should depend on the number of observations in the cell.
  - 9.6.2.6 Cancellation between comparison cells will be limited. In other words, positive outcomes should not be allowed to cancel negative ones.

## **10. Additional Provisions**

10.1 In compliance with the Commission-approved Stipulation, Sprint will implement this PIP for activity starting on April 1, 2002 (the first full month for which data is available), except as noted below:

- 10.1.1 PMP changes for measure 18, *Completion Notification Interval*, will not be implemented until July 2002, for August 2002 reporting. No incentives will be assessed on measure 18 until it is implemented as set forth herein.
- 10.1.2 Sprint's design, development, and implementation of a process (as well as a system to capture the data) for measure 38, *Database Accuracy*, will not be in place until July 2002, for August 2002 reporting. This timeframe is dependent upon CLEC participation in training. No incentives will be assessed on measure 38 before implementation of the measure.

# Attachment A

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# **Statistical Calculations**

# Statistical methods:

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

$\Phi^{-1}(x)$ pt(t, df)	Inverse cumulative standard normal distribution function. 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. ⁴
j	=	An index counter indicating cell number.

- $n_{1i}$  = The number of Sprint transactions in cell j.
- $n_{2i}$  = The number of CLEC transactions in cell j.
- $n_j$  = The total number of transactions in cell j.
- $X_{1,ik}$  = Individual Sprint transactions in cell j.
- $X_{2jk}$  = Individual CLEC transactions in cell j.
- $\Phi^{-1}$  = Inverse cumulative standard normal distribution function.

#### Mean Performance Measures⁵

At this time, the following calculations will apply to parity submeasures contained in measures 6, 7, 13, 14, 21, 28, and 44. However, 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

$$\overline{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} X_{1jk}$$

$$\overline{X}_{2j} = \frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} X_{2jk}$$

**DEFINITION** Sprint sample mean of cell j.

CLEC sample mean of cell j.

**EXPLANATION** 

Add observations and divide by the number of observations. Add observations and divide by the number of observations.

⁴ 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 G for the list of (sub)measurements approved for comparison at the cell level).

⁵ 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).

$$s_{1j}^{2} = \frac{1}{n_{1j} - 1} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^{2}$$

$$s_{2j}^2 = \frac{1}{n_{2j} - 1} \sum_{k=1}^{n_{2j}} (X_{2jk} - \overline{X}_{2j})^2$$

 $\gamma_{1j} = \frac{\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^3}{\left[\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^2\right]^{3/2}}$ 

$$\gamma_{2j} = \frac{\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} (X_{2jk} - \overline{X}_{2j})^3}{\left[\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} (X_{2jk} - \overline{X}_{2j})^2\right]^{3/2}}$$

Sprint sample variance in cell j. May be NA for very small sample sizes.

CLEC sample variance in cell j. May be NA for very small sample sizes.

The Sprint sample skewness in cell j. May be NA for very small sample sizes.

The CLEC sample skewness in cell j. May be NA for very small sample sizes.

Combined Sprint and CLEC samples.

Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1. Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1. 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. 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. Concatenate the Sprint and CLEC samples into a single variable.

XY_j

#### STEP 1: Calculate Cell Weights

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

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

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

STEP 2: Calculate a Z-statistic for each cell

- a. If  $W_j = 0$ , then set  $Z_j = 0$ .
- b. If  $\min(n_{1j}, n_{2j}) > 6$  and  $s_{1j}^2 > 0$

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

where

$$t_{j} = \frac{\overline{X}_{1j} - \overline{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}},$$
$$t_{\min j} = \frac{-3\sqrt{n_{1j}n_{2j}n_{j}}}{g(n_{1j} + 2n_{2j})}$$

- and g is the median value of all values of  $\gamma_{1j}$  over all cells within the submeasure (reporting level) such that
  - i)  $\gamma_{1i} > 0$
  - ii)  $n_{1j} > 6$ , and
  - iii)  $n_{1j} > n_{3q}$ , 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 as  $Z_j = \Phi^{-1}(P_j)$ .

- c. If  $[\min(n_{1j}, n_{2j}) \le 6 \text{ OR } s_{1j}^2 = 0]$  AND  $W_j > 0$  (from part 1):
  - Calculate the number of possible permutations Nperms = choose(n_j, n_{1j})

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

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

5) If  $\min(n_{1j}, n_{2j}) \ge 2$  and Nperms  $\le 1000$  then

- i) Generate all possible permutations of sizes  $n_{1j}$  and  $n_{2j}$  from the combined sample  $XY_j$ .
- ii) For each permuted sample, calculate the sum of sample of size  $n_{1i}$ .
- iii) Let  $R_0$  equal the rank of the observed sum within all of the permuted sums.

Calculate 
$$Z_j = \Phi^{-1} \left( \frac{R_0 - 0.5}{Nperms} \right)$$

6) If  $\min(n_{1i}, n_{2i}) \ge 2$  and Nperms > 1000 then

- i) Generate 1,000 random permutations of sizes  $n_{1j}$  and  $n_{2j}$  from the combined sample  $XY_i$ .
- ii) For each permuted sample, calculate the sum of the sample of size  $n_{1i}$ .
- iii) 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.

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

a. Expected Mean_j^{parity} = 
$$-\frac{1}{\sqrt{2\pi}}$$
.

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

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

- 3. If  $\min(n_{1j}, n_{2j}) \le 6$  OR  $s_{1j}^2 = 0$ 
  - a. Let  $N_j = \min(Nperms, 1000)$

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

c.  $\Theta_{ji} = \frac{1}{N_j}$ 

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

e. ExpectedVariance_j^{parity} = 
$$\sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$$
  
ExpectedSkew_j^{parity} =  
f.  $\sum_{i} \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - [ExpectedMean_j^{parity}]^3$ 

# STEP 5: Calculate the initial aggregate test statistic.

$$Z_{0}^{T} = \begin{cases} Z_{1} & L = 1 \\ Z^{T} = \frac{\sum_{j} W_{j}(Z_{j}^{*} - ExpectedMean_{j}^{parity})}{\sqrt{\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic.  $Z^{T} = Z_{0}^{T} = Z_{1}$ .
- 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  $Z^T = Z_0^T$ .

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c. Otherwise

$$Z^{T} = \frac{-1 + \sqrt{1 + 4g_{agg}^{2} + 4g_{agg}}Z_{0}^{T}}{2g_{agg}}$$

#### **Proportion Performance Measures**⁶

The following calculations will apply to measures 5, 8, 10, 11, 12, 15, 17a, 20, 22, 23, 26, 31, 32, 33, 34, 37, 38, 39, and 42. However, 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:

$a_{1i}$	=	Number of Sprint cases possessing an
.,		attribute of interest in cell j.
$a_{2i}$	=	Number of CLEC cases possessing an
25		attribute of interest in cell j.
$a_i$	=	Number of cases possessing an attribute
J		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 Sprint 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: Calculate a Z-statistic for each cell.

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

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

STEP 3: Truncate Z-statistic for each cell.

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

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 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).

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 
$$\min\left\{a_{ij}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$$
.  
a.  $ExpectedMean_{j}^{parity} = -\frac{1}{\sqrt{2\pi}}$ .  
b.  $ExpectedVariance_{j}^{parity} = \frac{1}{2} - \frac{1}{2\pi}$ .  
c.  $ExpectedSkew_{j}^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$   
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  $i = \max(0, a_{j} - n_{2j}), ..., \min(a_{j}, n_{1j})$ .  
b. Calculate  $z_{ji} = \min\left\{0, \frac{n_{j}i - n_{1j}a_{j}}{\sqrt{\frac{n_{1j}n_{2j}a_{j}(n_{j} - a_{j})}}\right\}$  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.  $ExpectedVariance_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{parity})^{2}$ .  
 $ExpectedSkew_{j}^{parity} =$   
f.  $\sum_{i} \Theta_{ji} z_{ji}^{3} - 3ExpectedMean_{j}^{parity} \times ExpectedVariance_{j}^{parity} - [ExpectedMean_{j}^{parity}]^{3}$ 

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and min 
$$\left\{ \left\{ a_{1j} \left( 1 - \frac{a_{1j}}{n_{1j}} \right), a_{2j} \left( 1 - \frac{a_{2j}}{n_{2j}} \right) \right\} \le 9,$$
  
 $Z_0^T = \Phi^{-1}(\alpha)$ 

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

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

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

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

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

# Rate Performance Measures⁷

The following calculations will apply to measure 19.

#### Variable definitions:

<i>b</i> _{1<i>j</i>} =	Number of Sprint base elements in cell
<i>b</i> _{2<i>j</i>} =	Number of CLEC base elements in cell i.
<i>b</i> _{<i>j</i>} =	Total number of base elements cell j.
$r_{1j} = n_{1j} / b_{1j} =$	Sprint sample rate of cell j.
$r_{2j} = n_{2j} / b_{2} =$	CLEC sample rate of call j.

$$q_j = b_{1j} / b_j$$
 = Relative proportion of Sprint 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 Sprint 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: 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, 
$$Z_j^* = \begin{cases} Z_j & L = 1 \\ \min(0, Z_j) & \text{otherwise} \end{cases}$$

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.

⁷ 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).

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.  $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^3}\right)$   
3. If min $(n_{1j}, n_{2j}) \le 15$  or  $n_j q_j (1-q_j) \le 9$   
a. Let  $i = 0, ..., n_j$ .  
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.  $ExpectedMean_j^{parity} = \sum_{i=1}^{N_i} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_j^{parity})^2$ .  
f.  
 $ExpectedSkew_j^{parity} = \sum_{i=1}^{N_i} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_j^{parity})^2$ .

STEP 5: Calculate the initial aggregate test statistic.

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1. If L = 1 and  $(\min(n_{1j}, n_{2j}) \le 15 \text{ or } n_j q_j (1-q_j) \le 9),$  $Z_0^T = \Phi^{-1}(\alpha)$ 

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

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

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

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. 
$$\sum_{n=1}^{\infty} \frac{1}{n} \sum_{n=1}^{\infty} \frac{1$$

$$g_{agg} = \frac{\sum_{j} W_{j}^{3} \times ExpectedSkew_{j}^{parity}}{6 \times \left(\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}\right)^{\frac{3}{2}}}$$

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

$$Z^{T} = \frac{-1 + \sqrt{1 + 4g_{agg}^{2} + 4g_{agg}Z_{0}^{T}}}{2g_{agg}}$$

# Attachment B

# Measurements Classified as High Priority⁸

	Measurement
	Number / Description
2	Average FOC/LSC Notice Interval
3	Average Reject Notice Interval
5	Percentage of Orders Jeopardized
7	Average Completion Interval
8	Percent Completed Within Standard Interval
9	Coordinated Customer Conversion as a Percentage On-Time
11	Percent of Due Dates Missed
12	% of Due Dates Missed Due to Lack of Facilities (see Section B.1)
15	Provisioning Trouble Reports
17a	Percentage of Troubles in 5 Days for New Orders
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

B.1 Due to the potential double jeopardy associated with Measure 11 and 12, High Priority incentives will not be assessed for both Measure 11 and 12, for a particular common submeasure, for a particular CLEC, in a given month. Measure 12 will only be considered High Priority when a failure occurs for measure 12 but not measure 11 (for a particular common submeasure, for a particular CLEC), in a given month. For example: if a particular CLEC is non-compliant for both measure 11 and measure 12, for a particular common submeasure, then measure 11 would be assessed a High Priority incentive, and measure 12 would be assessed a Low Priority incentive; whereas if the CLEC is non-compliant for measure 12 but not for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 would be assessed a High Priority incentive.

⁸ All other measurements are classified as Low Priority.

# Attachment C

Schedule of Compliance Incentives ⁹					
Priority Ranking		Severity Level			
-	Minor	Moderate	Severe		
Low	\$100	\$200	\$650		
High	\$200	\$400	\$1300		

- C.1 The Schedule of Compliance Incentives is based on thirty (30) or more relevant transactions.
- C.2 The number of relevant transactions is a count of the number of observations, for a particular CLEC for a submeasure, that caused a non-compliant result. Such a count is used to determine the incentive amount for those submeasures, for a particular CLEC, deemed non-compliant per a parity or benchmark comparison.
  - C.2.1 For rate measures (such as a trouble report rate), where the rate is a measure of missed-amount per other-amount, the number of relevant transactions is a count of the CLEC observations contributing to the missed-amount (such as troubles).
  - C.2.2 For proportion measures (such as percent of due dates missed for ILEC reasons), where the proportion is a measure of problem-amount per total-amount, the number of relevant transactions is a count of the CLEC observations contributing to the problem-amount (such as missed orders). For proportion measures where the proportion is a measure of made-amount per total-amount, the number of relevant transactions is the total amount minus the made-amount.
  - C.2.3 For mean measures (such as reject notification interval), where the mean is a measure of total-amount per total-count, the number of relevant transactions is a count of the CLEC observations contributing to the total-count (such as rejected orders).
  - C.2.4 For any submeasure for which relevant counts are not available or applicable (e.g., hours or money), it will be assumed that there are thirty (30) or more relevant transactions for the purpose of determining incentive amounts.
- C.3 Appropriate "scaling factors" will be applied to base incentive amounts in the Schedule of Compliance Incentives when the number of relevant transactions is less than 30.

⁹ Monthly incentive amounts, assessed per non-compliant submeasure, per CLEC.

- C.3.1 For compliance incentives associated with a relevant number of transactions less than ten (10), the relevant transaction count will be defined as "small" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.5 to arrive at the actual incentive amount owed.
- C.3.2 For compliance incentives associated with a relevant number of transactions less than thirty (30) and greater than or equal to ten (10), the relevant transaction count will be defined as "medium" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.75 to arrive at the actual incentive amount owed.
- C.3.3 For compliance incentives associated with a relevant number of transactions greater than or equal to thirty (30), the relevant transaction count will be defined as "large" and no scaling factor will be applied.
- C.4 The relevant transaction ranges will be modified for submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure). These submeasures are specific to DS1, DS3, ISDN/PRI and xDSL and have "orders" as the unit of measure (or the unit of measure is analogous to orders). These submeasures will have modified ranges for number of relevant transactions because there is an expectation of fewer transactions due to concentrated volume per order. Scaling factors will be applied to these submeasures based on these modified ranges.
  - C.4.1 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions less than five (5), the relevant transaction count will be defined as "small" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.5 to arrive at the actual incentive amount owed.
  - C.4.2 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions less than ten (10) and greater than or equal to five (5), the relevant transaction count will be defined as "medium" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.75 to arrive at the actual incentive amount owed.
  - C.4.3 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions greater than or equal to ten (10), the relevant transaction count will be defined as "large" and no scaling factor will be applied.

- C.5 For any non-compliant submeasure that cannot be definitively associated with individual CLECs (such non-CLEC specific submeasures will be referred to as "corporate submeasures"), incentives will be assessed using a multiplier based on the estimated number of CLECs to have received non-compliant service, and then allocated amongst all CLECs with activity in a given month. All submeasures in measures 24, 42, and 44 are corporate submeasures.
  - C.5.1 The total incentive amount for a corporate submeasure will be calculated by multiplying the base incentive amount, per the Schedule of Compliance Incentives, by the estimated number of CLECs receiving non-compliant service for that submeasure.
    - C.5.1.1 The estimated number of CLECs receiving non-compliant service for a corporate submeasure will be based either on the results of a special study (pending the availability of information), or will be based on the average number of CLECs receiving non-compliant service over all non-corporate, non-compliant submeasures.
  - C.5.2 Incentives for corporate measures will be paid to all CLECs with activity in the given month. The amount paid will be the total incentive divided by the number of CLECs with activity.
  - C.5.3 Consider a hypothetical example in which there are three (3) noncompliant submeasures for which there is CLEC-specific information. Suppose that one has 3 CLECs receiving non-compliant service, the second has 2 CLECs receiving non-compliant service, and the third has 7 CLECs receiving non-compliant service. Hence, the average number of CLECs receiving non-compliant service over all non-compliant CLECspecific submeasures is 4 (or 3 + 2 + 7, divided by 3). If the base incentive amount assessed for a corporate submeasure were \$650 (per the Schedule of Compliance Incentives), then the total paid for that corporate submeasure would be \$2,600 (or 4 times 650). If there was a total of eight (8) CLECs with activity that month, then each of the eight CLECs would receive \$325 (or \$2,600 divided by 8) for the non-compliant corporate submeasure.

Other Incentive Information		
Late Reports	Late Causal	
per Day	Analysis per Day	
\$500	\$50	

# Attachment **D**

#### Measures of Severity (parity and benchmark)

#### **Benchmark Measurements:**

Definition:

$$D_{\rm B} = \frac{I - B}{B} \times 100\%$$

where I is Sprint 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 Sprint 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 Sprint 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:

$$\mathbf{D}_{\mathbf{P}} = \sqrt{\frac{1}{N_1} + \frac{1}{N_2}} Z^T$$

where  $N_1$  and  $N_2$  are the number of Sprint 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 Sprint's retail and Sprint'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 Sprint's retail and Sprint'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 Sprint's CLEC service is from that of Sprint's service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to Sprint's retail customers, the measure of severity should indicate the difference between Sprint's retail and Sprint'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 Sprint's retail and Sprint's CLEC service, measured relative to the dispersion (or standard deviation) of Sprint's retail service. As an equation, this yields:

 $D_{\rm P} = \frac{\overline{X}_1 - \overline{X}_2}{s_1}$ , where  $\overline{X}_1$  is the mean Sprint retail service,  $\overline{X}_2$  is the mean Sprint service to

CLECs, and  $s_1$  is the standard deviation of Sprint'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 Sprint'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.



If the service provided to Sprint'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 Sprint's service to its retail customers on submeasurement B has a lower dispersion (or standard deviation) than Sprint's service on submeasurement A, the severity of the mean difference is higher for submeasurement B.

# Attachment E

# **Materiality Thresholds**

Materiality thresholds (see Section 8) will be applied to the following measurements/submeasurements as described below:

# **Small Sample Adjustments to Benchmark Proportion Measures**

Sprint will implement the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

SMALL SAMPLE ADJUSTMENTS TO BENCHMARK PROPORTION MEASURES							
90% Bei	90% Benchmark 95% Benchmark 98% Benchmark 99% Benchmark						
Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses
1	0	1 to 3	0	1 to 9	0	1 to 19	0
2 to 9	1	4 to 19	1	10 to 49	1	20 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

## **Small Samples for Parity Measures**

#### 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 (e.g., the denominator)	Permitted Troubles
1 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 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.

# Attachment F

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# "High-Cap" Submeasures with an Ordering Unit of Measure

The following submeasurements will have modified ranges for application of scaling factors (see Section C.4):

Submeasure

Measur	Measure Code	Silbmeasure
02	02.01.07	All Electronic - DS-1/ISDN PPI
02	02.01.08	All Electronic - DS-3
02	02.01.101	All Electronic - LINE Loops - VOSI Concelta
02	02.02.07	All Manual (FAX) - DS-1/ISDN DDI
02	02.02.08	All Manual (FAX) - DS-3
02	02.02.101	All Manual (FAX) - 11NE 1 cons - VICI Constitution
02	02.03.07	Electronic/Manual Miv - Do 4 JICON DOI
02	02.03.08	
02	02.03.101	
04	04.01.07.01	All Electronic - DS-1/ISDN DDI NUIL Capable
04	04.01.07.02	All Electronic - DS-1/ISDM DDI S
04	04.01.07.03	All Electronic - DS-11/SDN PKI - Service Migrations w/o changes
	04.01.07.04	All Electronic - DS-1//SDN DDI Man
	04.01.07.05	All Electronic - DS-1/ISDN DDI FAAL WOVE and change activities
	04.01.07.06	All Electronic - DS-1/ISDN DDI Samine changes
	04.01.08.01	All Electronic - DS-3 - New Service Instances
	04.01.08.02	All Electronic - DS-3 - Service Microtice
	04.01.08.03	All Electronic - DS-3 - Service Miscation - 1
	04.01.08.04	All Electronic - DS-3 - Move and changes
	04.01.08.05	All Electronic - DS-3 - Festure showed and Utarige activities
04	04.01.08.06	All Electronic - DS-3 - contino Diamondes
	04.01.101.01	All Electronic - LINE Loose Vice Disconnects
	04.01.101.02	All Electronic - LINE Loops - XUSL Capable - New Service Installation
	04.01.101.03	All Electronic - UNF I onthe - VDSI Capable - Service Migrations w/o changes
	04.01.101.04	All Electronic - UNE I onto - VDSI Capable - Service Migrations w/ changes
	04.01.101.05	All Electronic - UNE I onos - VDSI Capable - Move and change activities
	04.01.101.06	All Electronic - UNF I none - vDot Capable - reature changes
	05.07.01	DS-1/ISDN PRI - I ack of facilition
	05.07.02	DS-1/ISDN PRI - Other
		DS-3 - Lack of facilities
		DS-3 - Other
		UNE Loops - xDSL Capable - Lack of facilities
05 05	05.101.02	UNE Loops - xDSL Capable - Other

Measur	Submeasure Code	SubmeasureDescription
06	06.07.01.01	DS-1/ISDN PRI - Lack of facilities - Assignment
06	06.07.01.02	DS-1/ISDN PRI - Lack of facilities - Installation
06	06.07.01.03	DS-1/ISDN PRI - Lack of facilities - Notification Missed Commitment
06	06.07.02.01	DS-1/ISDN PRI - Other - Assignment
06	06.07.02.02	DS-1/ISDN PRI - Other - Installation
06	06.07.02.03	DS-1/ISDN PRI - Other - Notification Missed Commitment
06	06.08.01.01	DS-3 - Lack of facilities - Assignment
06	06.08.01.02	DS-3 - Lack of facilities - Installation
06	06.08.01.03	DS-3 - Lack of facilities - Notification Missed Commitment
06	06.08.02.01	DS-3 - Other - Assignment
06	06.08.02.02	DS-3 - Other - Installation
06	06.08.02.03	DS-3 - Other - Notification Missed Commitment
06	06.101.01.01	UNE Loops - xDSL Capable - Lack of facilities - Assignment
06	06.101.01.02	UNE Loops - xDSL Capable - Lack of facilities - Installation
06	06.101.01.03	UNE Loops - xDSL Capable - Lack of facilities - Notification Missed Commitment
06	06.101.02.01	UNE Loops - xDSL Capable - Other - Assignment
06	06.101.02.02	UNE Loops - xDSL Capable - Other - Installation
06	06.101.02.03	UNE Loops - xDSL Capable - Other - Notification Missed Commitment
07	07.07.01	DS-1/ISDN PRI - Field Work
07	07.07.02	DS-1/ISDN PRI - No Field Work
07	07.08.01	DS-3 - Field Work
07	07.08.02	DS-3 - No Field Work
07	07.101.01	UNE Loops - xDSL Capable - Field Work
07	07.101.02	UNE Loops - xDSL Capable - No Field Work
08	08.07	DS-1/ISDN PRI
08	08.08	DS-3
08	08.101	UNE Loops - xDSL Capable
11	11.07.01	DS-1/ISDN PRI - Field Work
11	11.07.02	DS-1/ISDN PRI - No Field Work
11	11.08.01	DS-3 - Field Work
11	11.08.02	DS-3 - No Field Work
11	11.101.01	UNE Loops - xDSL Capable - Field Work
11	11.101.02	UNE Loops - xDSL Capable - No Field Work
12	12.07.01	DS-1/ISDN PRI - Field Work
12	12.07.02	DS-1/ISDN PRI - No Field Work
12	12.08.01	DS-3 - Field Work
12	12.08.02	DS-3 - No Field Work
12		UNE Loops - xDSL Capable - Field Work
12	12.101.02	UNE Loops - xDSL Capable - No Field Work

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	Submeasure		
Measure	Code	Submeasure Description	
13	13.07.01	DS-1/ISDN PRI - 1 - 30 days held	
13	13.07.02	DS-1/ISDN PRI - 31 - 90 days held	
13	13.07.03	DS-1/ISDN PRI - Greater than 90 days held	
13	13.08.01	DS-3 - 1 - 30 days held	
13	13.08.02	DS-3 - 31 - 90 days held	
13	13.08.03	DS-3 - Greater than 90 days held	
13	13.101.01	UNE Loops - xDSL Capable - 1 - 30 days held	
13	13.101.02	UNE Loops - xDSL Capable - 31 - 90 days held	
13	13.101.03	UNE Loops - xDSL Capable - Greater than 90 days held	
14	14.07	DS-1/ISDN PRI	
14	14.08	DS-3	
14	14.101	UNE Loops - xDSL Capable	
17a	17a.07	DS-1/ISDN PRI	
17a	17a.08	DS-3	
17a	17a.101	UNE Loops - xDSL Capable	

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# Attachment G

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# 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/submeasurements:

Measurement/Submeasurement Number / Description	Cell Level (i.e., wire center, etc)
None at this time.	n/a

The first and only Performance Incentive Plan (PIP) implemented by Sprint (the "2001 Nevada PIP") is provided as an attachment. This PIP reflects the Stipulation agreement in Nevada Proceeding 01-1049/01-3001. Sprint of Nevada, the Bureau of Consumer Protection (BCP), and intervening CLECs agreed to that Stipulation, which was subsequently adopted by the Nevada Commission. This PIP was implemented by Sprint in Nevada on April 1, 2002.

The 2001 Nevada PIP is based on the same fundamental principles of plans implemented by State Commissions and the FCC, including:

• Self-effectuating process.

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- Statistical tests designed to accurately determine compliance.
- Statistical comparisons to determine parity, and benchmarks to determine consistency of services that are provided uniquely to CLECs.
- Mitigation provisions to offset the chance for error in parity comparisons.
- Increasing incentives for consecutive months of noncompliance.
- Not all measures require application of incentives.
- Higher incentives for a greater degree of noncompliance, and lower incentives for a lower degree of noncompliance (e.g. different incentives for different severity levels).
- Magnified incentives when more transactions are affected (e.g. incentives increase as the number of "misses" increases).
- Regular reviews and audit.
- Shared principles with other ILEC plans, but not identical methodology for execution of those principles. Sprint firmly believes that identical incentives and methods are not necessary to promote non-discriminatory service to CLECs.

Sprint's Nevada PIP was designed to promote non-discriminatory service to Nevada CLECs. Therefore, careful evaluation and appropriate modification of this PIP would need to occur in Florida prior to implementation. For example:

- Since most of Sprint's Nevada CLEC customers are located in a large metropolitan area, Sprint has not proposed like-to-like comparisons based on geographic differences (or other significant factors below the submeasure level). However, if Sprint implemented a PIP in a state with a different geographic profile (or other factors that differentiated service below the submeasure level), appropriate like-to-like comparisons would be considered.
- Elements of Sprint's Nevada PIP are based on volume and Net Return unique to Nevada.

Sprint's PIP should be allowed to continuously improve. That is why we are suggesting changes and enhancements to provide a plan that will ensure local telephone competition and reflect appropriate application of incentives. For example:

• Like-to-like comparisons below the submeasure level (when appropriate) for improved accuracy in statistical testing.

- Aggregate level test statistic (at the submeasure level).
- Calculations will be performed when the CLEC has five or more transactions.
- No incentive payment to Sprint affiliates.

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- Reduction in redundancies of incentive payment (e.g. no payment or reduced payment when there is redundancy of measurement in the performance metrics).
- Increase in self-effectuating nature of supporting processes (e.g. in mitigating the effect of exceptional circumstances such as natural disasters).
- Sunset of incentives when service level goals are met and/or there is no evidence of discrimination.
- Additional materiality thresholds where appropriate.
  - For mean measures, incentive payment will be based on the number of:
    - Transactions that "missed" the benchmark (for benchmark measures)
    - Transactions that did not meet Sprint's mean (for parity measures)

In conclusion, the attached 2001 Nevada PIP is provided to fulfill a request for information from the Florida Commission. This PIP is not a current reflection of Sprint's position on incentives in Florida, but could be used as the basis for the development of a PIP if ordered by the Florida Commission.

# Sprint Performance Measurements Incentive Eligibility

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Measurement #	Measurement Title	Eligible for Incentives?
Pre-Ordering		
01	Average Response Time to Pre Order Queries	YY
Ordering		
02	Average FOC/LSC Notice Interval	YY
03	Average Reject Notice Interval	N
04	Percent of Flow-Through Orders (Recommend to Eliminate)	N
Provisioning		
05	Percentage of Orders Jeopardized	Y
06	Average Jeopardy Notice Interval Due to Lack of Facilities	N
07	Average Completed Interval	Y
08	Percent Completed Within Standard Interval (Recommend to Eliminate)	N
09	Coordinated Customer Conversion as a Percentage On -Time	Y
10	LNP Network Provisioning (Recommend to Eliminate)	N
11	Percent of Due Dates Missed	Y
12	Percent Due Dates Missed Due to Lack of Facilities	Y
13	Delay Order Interval to Completion Date (Lack of Facilities)	N
14	Held Order Interval (Recommend to Eliminate)	N
15	Provisioning Trouble Reports Prior to Service Order Completion	Y
17A	Percentage Troubles in 5 Days for New Orders	Y
18	Average Completion Notice Interval	Y
Maintenance		<b>*</b>
19	Customer Trouble Report Rate	Y
20	Percentage of Customer Trouble Not Resolved Within Estimated Time	Ŷ
21	Average Time to Restore	Y
22	POTS Out of Service Less Than 24 Hours	N
23	Frequency of Repeat Troubles in 30 -Day Period	Y
Network		
Performance		
24	Percent Blocking on Common Trunks (Recommend to Eliminate)	N
25	Percent Blocking on Dedicated Interconnection Trunks	Y
26	NXX Loaded by LERG Effective Date	N
Billing		
28	Usage Timeliness	N
30	Wholesale Bill Timeliness	<u>N</u>
31	Usage Completeness	N
32	Recurring Charge Completeness	N
33	Non-Recurring Charge Completeness	N
34	Bill Accuracy	N
Database		•·····
Updates		
37	Database Update Timeliness	N
38	Percent Database Accuracy (Recommend to Eliminate)	N N
39	E911 /911 MS Database Update Interval	N N
Collocation		11,
40	Time to Respond to a Collocation Request	N
40	Time to Provide a Collocation Arrangement	Y
Interface		11
42	Percentage of Time Interface is Available	Y
		1 I

# **Examples of Materiality Proposals**

This is not a comprehensive proposal for materiality, but rather a few examples to give the reader an idea of what is meant by "materiality". Section 8.4 and Attachment E of the 2001 Nevada PIP can be used as additional reference material on materiality.

Materiality proposals are applied to determine compliance, even if the measure is not eligible for incentive payment.

"Misses" is defined as:

- The number of missed transactions (for benchmark proportion measures)
- The number of transactions that fail to meet the benchmark (for benchmark mean measures)
- The number of missed transactions (for parity proportion measures)
- The number of transactions that fail to meet the Sprint mean (for parity mean measures)

		SMALL	SAMPLE	E ADJUS	IMENTS		
90% Benchmark		95% Benchmark, Benchmark mean, Parity proportion, Parity mean		98% Benchmark		99% Benchmark	
Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses
1	0	1 to 3	0	1 to 9	0	1 to 19	0
2 to 9	1	4 to 19	1	10 to 49	1	20 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

#### Measurement 19 – Parity Rate Measure

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 (e.g. the denominator)	Permitted Troubles
1 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 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.

#### Measurement 20, 21, 23

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The following adjustment table applies to all submeasures in Measurement 20 (Percentage of Customer Trouble Not Resolved Within Estimated Time), 21 (Average Time to Restore), and 23 (Frequency of Repeat Troubles in 30-Day Period), and will be applied when a statistically significant difference is identified:

Number of CLEC trouble reports (e.g. the denominator)	Permitted Misses	
1 to 5	1	
6-10	2	
11-15	3	

#### Measurement 28

The following adjustment table applies to all parity submeasures in Measurement 28 (Usage Timeliness), and will be applied when a statistically significant difference is identified:

Number of CLEC messages processed (e.g. the denominator)	Permitted Difference Between CLEC Results and Sprint Results	
1 to 7,499	0.3	
7,499 to 24, 999	0.2	
25,000 or more	0.1	

#### Measurement 31

The following adjustment table applies to all parity submeasures in Measurement 31 (Usage Completeness), and will be applied when a statistically significant difference is identified:

Number of Usage Charges Billed to a CLEC (e.g. the denominator)	Permitted % Difference Between CLEC Results and Sprint Results	
1 to 999	3%	
1000 to 2, 999	2%	
3,000 or more	1%	

#### Measurement 37

The following adjustment table applies to all submeasures in Measurement 37 (Database Update Timeliness), and will be applied when a statistically significant difference is identified:

Number of CLEC Updates (e.g. the denominator)	Permitted Misses
1 to 19	1
20 to 39	2
40 to 59	3
60 to 79	4
80 or more	5
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## **Please Read:**

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Sprint is providing the CLEC aggregate performance measurement results in compliance with a FPSC request for information. However, Sprint would like to point out that the CLEC aggregate is a general indication for overall performance on a measure, and should not be used to determine compliance. For most measures, performance is evaluated on a per CLEC basis. The CLEC aggregate, therefore, does not necessarily indicate whether there are performance failures on a per CLEC basis. For benchmark measures, if the CLEC aggregate is worse than the ILEC analog, that would indicate that performance failure did occur on at least some CLECs. However, it would not indicate whether there is widespread failure. For instance, Sprint could miss the benchmark for one large CLEC and provide better than standard service for all other CLECs, and still have an aggregate performance that showed service less than the standard overall. For most parity measures, even if the CLEC aggregate is worse than the ILEC analog, it is not certain that a failure occurred for even one CLEC. This is because the statistical tests are designed to determine whether

9.4	<b>56 6</b>	(sAep ui yinsei)	Parity	tnamngizzA - bangizab-noV - zdoci TVU	Aparente de la segente de la seg segente de la segente de	BUILOISIAOL	1 10119	0 90	10200	150
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99	0	(syeb ni fluzer)	Vine	UNE Loops - xDSL Capable - Assignment	Average Jeopardy Notice Interval	Buluoisinoi	101019			
9.01	0	(skep ui tiusei)	Parity	UNE Loops - Designed Other - Installation	Average Jeopardy Notice Interval	Buluoisino				
9 7	0	(sAep ui ijnsei)	Parity	tnemngiszA - tedtO bengize0 - zdooJ 3NU	Average Jeopardy Notice Interval	BUIUDISIAOJ				
t 9 l	L	(sysbin tiuset)	Panty	noitelleten	Average Jeopardy Notice Interval	Buiuoisinoi				
i i	50.6	(skeb ni tiusei)	Parity	Pusiness POTS - Installeten	Average Jeopardy Notice Interval	BUILIOISIAOJ				-
1.0	50	(sysb ni tiuzer)	Panty	nemngiss∆ - 2TO9 ssenisuð	Average Jeopardy Notice Interval					
9.0	21	(\$Aep ui tiusei)	Varity	Residential POTS - Installation	levield voice levield					
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0	12	(egetnested at tluzet)	Panty	DAE Sub-Loops - Voice	Percentage of Orders Jeopardized	Buluoisivoid	1			
0	2	(result is percentage)	Parity	ONE Platform	Percentage of Orders Jeopardized	Buiuoisinoi				
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0	3	(eserins percentage)	Parity	bex	Percentage of Orders Jeopordized	Provisioning			102002	i Ti
0	181	(edetrested si tinset)	Parity	X9/U82	Percentage of Orders Jeopardized	Buinoisivoig			500501	: n:
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<u> </u>	0	(result in hours)	Benchmark	Breadential POTS	Percentage of Orders Jeopardized	Buinoisivoi9	10 90	50	500501	: T
-	0	(result in hours)	Benchmark	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Isvietal Antice Interval	Order	03 03 03 05 05	03	102001	1
	10	(sinod or threat)		Electronic/Manual Mix Content Errors (other edits) - Resale Orders	Isvistal Angles Majes Maria	19b1O	03 03 05 01	60	500501	-
	-		Benchmark	21901 bins 2000 3NU - Isnigne fibe) xstry2 - xiM isunsMonorcel3	Aveiage Reject Natice Interval	18biO	20 10 50 50	50	500501	
	0	(sinon ni flusei)	Benchmark	Electronic/Manual Mix - Syntax (edit engine) Resale Orders	Isvestel Notice Interval	Order	10 10 20 20	03	102002	
	0	(result in hours)	Benchmerk	All Electronic - Syntax tedit enginet - UNE Loops and Ports	Isviatri epiton toeled agained	Order	03 01 01 05	03	102002	
	0	(result in hours)	Benchmark	Electronic/Manual Mix - Projects	Isviatol Solice Interval	Order	L1 E0 Z0	05	100501	
	0	(sinoy or tipsei)	Benchmark	Electronic/Manual Mix - LNP	Aveiage FOC/LSC Notice Interval	Order	91 60 20	-05	200201	
	0	(result in hours)	Benchmark	Electronic/Manual Mix - ELC - Loop	Average FOC/LSC Notice Interval	Order		20	500501	
	0	(result in hours)	Benchmark	Electronic/Manuel Mix - Line Sharing	Average FOC/LSC Notice Interval	Order	05 03 141		102002	-
8 2	0	(result in hours)	Benchmark	Electronic/Manual Mix - UNE Platform	Average FOC/LSC Notice Interval	iebiQ	121 20 20	20	500501	-
28	0	(result in hours)	Benchmark	Electronic/Manual Mix - UNE Loops - Non-designed	Average FOC/LSC Notice Interval	18PIQ	11 20 20	05	300301	-
57	0	(result in hours)	Benchmark	Electronic/Manual Mix - UNE Loops xDSL Capable	Average FOC/LSC Notice Interval	Oider	101 60 20	20		-
9	0	(sinoų ur tinsai)	Benchmark	Electronic/Manual Mix - UNE Loops - Designed Other	Average FOC/LSC Notice Interval	Order	01 60 70	20	200201	
L	0	(result in hours)	Benchmark	Electronic/Manual Mix - ISDN BRI	Average FDC/LSC Notice interval	Order	03 03 10		500501	
£ G	0	(result in hours)	Benchmark	Electronic/Manual Mix - Business PDTS	Average FOC/LSC Notice Interval	Order	20 20 20	05	500501	
4	0	(result in hours)	Benchmark	STO9 Istradian Mix - Residential POTS	Average FOC/LSC Notice Interval	Order		20	500201	
0 5	0	(sinoy ui tinsei)	Benchmark	All Electronic - LNP	Average FOC/LSC Notice Interval	Order	05 03 01	20	102002	
8 69	0	(result in hours)	Benchmark	All Electronic Interconnection Trunks	Average FOC/LSC Notice Interval		05 01 16	20	102002	1 19
0	0	(sinoy ui liusei)	Benchmark	All Electronic - Line Shaing		Order	31 10 20	05	102002	19
0	0	(sinoų ui tinsei)	Benchmark	All Electronic UNE Platform		Order	141 10 20	05	200201	1 H
10	lo	(result in hours)	geuchmark	All Electronic - UNE Loops - Non-designed	Average FOC/LSC Notice Interval	Order	102 01 131	05	200201	٤ſ
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0	10	(result in hours)	Renchmark		Average FOC/LSC Notice Interval	Order	101 10 20	50	102002	13
-	0	(result in hours)	Benchmark	A C P SEGNAR - SCALAR	Aveiage FOC/LSC Notice Interval	Order	05 01 03	20	500501	19
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	-			leuneM IIA - noitscitileuD-er9 qooJ	Average Reponse Time to Pre-Order Queries	Pre-Order	01 08 05	10	500501	-
	0	(spuppes ur tecoude)	Benchmark	Facility Availability - YhidalievA (XA3)	Average Reports Time to Pre-Order Queries	Pre-Order	20 20 10	10	500501	
-	0	(result in seconds)	Benchmark	Rejected/Failed Inquiries - All Electronic	Average Reports Time to Pre-Order Queries	Pre-Order	10 90 10	10	102002	-
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	0	(spuopes ur riuser)	Benchmark	Service Aveilability - YII Electronic	Average Reponse Time to Pre-Order Queries	Pre-Order	10 +0 10	10	102002	1
66	0	(result in seconds)	Benchmark	Request For Customer Service Record Complex - All Electronic	Average Reponse Time to Pre-Order Queries	Pre Order	10 100 10	10	200301	
1 92	0	(spuoces ur ynsei)	Benchmark	Request For Customer Service Record Simple - Ali Electronic	Average Reports Time to Pre-Order Queries	Pre-Order	10 20 10	101		13
60	0	(spuopes ur ynser)	Benchmark	Request For Telephone Mumber - All Electronic	Average Reponse Time to Pre-Order Queries	Pre Order	10 20 10		500501	11
£ 9	0	(result in seconds)	Benchmark	Address Veritication/Dispect Required IIA Electionic	Average Reponse Time to Pre-Order Queries	Pre-Order	10 10 10	10	500501	Er -
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1 71	154	(result is percentage)	Parity	UNE Coops - Non-designed - Field Work	Percent of Due Dated	BUIUOISIAOJ	1 10.11	11	00501	۲ S
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9	0	(result is percentage)	Parity	UNE Loops - Designed Other - Field Work	Percent of Due Dessify sets 0 euclide to the pre-	BuiuoisiA01	100111		102002	2 73
0	143	(result is percentage)	Panty	VGPL/DSO - Field Work	Percent of Due Dates Missed	BUILOISIAO	10 50 11	L .	102002	_
0	0	(egetreored si flusei)	Panty	DS-3 - Field Work	Percent of Due Deted	BUILIOISIAOJ	10 80 11			
0	0	(result is percentage)	Panty	DS-1/ISDN PRE- FIGH WORK	Percent of Due DessiM seted euclide to the percent	BUILOISIAOI	10 20.11			_
0	¥61	(result is percentage)	Parity	PBX - Field Work	Percent of Due Dates Missed	Buluoisino J	10 90.11			
0	L	(esertecentage)	Panty	Centrex No Field Work	Percent of Due Datas Missed	BUIUDISIADI	11 04 05			
ō · · · · ·	6 (	(result is percentage)	Panty	Centrex - Field Work	Percent of Due Dates Missed	BUIUDISIAOL	11 04 01			
0	76	(egerneored ar rluzer)	Parity	ISDN BH - No Field Work	Percent of Due Dates Missed		11 03.02			
ō	S 12	(result is percentage)	Parity	ISDN BHI - Field Work	Percent of Oue Dates Missed					
z	12	(egetnebred si tluser)	Parity	Business POTS - No Field Work		BUIDOISINOI	20 20 11			
	154	(egetnested at tluset)	Parity	Business POTS - Field Work	Percent of Due Detes Missed	Buinoisivoi9	11 03 03			
	20	(ecertested si riuser)	haued	AnoW biel - No - STOR Isinebized	Bercent of Due Dates Missed	-				
L 6	8	(ebercentage)	Asued	Residential POTS - Field Work	Percent of Due Dates Missed	Provisioning	11 01 05	LL		
S \$ 7	0	(result is percentage)	Panty	AN 41-13 3100 1-1-1-19	EUR Network Provisioning			11		
	0	(result is percentage)	Vanity	sseuisna		QUINOISIVOIA		01		
	v 16	(egatneored at fluser)	Parity	Brojects		QUINOISIVOIA		60		-
	£ /.8	(result is percentage)	Parity	DIVE 200-Foods Voice	Percent Orders Completed within Standerd Interval	Brinoisivoig		80	100301	
	6 4 6	(result is percentage)	Panty		Percent Orders Completed within Standard interval	Buinoisivoig	08 133	80		
	6 2 6 E 2 8	(result is percentege)	Parity .		Percent Orders Completed within Standard Interval	Brinoisivoid	151 80	80	500501	_
		(eperceored ar threat)	Parity		Percent Orders Completed within Standard Interval	BrinoisivaiA	11.80	80	500201	Z II
99	8 96		_	UNE Loops - xOSL Capable	Percent Orders Completed within Standard Interval	6uiuoisinoid	101 80	80	500501	E 13
001	0	(result is percentage)	Parity	UNE Loops Differ	Percent Orders Completed within Standard Interval	Provisioning	01.80	80	500501	Z 13
	G L 8	(result is percentege)	Panty	50X	Percent Orders Completed within Standard Interval	Provisioning	90 80	80	500501	E I
	<b>₽86</b>	(result is percentage)	1	xəitəə	Percent Orders Completed within Standard Interval		70 80	80	102002	ર પ્ર
	98	(result is percentege)	Parity	ING NOSI	Percent Orders Completed within Standard Interval	BuinoisivoiA	60 03	80	500501	E 13
ζ6	2 86	(sostrectertage)	Panty	STO9 sseniesd	Percent Orders Completed within Standard Interval	Provisioning	20 80	80	500501	11
786	2 86	(egetnepred ar fluzer)	Panty	STO9 Isitnabisaß	Percent Orders Complete within Standard Interval	Provisioning	10 80	30	500501	-
0	3	(sysbini fluser)	Panty	Projects No Field Work	levie/ni be/eigenevA	Provisioning	20 21 20	20	200201	
0	201	(sysbini tiusen)	Parity	Projects Field Work	levietni betsiqmoD egelevA	Provisioning	10 61 60	۷۵	102002	1
0	4 4	(result in days)	Panty	UNE Sub-Loops - Voice - Field Work	Average Completerval	BUILIOISIADIA	10 221 70	20	500501	
*	รเ	(syeb ni flusei)	Parity	UNE Bistform No Field Work	lsvietni betelqmoD epsievA	DUIUOISIAOId	20 131 05	٤٥	500501	
0	54	(skeb ni tluser)	Panty	UNE Platform - Field Work	levietni betelqmo.) egsievA	Buiuoisinoid	10 181 40	L0	500501	
44	0	(result in days)	Parity	UNE Loops - Non-designed - No Field Work	feviation of the second s	Duiuoisivoia	20 LL 20	40	500501	
4	44	(skep ur tiuser)	Parity	UNE Loops • Non-designed - Field Work	levietri betelqmo.) egelevA	Buiuoisinoid	10 11 20		102002	-
G	97	(syeb ni tiusai)	Parity	UNE Loops · xDSL Capable · No Field Work	Average Completed Interval	Suluoisinoid	20 101 20	20	102002	
7 B	9	(result in deys)	Parity	UNE Loops - XDSL Capable - Field Work	levietol betelqmoD egesevA	Buinoisivoia	10 101 20	20	102002	_
89	0	(skep ui Linsei).	Parity	UNE Loops - Designed Other Field Work	Average Completed Interval	Provisioning	10 01 20	20	200301	
0	101	(skep ur tinser)	Parity	PBX Field Work	levietri betelqmoD egelevA	Buinoisivoig		20	100301	
s .	34	(skep ur tiusar)	Parity	Centrex No Field Work	lavietai beteiqmo 2 egatevA	Provisioning	20 10 20	20	200201	-
52	27	(sysb in tlusei)	Parity	Centrex Freid Work	levierni bereiqmoʻJ eçsievA	Buluaisinoid	10 40 20	20	200201	
	61	(skep ui tiusai)	Parity		Average Completion Interval	Buiuaisinoid	10 10 20	20		-
	52	(skep ur jinsar)	Panty	Business POTS - No Field Work	levietri beteiqmoO egenevA	Buiuoisinoid	70 20 20		500201	
	77	(skep ui jinsei)	Aured	Business POTS - Field Work	Average Completed Interval	buluoisinoid		20	500201	-
	Þ l	(skep ui tiusei)	Parity	Residential PDTS - No Field Work	Average Completed Interval	BuiuoisiAoid	10 20 20	20	500201	-
	5.2	(skep ui tinsei)	Alined	Residential PDTS - Freid Work			20 10 20	۷۵	500501	-
92 791	0	(sveb or threat)	Parity Parity		Average Completed Interval	Buinoisivoi9	10 10 20	20	500501	
	0	(skep ur tinser)		noutellisten - 9001 - 2133	leviaini abirov ybiegoal, agerevA	Buildisivoig	20 147 02	90	500501	
6 11	0		-	tnemngiseA qool · 2.33	Average Jeopardy Notice Interval	Buinoisivoi9	10 141 90	90	500507	: 13
U	81	(skep ur tinsar)		UNE Plattorm - A same transmissed - mistra - UNE - Mission - Missi	levisini sotion ybisqosL sesievA	Provisioning	10 181 90	90	102002	. 13
8-1	334	(skeb m flueet)	Parity	noiselletzni - bengizeb-noi/i - zeool 300	Average Jeopardy Notice Interval	Provisioning	20 11 90	90	500501	ਿ ਮ
Aggregate Aggregate CLEC	shusefi nocheqeno D3JI	Beart Type	ty Benchmach, Parl	With PcInty	TIA_MOZ_AMAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA	949YT	Suhmeesure #D	themesuresM iedmuM	Month Year	etet2

State	Month Year	Measurement Number	Submeasure ID	Туре	FL_SOM_ALL	with Activity	Benchmark Pari		Comparison	Apprepate
FL	200201	11	11 133 01	Provisioning	Percent of Due Dates Missed	Diseggregation	<u></u>	Result Type	*** Results****	* Results ¹
FL	200201	11	11 14 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops Voice - Field Work	Panty	(result is percentage)	12 4	
FL	200201	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE Dedicated Transport - Field Work	Panty	(result is percentage)	0	
FL	200201	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	126	
FL	200201	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	93	
FL	200201	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities		Parity	(result is percentage)	16	i
FL	200201	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	(result is percentage)	4 4	
FL	200201	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS DESIGNED OTHER	Parity	(result is percentage)	0	33
FL	200201	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Panty	(result is percentage)	38	15
FL	200201	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Panty	(result is percentage)	11 1	10
۴۱.	200201	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	118	
L	200201	13	13 01 01	Provisioning	Delay order interval to completion date	UNE SUB-LOOPS - VOICE	Parity	(result is percentage)	11.1	
÷۱	200201	13	13 01 02	Provisioning	Delay order interval to completion date	Residential POTS 1 - 30 days held	Parity	(result in days)	9	8
L	200201	13	13 02 01	Provisioning	Delay order interval to completion date	Residential POTS - 31 90 days held	Parity	(result in days)	46 1	Ę
=L	200201	13	13 10 01	Provisioning	Delay order interval to completion date	Business POTS - 1 30 days held	Parity	(result in days)	105	
L	200201	13	13 101 01	Provisioning	Delay order interval to completion date Delay order interval to completion date	UNE Loops Designed Other 1 - 30 days held	Parity	(result in days)	0	
1	200201	13	13 101 02	Provisioning		UNE Loops xDSL Capable - 1 - 30 days held	Parity	(result in days)	11.7	8
L		13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 31 - 90 days held	Parity	(result in days)	50	
્ય	200201	14	14 01	Provisioning	Delay order interval to completion date Held Order Interval	UNE Loops - Non designed - 1 - 30 days held	Parity	(result in days)	10 9	9
÷L	200201	14	14 02	Provisioning	Held Order Interval	Residential POTS	Parity	fresult in days)	24 7	
L	200201	14	14 04			Business POTS	Parity	(result in days)	71	
1		14	14 07	Provisioning	Held Order Interval	Centrex	Parity	(result in days)	73 3	
_		14	14 10	Provisioning	Held Order Interval	DS-1/ISDN PRI	Parity	(result in days)	36 6	
ι <u> </u>		14	-	Provisioning	Held Order Interval	UNE Loops - Designed Other	Parity	(result in days)	0	
L	200201	14		Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Parity	(result in days)	28.4	
i.	200201	14		Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	81 2	15
L		15	15 01 01	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	1
	· · · · · · · · · · · · · · · · · · ·			Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	25	
			15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	04	
		15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	4 1	
				Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	13	t
				Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	38	1
		17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	49	
		17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	0.9	
				Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	04	
				Provisioning	Percentage of Troubles within 5 days for New Orders	РВХ	Parity	(result is percentage)	0	
			17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	40	
				Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops xDSL Capable	Parity	(result is percentage)	4 1	
				Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	83	
				Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result (s percentage)	38	
				Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	83	
				Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	01	
				Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	
				Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	2	
				Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1,3	
				Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 2	
			9.04	Maintenance	Customer Trouble Report Rate	Centrex	Parity			
				Maintenance	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0.1	
				Maintenance	Customer Trouble Report Rate	DDS		(result is percentage)	0.1	0
			9 07		Customer Trouble Report Rate	DS-1/ISDN PRI	Parity Parity	(result is percentage)	1 5	<u> </u>
			9 09 1	Maintenance	Customer Trouble Report Rate	VGPL/DSO		(result is percentage)		3
				Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Capable	Parity	(result is percentage)	0 2	. 0
			911	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	41	0
			9147			EELS - Loop	Parity	(result is percentage)	0.6	0.
- 12	00201 1	• 7,			Customer Trouble Report Rate Page P		Parity	(result is percentage)	4183 3	2

· · · I		1200		1.0	FL_SOM_ALL_		Benchmark Pari		ILEC Comperison	CLEC Aggregate
tate	Month Year	Measurement Number	Submeasure ID	Туре	Measurement Description	Diseggregation	20 - ty [7]	Result Type. "	Results	'~ Results '
	200201	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Panty	(result is percentage)	23 9	13
	200201	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS No Dispatch	Parity	(result is percentage)	53	2
	200201	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispetch	Parity	(result is percentage)	18.9	12
	200201	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	10 2	
	200201	20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)	50	1
	200201	20	20 03 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - No Dispatch	Parity	(result is percentage)	50	
	200201	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	34 4	
- 1	200201	20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Parity	(result is percentage)	38 1	
L.	200201	20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS-1/ISDN PRI - Dispatch	Parity	(result is percentage)	50 8	
	200201	20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	(result is percentage)	58	
- 1	200201	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable Dispatch	Panty	(result is percentage)	47	
ι	200201	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	22 3	
 1	200201	20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS Loop - Dispatch	Parity	(result is percentage)	53	
-	200201	21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	19.4	
	200201	121	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	78	
્ય	200201	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	30 9	
 -L	200201	21	21 02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	14 1	
=	200201	21	21 03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	28 1	
 =)	200201	21	21 03 02	Maintenance	Average Time to Restore	ISDN 8RI - No Dispatch	Parity	(result in hours)	23 5	
- FL	200201	21	21 04 01	Maintenance	Average Time to Restore	Centrex Dispatch	Parity	(result in hours)	34.4	
	200201	21	21 05 01	Maintenance	Average Time to Restore	PBX Dispatch	Parity	(result in hours)	15.6	
- 9L	200201	21	21 07 01	Maintenance	Average Time to Restore	DS-1/ISDN PRI - Dispatch	Parity	(result in hours)	64	
FL	200201	21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	(result in hours)	46	
FL	200201	21	21 101 01	Maintenance	Average Time to Restore	UNE Loops xDSL Capable · Dispatch	Parity	(result in hours)	32 2	
FI	200201	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispetch	Parity	(result in hours)	15.5	
FI	200201	21	21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Ρατιτγ	(result in hours)	59	
FL	200201	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	90 1	
FI	200201	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	68 7	
FI	200201	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	tresult is percentage)	92 5	
FI	200201	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Perity	(result is percentage)	16.6	
FI	200201	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	19 5	
FI	200201	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	(result is percentage)	18 9	
FI	200201	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	127	
, <u>.</u> FL	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	РВХ	Parity	(result is percentage)	17.4	
FI	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	РВХ	Panty	(result is percentage)	17 4	
FI	200201	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS 1/ISDN PRI	Parity	(result is percentage)	32	_
FL	200201	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Parity	(result is percentage)	29	
FI	200201	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	20 7	
FL	200201	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops · Non-designed	Parity	(result is percentage)	15 2	
	200201	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	31 5	5
FL	200201	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)		0
FL	200201	25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)		0
FL	200201	25	28 01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1 5	
FL	200201	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	15	
FL	200201	28	28 02	Billing	Usage Timeliness	Switched Access	Benchmark	(result in days)		0 5
FL	200201	30	30 01	Bilkng	Wholesale Bill Timeliness	Resala	Benchmark	(result is percentage)		0
FL	200201	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	(	0
FL	200201	30	30 02	Billing	Wholesale Bill Timeliness	Facilities/interconnection	Benchmark	(result is percentage)		0
FL FI		30	31 01	Billing	Usage Completeness	Resale	Perity	(result is percentage)	99 9	9
FL	200201	31	31 01	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)		0
FL	200201	31	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	9	
FL	200201		32 01	Billing	Recurring Charge Completeness		Benchmark	(result is percentage)		0
	200201	32	32 02		Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 5	
7L	200201	33	33 01	Billing		LINE 5	Benchmark	(result is percentage)		0 4

	1	Measurement	:	Ţ	FL_SOM_ALL	with_Activity_	AL . M2	1.4 1.4		CLEC
State	Month Year	Number	Submeasure ID	Type	Measurement Description	Diseggregation	Benchmark Par ty	a Result Type	Comparison Results	, Aggregate Revults
FL	200201	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	88 4	91.6
FL	200201	34	34 01 02	Billinc	Billing Accuracy	Resale - Recurring Charoe	Parity	(result is percentage)	99 3	99.9
FL	200201	34	34 01 01	Billinc	Billing Accuracy	Resale Non recurring Charge	Parity	(result is percentage)	96.6	93 7
FL	200201	34	34 02 01	Billing	Billing Accuracy	UNE Recurring Charge	Benchmark	(result is percentage)	0	90.3
FL	200201	34	34 02 03	Billinç	Billing Accuracy	UNE · Non-recurring Charge	Benchmark	(result is percentage)	0	87.3
FL	200201	34	34 04 01	Bilkoc	Billing Accuracy	Facilities/Interconnection Usage	Benchmark	(result is percentage,	0	85 7
FL	200201	37	37 0.	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	97 3	96 3
FL	200201	39	39 0	Database	E911/911 MS Database Update Interva	Service Older updates	Parity	(result is percentage)	100	100
FL	200201	35	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
IFL .	200201	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Capeles	Benchmark	(result is percentage)	0	100
FL	200201	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote Physical Capeles	Benchmark	(result is percentage)	0	100
FL	200201	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request Physical Cageless	Benchmark	Iresult is percentage;	0	100
FL	200201	41	42 0.	Interfaces	Percent of Time Interface is Available	Ordering	Parity	(result is percentage)	99.3	0
F۱	200201	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200201	44	44 02	Interface*	Center Responsivenes<	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200201	44	44 0.	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	fresult in seconds.	0	0

Page 5 of 5

1281	16	(seap ut tinset)	Aued	UUE Loops 2 200 JSGx sqoot SU	Average Jeopardy Wotice Interval	GUILIOISIAOJ				r
9.6		(skep ur tinser)	Aued	UNE Loops - Designed Other - Installation	Average Jeopardy Notice Interval	BUILOISINOIA		90	200202	
90	- E O	(skep ui tiu days)	Parity	Inoitaliated Pitto	Isvinitel control vibrage i control	Buluoisivoid		90	500505	11
5 E 0	60	(skep ui jinsei)	Aued	Pusterination - STOS assentiation	Average Jeopauly Notice Intervel	Butuoisinoid	00 03 03	90	500505	13
50	74	(sAep ui ijnsei)	Aued	InemneiszA - 2TO9 szenisu8		Provisioning		90	200202 500202	
9.0	100	(searit in days)	Parity (	Residential POTS - 2109	ievietri epitov ybiegoel egeleva	Buluoisinoid	20 10 90	90	500505	1
51		(sAep ui tinsei)	_	triemngissA - 2Tog leitnebiseß	Average Jeopardy Notice intervel	Brinoisivoi			500505	ני ו ני
	6'9	(ieault is percentage)	Auea	NUE Sub-Loops - Voice	Percentage of Orders Jeopardized	Buluoisinoid		90	500505	
<u> </u>		(apercenta si fluzer)	Alined		Percentage of Orders Jeopsicized	Buinoisivoia		90		1
	69	(edetueored si tinser)	Amed	UNE Loops - Non-designed	Percentage of Orders Jeoperdised	Buiuoisinoid			500505	
4	11	(egencenced si tiuzer)	Auea	UNE Foods - xDSL Capable	Percentage of Orders Jeopardised	Buiuoisinoia		90	500505	
2.6		(egetrepred si tiuzer)	Parity	UNE Foobs - Designed Other	Percentage of Orders Jeopardized	Provisioning		301	500505 500505	13
<u> </u>	98	(result is percentage)	Parity	X84	Percentage of Orders Jeopardized	Provisioning	50 50			
0	90	(ecenter si tiuza)	hants i		Percentage of Orders Jeopardized	Provisioning	· · · · · ·	30	500505	EI
	190	(egernener er sinser)	Aured	IND NOSI	Percentage of Orders Jeopardized	Provisioning		90	500505	L II
0	12	(ecercence)	Parity		Percentage of Orders Jeopardized	Provisioning	E0 90	30	500505	19
11	3.6	(ecernecied at these)	Parity	Business POTS	Percentage of Orders Jeopardised	Provisioning	0 90	30	500505	13
90		(edetrepred si fluser)	Parity	Residential POTS		Provisioning	10 90	90	500505	
5.5	0	(result in hours)	Benchmark	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Average Reject Notice Interval	Order		0 <u>0</u> 60	500505 500505	13 13
99	0	(sinoy ui tinsei)	Benchmark	Electronic/Manual Mix - Content Errors (other edits) Resale Orders	Average Reject Motice Interval	Order		03		
9 661	0	(stuod ni thusai)	Benchmark	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Average Reject Notice Interval	Order	10 10 20 20 20	50	500505	EL FL
9 6	0	(stuod ni flues)	Benchmark		Averaçe FOC/LSC Notice Interval	Order	21 20 20 10	20	500505	14
55	0	(sinoų ui tinsei)	Benchmark	Electronic/Manual Mix - LNP	Average FOC/LSC Notice Interval	Order	02 03 12	03	200202 200202	ы н
14	0	(sinod m fluser)	Benchmark	Electronic/Manual Mix - EELS Loop	Average FOC/25 Motice Interval	iabi0	271 23 14	201	300303	19
9	0	(sinoy ui tiusai)	Benchmark	Electronic/Mennal Mix - Line Sharing	Average FOC/LSC Notice Interval	Order	171 203 03 141	20	500505	13
27		(sinod ni flueai)	geuchman	Electronic/Manual Mix - UNE Plator	Average FOC/LSC Notice Interval		151 50 201	102	300303	13
53	0	issued in hours!	Benchmark	bangisab-noV - zdop5 - UNE Loops - Non-designed	Average FOC/LSC Norice Interval	Order	11 20 20 10	10	200303	
33	0	(sinod ni sluzas)	Benchmark	sidegeD J2Dx sqood 3NU - x4M leuneM/Sinostalia	Average FOC/LSC Notice Interval	Order	101 50 20	20	500302	
5.5	0	(sinoy u tinsei)	Benchmark	Electronic/Manual Mix - UNE Loops - Designed Other	Average FOC/LSC Notice Interval	Order		05	300307	د، در ا
79	0	(sinoų ui tinsai)	Benchmark	Electronic/Manual Mix - Business POTS	Average FOC/LSC Notice Interval	Order	05 03 05	20	500303	13
89	0	(sinod ni flusei)	Benchmark	Electronic/Manual Mix Residential POTS	Average FOC/LSC Notice Interval	Order	10 20 301		200505	
90	0	(result in hours)	Вепсћтанк	ANI Electronic - LAP	Average FOC/LSC Natice Interval	Order	91 10 20	20	200303	14
8 82	0	(sinoy ui tinsat)	Benchmark	All Electronic Interconnection Trunks	Average FOC/LSC Notice Interval	Order		:0	500505	13
0	0	(sinoy ur tinser)	Benchmark	All Electronic Line 3 Anise A Short	Average FOC/LSC Notice Interval	Order		20	500505	14
0	0	(studd nr hours)	Benchmark	All Electronic UNE Platform	leviatri acitor NOL/OF ageravA	Order	151 10 20	05	500305	13
10	0	(result in hours)	Benchmark	bangisab novi - soop - Sun - S	Average FOC/LSC Notice Interval	Order	11 10 201		500505	14
0	0	(sinon ni fluzei)	Benchmark	All Electronic - UNE Loops - xDSL, Capable	Average FOC/LSC Notice Interval	Order		20	200303	H 14
0	0	(result in hours)	Benchmark	All Electronic UNE Loops Designed Othe	Average FOC/LOC National Arrange	Order	05 01 10		500202	13
ō	0	(result in hours)	Benchmark	All Electronic Business POTS	Average FOC/LSC Notice Interval	Order	05 01 0*	20	500505	13
0	0	tresult in hours ¹	Benchmark	STO9 IsitnebizeR pinottosi3 IIA	Average FOC/LSC Notice Interve	0rde:	05 01 01		200502	13
991	0	(spudoas ur Jusar)	Benchmart	Loop Pre Qualitication Alt Manue	Avese Reports Time to Pre Order Queries	Pre-Order	70 80 10	101	500505	13
6 74 6	0	result in seconds.	Benchmatk	(XAR) IsuneM IIA ViridelievA Viribel	Average Reproved to Pre-Order Ouenes	Pre-Orde:	20 20 10	10	500505	11
5.6	0	(spuases ur fluser)	Benchmark	Sinotrael IIA - zentunni belisi/berssieß	Average Reponse Time to Pre-Order Queries	Pre Order	10 90 10	ιO	500505	19
53	0	(spuopes UI tinsei)	Benchmark	Service Appointment Scheduling - gailestionic	Average Reporte Time to Pre Order Queries	Pre Order	10 90 10	01	500505	13
1.5	0	(spuopes ui tinsei)	Denchmail.	HIGHTON BELLEVA BOUNDED HIGHTON BOUNDED	Average Reports Time to Pre-Order Queries	Pre-Orae	10 50 10	.0	500505	1-1-1
151	0	isenți în seconde,	fenchmark	Prequest For Customer Service Record Complex All Electronic	Average Reports Time to Pre-Order Queries	Pie-Oioe	10 180 10	10	50050	1-1-1
C BL	0	ispuoses ui tiusei	Benchmark	Request For Customer Service Record Simple All Electronic	Average Reponse Time to Pre-Order Quene-	Pie-Orae	10 60 10		500505	11
10	0	(spuopes ur fluzer)	Benchmark	Fequest For Telephone Number All Electronic	Average Reponse Time to Pre-Order Queries	Pre-Oroer	10 20 10	:0	500505	13
9.8	0	(result in seconds)	1։8ագշաթլի	Adress Verification/Sincess Advection - benues Acreation - benues Advection - benues Advected - benues	Average Reponse Time to Pre Order Queries	Pre-Oroer	10 10 10	10	500505	13
Sesulta	* stausad	Gesult Type	, <b>h</b>	uoye6aa66esig	ເພາະບຸດເວລາ ມີອາຍາຍແຫຼງ 🖓 🖓 🖓 🖓 🖓 🖓 🖓 ເພາະ ເພື່ອນ ເພາະ ເພາະ ເພາະ ເພາະ ເພາະ ເພາະ ເພາະ ເພາະ	ədA 1	Of Subressing ID	Mumber	Month Year	State
⇒160+906A	LIOSTALOUIO	<ul> <li>A state of the state</li> </ul>	ภัณร์ มีประเทศวารเห	uoyebanbesiQ			Server 1	memenseeff		
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		Measurement				1. かんび しんかい かんかい しんかい しんかい しんかい しんかい しんかい しんかい	Benchmark_Parit		Comparison	Aggregate
State	Month Year	Number	Submeasure 10	ĩγpe	Measurement Description	Disaggregation	Y	Result Type	Results	Results
FL	200202	06	05 101 02	Provisioning	Average Jeopardy Notice Intervel	UNE Loops - xDSL Capable Installation	Parity	(result in days)	07	6 2
FL	200202	06	06 11 0:	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed Assignment	Parity	(result in days)	79	4
FL	200202	DE	06 11 02	Provisioninç	Average Jeopardy Notice Interval	UNE Loops - Non-designed Installation	Parity	(result in days)	0 2	2 8
FL	200202	OF	06 147 01	Provisionine	Average Jeopardy Notice Interval	EELS - Loop - Assignment	Parity	tresuit in days)	0	74
FL	200201	OE		Provisioning	Average Jeopardy Notice Intervat	EELS - Loop - Installation	Parity	(result in days)	0	5.6
FL	200202	07	07 01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Parity	(result in days)	2 2	26
FL	200202	07	07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Panty	(result in days)	15	
FL	200202	07	07 02 01	Provisioning	Average Completed Interval	Business POTS Field Work	Parity	(result in days)	36	59
FL	200202	07	07 02 02	Provisioninç	Average Completed Interval	Business POTS No Field Work	Panty	(result in days)	2	21
FL	200202	07	07 03 01	Provisioning	Average Completed Interval	ISDN BRI Field Work	Parity	(result in days)	16.8	
FL	200202	07	07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work	Parity	(result in days)	5	
FL	200202	07	07 04 02	Provisioning	Average Completed Interval	Centrex No Field Work	Parits	(result in days)	36	
FL	200202	07	07 05 0 1	Provisioning	Average Completed Interval	PBX Field Work	Parity	iresult in days)	94	
FL	200202	07	07 05 02	Provisioning	Average Completed Interval	PBX No Field Work	Parity	iresult in days)	2 3	
FL	200202	07	07 10 01	Provisioning	Average Completed Intervel	UNE Loops - Designed Other - Field Work	Panty	(result in days)	0	10 9
FL	200202	07	07 101 0*	Provisioning	Average Completed Interval	UNE Loops xDSL Capable Field Work	Parity	(result in days)	4 8	14 9
FL	200202	07	07 101 02	Provisioning	Average Completed Interval	UNE Loops xDSL Capable No Field Work	Parity	iresult in days)	5	21
FL	200202	07	07 11 01	Provisioning	Average Completed Interval	UNE Loops Non-designed - Field Work	Pentv	(result in days)	3 6	3
FL	200202	07	07 11 02	Provisioning	Average Completed Interval	UNE Loops Non-designed - No Field Work	Parity	(result in days)	0	
FL	200202	07	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Parity	(result in days)	24	(
FL	200202	07	07 133 01	Provisioning	Average Completed Interval	UNE Sub-Loops Voice - Field Work	Panty	(result in days)	3 6	
FL	200202	07	07 17 01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	(result in days)	73	1
FL	200202	08	08 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	Iresult is percentage!	98 5	98
FL	200202	05	08.02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	94.8	94
FL	200202	06	08 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	iresult is percentage;	78 1	
FL	200202	90	08 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	98 5	10
FL	200202	08	08 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	(result is percentage)	100	100
FL	200202	08	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Designed Other	Parity	(result is percentage)	0	9
FL	200202	05	08 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Parity	(result is percentage)	96 7	7
FL	200202	06	08 11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	91 1	90
FL	200202	08	08 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	iresult is percentage)	98.2	
FL	200202	08	08 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub Loops - Voice	Parity	(result is percentage)	91 1	
FL	200202	08	08 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	95	10
FL	200202	09	09 02	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Business	Benchmark	(result is percentage)	0	10
FL	200202	09	109 03	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmark	(result is percentage)	0	10
FL	200202	10	10	Provisionina	LNP Network Provisioning	NA INA	Parity	(result is percentage)	0	1
FL	200202	11	11 01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	59	7 5
FL	200202	11	11 01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	03	0 :
FL	200202	11	11 02 01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	85	8
FL	200202	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	18	2 :
FL	200202	11	11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	iresult is percentage	17	
-L	200202	11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	3	
FL	200202	11	11 04 02	Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	Parity	(result is percentage)	0.9	
FL FL	200202	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	3.2	
<u>Fl</u>	200202	11	11 05 02	Provisioning	Percent of Due Dates Missed	PBX - No Field Work	Parity	(result is percentage)	0	
	200202	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Parity	(result is percentage)	2 2	
 FI	200202	11	11 10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)		
FI	200202	11	11 101 01	+ · · = · F	1 · · · · · · · · · · · · · · · ·	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)	7.4	
-	200202	11	11 101 02	Provisioning	Percent of Due Dates Missed		Parity	(result is percentage)	/.4	26
<u> </u>	200202	<u> </u>	1110102	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work		Tuesar is berceurage)	<u> </u>	

State	Month Year	Measurement Number	Submeasure 1D	Туре	Measurement Description	Disaggregation	Benchmark Parit	Result Type	₹LEC Comparison Results	CLEC Aggregate Results
		11	11 11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non designed Field Work	Parity	tresult is percentage;	85	49
FL	200202	11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops Non-designed - No Field Work	Panty	(result is percentage)	0	61
FL I	200202	1-	11 131 01	Provisioninc	Percent of Due Dates Missed	UNE Platform Field Work	Parity	(result is percentage)	63	0
	200202	1.	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	fresult is percentage	04	
	200202	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub Loops Voice - Field Work	Parity	(result is percentage)	85	, O
	200202	1:	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	114	47
	200202	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	9 2	37
FL	200202	15	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	14	c c
	200202	12	12 05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Pauty	fresult is percentage,	0	, (
		12	12.10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	Iresult is percentage:	0	7 1
_		12	12 101			UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	49	
				Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	119	
		12	1211	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	107	
	200202	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities		Parity	(result in days)	84	
	200202	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS 1 30 days held	Panty	(result in days)	10.6	
	200202		13 02 01	Provisioning	Delay order interval to completion date	Business POTS 1 30 days held	Panty	(result in days)	0	
			13 10 02	Provisioning	Delay order interval to completion date	UNE Loops Designed Other 31 90 days held	Parity	(result in days)	8	6 3
	200202		13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable 1 - 30 days held	Parity	(result in days)	10 9	
-	200202	19	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops Non-designed - 1 30 days held		(result in days)	11 2	
	200202	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity		37.8	
FL	200202	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	(result in days)	95 2	
FL	200202	14	14 0:	Provisioning	Held Order Interval	ISDN BRI	Parity	(result in days)	14 6	
FL	200202	14	14 07	Provisioning	Held Order Interval	DS 1/ISDN PRI	Parity	(result in days)	407	
	200202	14	14 101	Provisioning	Held Order Interval	UNE Loops · xDSL Capabie	Parity	(result in days)	21 2	-
FL	200202	14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	212	
FL	200202	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	2 5	
FL	200202	15	15 01 01	Provisioning	Percent Provisioning Trauble Reports	Resale Orders - Out of service	Panty	(result is percentage)	04	
FL	200202	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)		
FL	200202	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	34	
FL	200202	15	15 03 <b>0</b> 2	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)		
FL	200202	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Panty	(result is percentage)	3 4	
FL	200202	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	5 2	
FL	200202	17e	170 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	09	
FL	200202	17e	178 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	1,2	
FL	200202	17ē	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	C	-
FL	200202	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	450	
FL	200202	17e	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Capable	Parity	(result is percentage)	4 1	
FL	200202	17a	178 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	e	
FL	200202	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3 5	
FL	200202	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	E	-
FL	200202	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	(	0
FL	200202	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)		-
	200202	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	1.6	
	200202	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	11	
	200202	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	01	
	200202	19	19 04	Maintenance	Customer Trouble Report Rete	Centrex	Parity	(result is percentage)	01	1 0.
	200202	19	19 05	Maintenance	Customer Trouble Report Rate	РВХ	Parity	(result is percentage)	01	1
с. С	200202	19	19 06		Customer Trouble Report Rate	DDS	Parity	(result is percentage)	06	6
г <u>ь</u>				Maintenance		DS-1/ISDN PRI	Parity	(result is percentage)	1.5	5 1.
FL	200202	19	19 07	Maintenance Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	02	

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State	Month Year	Measurement Number	Submeasure ID	Туре	Measurement Description		Benchmark_Parit		Comparison	Aggregate
1	200202	19	19 101	Maintenance	Measurement Description Customer Trouble Report Rate	Disaggregation UNE Loops ×DSL Capabi€	<u> </u>	Result Type	Results	Results i
	200202	10		Maintenance	Customer Trouble Report Rate	· · · · · · · · · · · · · · · · · · ·	Parity	(result is percentage)	3.6	0 2
	200202	19	19 147	Maintenance	Customer Trouble Report Nate		Parity	(result is percentage)	0.7	07
	200202	19	19 16	Maintenance		EELS Loor	Parity	(result is percentage)	4033 3	2 2
	200202	20	20 01 0	Maintenance	Customer Trouble Report Rate		Parity	(result is percentage)	0	0
	200202	20	20 01 0;	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS Dispatch		(result is percentage)	23 7	15.3
	200202	26		Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	4 6	0
	200202	20		Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS Dispatch	Parity	(result is percentage)	17 2	19.3
	200202	20			Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Panty	(result is percentage)	13.2	7
		20		Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex Dispatch	Parity	(result is percentage)	25 7	0
		20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - No Dispatch	Panty	(result is percentage)	26 3	0
		20		Maintenance		DS-1/ISDN PRI - Dispatch	Parity	(result is percentage)	49 1	25
		20	20 09 0	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	(result is percentage)	56 9	0
			20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable Dispatch	Panty	(result is percentage)	45 5	46 7
	200202	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed Dispatch	Parity	tresult is percentage)	21.9	33 3
	200202	20	20 11 0;	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	(result is percentage)	4 5	0
		20	20 147 01		Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Loop Dispatch	Parity	(result is percentage)	51.2	100
	200202	21	21 01 01		Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	18	14.2
		21	21 01 02		Average Time to Restore	Residential POTS No Dispetch	Parity	(result in hours)	71	64
	200202	21	21 02 01		Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	24 5	16 3
		21			Average Time to Restore	Business POTS No Dispatch	Parity	(result in hours)	25.2	10 7
	~	21		Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	32 6	21.4
		21		Maintenance	Average Time to Restore	Centrex - No Dispatch	Parity	(result in hours)	60	74
		21	21 07 01	Maintenance		DS 1/ISDN PRI - Dispatch	Parity	(result in hours)	5	36
		21			Average Time to Restore	VGPL/DS0 - Dispatch	Parity	(result in hours)	53	15
		21		Maintenance	Average Time to Restore	UNE Loops - xDSL Capable Dispatch	Parity	(result in hours)	24 B	29 9
		21		Maintenance	Average Time to Restore	UNE Loops - Non designed - Dispatch	Parity	(result in hours)	14 6	176
	200202	21		Maintenance	Average Time to Restore	UNE Loops - Non-designed No Dispatch	Parity	(result in hours)	61	33
		21	21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispetch	Parity	(result in hours)	5	86
		22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	90	95 5
		22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	69 9	92 6
		22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93 5	86 8
		23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	16 5	177
		23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	21 7	176
		23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	10 9	25
				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI		(result is percentage)	23.2	25
			23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0		(result is percentage)	21 5	0
+		23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Perity	(result is percentage)	19 2	46 7
	200202	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	16.6	19 1
	200202	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	22 7	100
1	200202	24	24 00	Network		Percent Trunk Blockage	Benchmark	(result is percentage)		0
	200202	25	25 00			Percent Trunk Blockage	Parity	(result is percentage)	0	0
:	200202	28	28 01			Resale		(result in days)	1.6	15
	200202	28	28 02	Billing		UNE		(result in days)	1,6	14
:	200202	28				Switched Access		(Result is Percentage)	1,8	97.6
	200202	30	30 01		Wholesale Bill Timeliness	Resale		(result is percentage)		100
	200202				Wholesele Bill Timeliness	UNE	Benchmark			100
	200202				Wholesale Bill Timeliness	Fecilities/Interconnection	Benchmark	(result is percentage) (result is percentage)		100
12	200202						Parity		99,9	99.9
	200202	31					Benchmark	(result is percentage) (result is percentage)	99.9	99 9

		Messurement				· · · · · · · · · · · · · · · · · · ·	Benchmark Parit	1. A. 1. 84	ILEC /	CLEC
State	Month Year	Number	Subineasure ID	Туре	Measurement Description	Disaggregation	Benchmark Parit Y	Result Type	Comparison Results	Aggregate Results
FL	200202	32	32 01	Billinç	Recurring Charge Completeness	Resale	Parity	iresult is percentage)	89 9	78 9
FL		32	32.02	Billing	Recurring Charge Completeness	UNE	Benchmark	tresult is percentage;	0	68 2
		33	33.01	Billing	Non Recurring Charge Completenes	Resale	Parity	iresult is percentage;	99 5	98.4
FL	200202	33	33 02	Billing	Non Recurring Charge Completeness	UNE	Benchmark	iresult is percentage;	0	70 5
F٤	200202	34	34 01 01	Billinç	Biling Accuracy	Resale Usaçı	Parity	iresuit is percentage)	69	923
FL	+	34	34 01 02	Bilkne	Billing Accuracy	Resale Recurring Charge	Parity	(result is percentage)	99 3	98 1
FL	200202	34	34 01 03	Billing	Billing Accuracy	Resale Non recurring Charge	Parity	Iresult is percentage)	96 3	98
FL .	200202	34	34 02 02	Billing	Billing Accuracy	UNE - fiecuriing Charge	Benchmark	(result is percentage)	01	90 7
FI	200202	34	34 02 03	Billing	Biling Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	61 9
FL	200202	34	34 04 01	Billinç	Biling Accuracy	Facilities/Interconnection Usage	Benchmark	(result is percentage)	0	88
FL	200202	37	37 01	Database	Database Update Timeliness	Service Order updates	Panty	(result is percentage)	99	96.2
FL		39	39.0*	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200202	38	39.0.	Database	£917/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL		40	40 01 01	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200202	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	40	40 02 01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Caoed	Benchmark	(result is percentage)	0	100
FL	200202	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule guote Physical Cageles*	Benchmark	(result is percentage)	0	100
FL	200202	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	41	41 04 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageles	Benchmark	(result is percentage)	0	100
FL	200202	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)	0	0
FL		44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL		44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
۲L	200202	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

2.2	5 6	(reanit in geve) (reanit in geve)	Panty	JNE Loops - XDSL Cepele - Instellation JNE Loops - Non-designed - Assignment						-
90	1.7	(result in deys)	Parity	JME Loops - xDSL Cepable - Arealistor - addres - 2004 - 2004 - 2004	Average Jeopaidy Notice Interval					2
96	0	(result in days)	Vineq	JAE Loops - Designed Other - Installation			10 101 90	90	00000	_
6 51	1.0	(seant in days)	Vined	NGS BRI - Installation			001005			-
9'6	20	(skep ui tinsai)	Ained	Business POTS - Installation	Average Jeopardy Norice Interval					
1.5	5.6	[skep ui tinsəi]	Aured	Business POTS - Assignment		-		90		_
1	70	(seenji iu qeAz)	- Atria	Residential POTS - Installation	Average Jeopardy Notice Interval		00 05 01			
7	1.7	(skep ur tinse)	Parity.	Residential POTS - Assignment	Average Jeopardy Notice Interval		00 01 05	90		
0	29	(result is percentage)	Vineq	UNE Sub-Loops - Voice	serceutage of Orders Jeopardized	-	10 10 90	90		
0	9.1	(eseit is percentage)	Vined		bercentage of Orders Jeopsatized			90		
0	29	(ieanit is percentage)		UNE Loops - Non-designed		-	101 30	90		
0	2 01	(icanit is percentage)	Panty	UNE Loops - xDSL Capable	Percentage of Orders Jeopardised	Buiuoisinoia	11 90	90		
0	0	(icanji is beiceurede)	Ažine d	UNE Loops - Designed Other	Percentage of Orders Jeopardized	GUILIOISIAOIA	101 90	90		
0	0	(result is percentage)	Parity	X84	Percentage of Orders Jeoperdized		01.90	90		
0	40	(isenit is beiceutade)	Parity	ING NOSE	Percentage of Orders Jeopardized	-	90 90	90		1
	6.6	(result is percentage)	ALUE	Business POTS	Percentage of Orders Jeopardized	1 -		50		
9.0	P L	(aBernaciae si fiusa)	Vine 4	Stool leural POTS	Percentage of Orders Jeopardised	Buluaisinoid		90		
E S	0	(sinod or fluse)	Benchmark	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Average Keject Norice interval		10 50	90	-	1
3 4	0	(result in hours)	Benchmark	Electronic/Mainel Mix Content Errors (other edits) - Resale Orders	Average Relect Notice Interval	Order Order	03 03 03 05 05	03		
4 9	0	(result in hours)	репстани	Electronic/Manual Mix - Syntax (edit engine) - Fesale Orders	Averade Heject Notice Interval	-	03 03 03 05 01	E0		
3 5 5	0	(sinoy ui tinsai)	Benchmark	All Electronic Content Errors (other edits) Resale Oroers	Average Reject Notice Interval	0.der	03 03 03 01 01	£0		
12	0	(result in hours)	Азвторова	Electrone/Manual Mix - Projects	Average FOC/LSC Notice Interval	01461	03 01 05'01	03		
12	0	(sinoy ui sinsa)	Вепсћазњ	HVJ - KIM leunsMianov	Average FOC/LSC Notice interval	Order	05 03 11	05		
6 9	0	(result in hours)	Benchmark	Electronic/Manual Mix EELS - Loop		Order	271 20 20	05		
8	0	(result in hours)	Benchmark	Electronic/Manuel Mix - UNE Platform	Average FOC/LSC Notice Interval	Order	101 EO 20	05		
6 2	0	(sinoy ur tinsei)	Benchmark	Electronic/Manual Mix - UNE Loops - Non-designed	Average FOC/LSC Notice Interval	Dide:	11 20 20	20		<u> </u>
9.9	0	(seen)) in yone)	Benchmark	Flectionic/Manual Mix UNE Loops - xDSL Capable	Average FOC/LSC Notice Interval	Order	101 60 20	03		
8 18	0	Iseault in hours!	Benchmark	Electronic/Manual Mix UNE Loops Designed Other	Average FOC/LSC Notice Interval	Order	31 20 20	20		
6 51	0	(result in hours)	Benchmark	X89 xiM leuneMicinostal3	Average FOC/LSC Notice Interval	Dider	30 20 20	03		
9	0	(result in hours)	Велсћтагк	ISB NOSI - XIM Isuns Microsoft	Average FOC/LSC Notice Interval	Order	03 03 07	03		
s	0	fresult in hours)	fenchmark.	STO9 assinable - KiM leuneManotosi	Average FOC/SC Notice Interval	Order	05 03 03	20		
35	0	(sinoy ui ynsei)	Benchmark	STO9 leitnabisañ - kiñ leuneM/ainoitael3	Average FOC/LSC Notice Interval	Order	10 2 0 3 0 1	20		
20	0	(sinoų ur tinsai)	ง่ายการหรื	All Electronic - LNP	Average FOC/LSC Notice Interval	Order	91 10 20	05		
1 81	0	(\$inoy u year)	Renchmark	און בופכזנסתוכ ותנפרכסתהפכזוטה זינותאיז IA	leviard solicon DSJ/DOF agelava	Order	11 10 201		500302	1
0	0	(sinod ni tiusei)	Benchmark	bangisab novi - sqool BVU - pinovoel IIA	Average FOC/LSC Notice Interval	Order	11 10 20	05	500302	
0	0	(result in hours)	Benchmark	All Electronic UNE Loops - xDSL Capable	leviard soiroN DSJ/004 ageravA	Order	101 10 20	20	500305	<u> </u>
0	0	(stood ni filuset)	478mitonad	2TO9 ssanieud - Difoste IIA	Average FOC/JCC Notice Interval	Dider	0 10 20	20		
0	0	Isuod in thousail	Benchmark	2TO9 testenic Fortenic Fortenic	Average FOC/ISC Notice Interval	Order	01010			
P P!	0	(spuose ui inseri	fenchmark	leureM IIA noiteothisuD sig qood	Average heponse Time to Fie-Order Queries	Pre-Order	10 80 10	10	500302	<u> </u>
5.5	0	(secouqe)	Benchmark	(XA3) isunsM IIA - yhidalisvA yhibe3	Average Reponse Time to Pre Order Overlet	Pre Order	:0 10 10	10		-
ιz	0	(spuppes ul tinsei)	perchmark	Protostal IA - serviced inquired industrial	Average Reponse Time to Pre-Order Queries	Pre Order	10 90 10	10	500302	
2.2	0	(spuopas ur tinsai)	Benchmark	Service Appointment Scheduling - All Electronic	Average Reponse Time to Pre-Order Queries	Fre Order	10 90 10	10		<u> </u>
£	0	(spuopes ur linser)	418md2n98	Service Availability - All Electronic	Average Reponse Time to Pre-Order Querie:	Pie-Order	10 10 10	LO	500505	1.
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9	0	liesult in seconds,	Denchmark	hequest For Customer Service Record Simple - All Electronic	Average Reponse Time to Pre-Order Querie:	Fre Order	10 60 10	10	500303	<u> </u>
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Construction         Analysis	001					· · · · · · · · · · · · · · · · · · ·	Provisioning	<b>41 BO</b>	30	500503	13
μοι         μαίμη	°	ł						CC1 BO	06	500503	1
διακή         και         και<         και<         και<         και         και         και         και         και<         κα								101 80	30	500503	: 1J
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Concert         Concert <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td>อับเมอเรากอาสู</td><td>101 80</td><td>80</td><td>500500</td><td>14</td></t<>							อับเมอเรากอาสู	101 80	80	500500	14
(2000)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)         (6.10)							Provisioning	)L 90	30	200200	1-1
Storopic	-					Fercent Orders Completed within Standard Interval	Bulgoisivord	30 80	30	300300	11
20020C         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>SUIUOISINOIA</td> <td>10 80</td> <td>30</td> <td>500500</td> <td>11</td>							SUIUOISINOIA	10 80	30	500500	11
Noticity         Number, (2000)         Number, (2000							-	30 BO	30	200200	13
200200         00010         00110,000         000000         000000         000000         000000         000000         000000         000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         0000000         00000000         00000000         00000000         00000000         00000000         00000000         000000000         000000000         0000000000         000000000000000000000000000000000000				-		Fercent Orders Completed within Standard Intervel		10 80		500500	19
200302         0.0         0.1         0.10         0.00000         0.000000         0.00000000000000000000000000000000000	2.5					Average Completed Interval	prinoiswor ¹	20 LI LO	20	500503	13
Month, Vest         Number         Summer         Month, Vest         Number         Served marked merical         Month, Vest         Served merical         Month         Served merical         Month, Vest         Served merical         Month, Vest         Month         Served merical         Month, Vest         Month, Vest         Month         M	0	21				Average Completed Interval	Frovisioning	10 21 20	20	500500	13
200201         01         01.1010         forwaronne (l)         Versite Completed interval         Weile Berolyne         Med Weil         Med Weile         Med Weile </td <td>o</td> <td>6</td> <td></td> <td></td> <td></td> <td>Average Completed Interval</td> <td>Brinoisivoi1</td> <td>10 551 70</td> <td>20</td> <td>200203</td> <td>13</td>	o	6				Average Completed Interval	Brinoisivoi1	10 551 70	20	200203	13
Solution         Nontiny dest         Number         Solution         Number         Solution         Number         Solution         <	0	-		-	NOR Platiorm - No Field Work	isviaral baralqmoJ agaravA	Buinoisivoira	10 LEL 20	20	200200	14
200000         00         0.11 ft()         beaution         Number         Num         Num         Num	2					Average Completed Interval	Frovisioning	10 LET 20	20	200200	19
State         Month, Year, Control         State         Month, Year,	6 4 3	0	(skep ul tinse)	Atrie 1	UNE Loops - Non designed No Field Work	Average Completed Interval	วันเนดเรเกดเม	:0 11 20	40	500500	14
Storace         Normbar         Storace         Normbar         Norsconne         Norsco	9	6		_	UNE Loops Non-designed Field Work	leviard baraiqmoD absiavA	Provisioning	01120		200203	1 '4
Scole         Opening/ser         Submitser         Submitser         State         Meaning         State         State         Meaning         State         Sta	9 B					levistel beteldmoù sgeisvÂ	BuinoisivaiA	:0 101 20	20		1-
State         Month, year,         Number         Submetered         New Interview         Meaning         Meanin         Meanin         Meaning	8.4					Average Completed Interval	gninoisivoil		10		
State         Month, Year, Munth;         Submetar, Munth;         Submetar, Munth;         Month, Year, Munth;         Munth;         Munth, Year, Munth;         Munth;         Munth;         Munth; <td>18</td> <td></td> <td>(skep ui sinsəi)</td> <td>Panty</td> <td>UNE Loops - Designed Other - Field Work</td> <td>lavistri betelqmoð egesevA</td> <td>ចំរយល់ទុរសចរដ្ឋ</td> <td></td> <td></td> <td></td> <td>1-</td>	18		(skep ui sinsəi)	Panty	UNE Loops - Designed Other - Field Work	lavistri betelqmoð egesevA	ចំរយល់ទុរសចរដ្ឋ				1-
State         Month, Verst, Mundber         Submetered         Month, Verst, Mundber         Mundber         Mundber         Mundber         Mundber         Mundber         Mundber         Mundber         Mun	0	6.6	(result in days)	Parity	PBX Field Work	iaviard batalqmoD agaiavA	อีนเนตเรเกตเ _{ต่}				14
State         Month Vest         Number         Neuroper         Neuroper <t< td=""><td>9 8 1</td><td>15 0</td><td>(syeb ni tluza)</td><td>Panty</td><td>ISDN BUI Field Work</td><td>Average Completed Interval</td><td>ðuluarsina.</td><td></td><td></td><td></td><td>1-1-1-</td></t<>	9 8 1	15 0	(syeb ni tluza)	Panty	ISDN BUI Field Work	Average Completed Interval	ðuluarsina.				1-1-1-
State         Month Vest         Submost         Month Vest	8 9	81	(result in days)	Panty	Business POTS - No Field Work	Average Completed Interval	อินเนตเรเกดเส				
State         Month year         Summer         Month year         Summer         Month year         Month year         Summer         Month year         Summer         Month year	52	C	(sysbini tiu ear)	Ane9	Business PTOS - Field Work	Average Completed Interval					
State         Month Yest, Noorgo:         Number (no         State         Month Yest, (no         Number (no         Numer (no         Numer (no         Numbe	Z	LI	[syeb ni thuse)	Vinel	Arow bisit POTS - No Field Work						
alagergeranden inder Ander in Several Secondariant Care Ander inder inde	62	SΖ	(skep ur tinser)	Vined	AioW bian PDTS Field Work						<u> </u>
State Month Year Wumber Submeasure ID Type Meaning Campion Disaggiegation Disaggiegation V Results	53	0	(skep ui sinsai)	- Ame-							
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	-	<u></u>	<u> </u>	I		<u> </u>		·			1 !

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สมุณรอม	รมูกระมู	aqyT RuesR	6	noisegatgeatū FENTREX	Percent of Due Lister Messard Due to Lack of Eachines		70 21	<u> </u>	500505	1
0	29	(abernanad si fluzar)	L'anty	CENTREX	Percent of Due United Missed Due to Lack of Facilities	Frovisioning	15 06		500505	<u>14</u>
0	01	(spernabieq er fluge)	L'ant	1996 - DEECORD - DEEC	Fercent of Due Dates Missed Due to Lack of Facilities	Frovisioning	15 10	<u> </u>	500505	13
<u>*</u>	0	(spernanied ar flues)	Vine	UNE LOOPS - DE SIGNED OTHER	Percent of Due Dates Missed Due to Lack of Facilities	prinoisivoit Provisioning	15 10.	<u>کار</u>	500507	1ª
	6.9	(result is percentade)	Aller A		Fercent of Due United Missed Due to Lack of Facilities	Frovisioning	151.	<u> </u>	500500	13
L'9	15 8	(icanti is percentage)	Panty.	INKE BI V LEOBA	Percent of Due Dates Missed Due to Lack of Facilities	_	15 131	31	500503	13
о	101	fresult is percentade!	Aued		Fercens of Due Dates Missed Due to Lack of Facilities	Provisioning	15 125	15	\$00503	<u>+ ''</u>
	1521	(sestrested si fluse)	- Ained	INKE SUB-LOOPS - VOICE	Fercens of Due Dates Missed Due to Lack of Facilities	BUIUDISIAOUU	10 10 61	ទេរ	500203	<del>د</del>
	2.8	(skep us ynsaa).		Hesidential POTE 1 - 30 days held	Otean order interval to completion date		10 10 51	61	500205	13
SEP	8 77	skep ur ynsau)	A1118-1	Providential POTS - 31 - 90 days held	Delay professorial to completion date	Provisioning	13 10 0	<u> </u>	500505	13
0	0	(skep ur sinsa)	Vined	UKE Loops Designed Other - 1 - 30 days held	Delay order interval to completion date	BUILDISIADIA	10 101 01		500505	<u> </u>
54	62	(دفعارد با معرف	Amed	UL Loopx 20Ck C 1 - Sidege 2 SOx 2000 SWU	Delay order interval to completion date	60100151701-1	1011 51	21	500203	
6.8	76	(skep ui ijnsai)	P Stify	UNE Loops Non designed 1 30 days held	Delay order interval to completion date	5000015iA014	0 71	71	500503	
6 9	6 E I	(skep ur tinsar)	Alive	Residential POTS	Held Order Interval	Frovisioning	14 0'	۶L	500503	13
19	34 1	syeb ni îluêsi)	Asued.	providera POTS	Held Order Interval	Buluoisivoid	14 05		500505	<u>↓</u>
8 5	2 96	(skep ur tinsar)	Parity	NBS NDSI	Held Order Interval		30 71	۶L.	500503	1
	8 2 9	(skep ui tillisei)	Atried	X84	Held Order Interval	Frovisioning	10 17	¢l	200203	
	£ 07	(skep ur sinsar)	Amed	IBA NOSI/L SO	Held Order Interval Held Order Interval	Frovisioning Provisioning	01 01	71	200501	1:
29	0	skep ut insail	Vine	UNE Loops - Designed Other	רופנו סופני וחופויאם שלום סופני וחופויאם	Buildorsinoi y	101 101	71	500505	13
	56	[skep ui tiusei]	Vine ⁴	VIE Loops - xDSL Capable	Histo Order Interval	BUILIOISIA DI J	11 11	71	\$00503	<u> </u>
	1.2	isted in days	Atuea	benordesigned Total Transform	Held Order Interval	Frovisioning	01.01	71	500500	1:
-	0	(skep ui sinss)	Ajuea	Inodsues T betreaker of the state			10 10 51		200205	1 1
<b>7</b> 0	92	(adetuacted si tinsat)	Parity.	Hesale Orders - Out of service	Percent Frovisioning Trouble Reports	Licovisioning Cicovisioning	\$0.09L	91	\$00505	<u>':</u>
0	6.0	(result is percentage)	Vined	Hesele Orders Not out of service	Percent Frowisioning Trouble Reports	onnoisivoiti ginnoisivoiti	10 00 91	<u>i</u> t	500505	1.
L L	9.0	(spernabied ai flueai)	V) 16 U	UNE Loops only - Dut of service	Percent Provisioning Trouble Reports		20 E0 GL	91	500500	1:
11	03	(añetuaciad si tinsai)	Anned	IUKE Loops only - Not out of service	Percent Fromstoning Trouble Reports	Fravisioning	10 90 91	SL.	sozooz	1:
0	0	(sõetuspisd si tinssi)	Panty	-LVP - Out of Service	Percent Provisioning Trouble Reports	Licovisioning	15 06 02		500503	
0	0	(apetnaciaq ai fiusai)	Asued	UNP - Not Out of Service	Percent Frowisioning Trauble Reports	Frovisioning	10 %21	°/1	500502	1
	35	(securation of the second seco	Pairty	Residential POTS	Percensage of Troubles within 5 days for New Orders Fercensage of Troubles within 5 days for New Orders	50+00+sinoug	50°°Z1	*/1	500503	
29	90	(affetuacyad si tinsa)	Ained	praivess POTS	Fercentage of Troubles within 5 days for New Orders	Provisioning	50 °21	*/1	500503	
0	5.3	lagetriabrag al flusor)	Party		Fercentage of Troubles within 5 days for New Orders	prinoi sivori 1	PO #21	°/1	500503	
0	70	(esult is percentage)	Parity	xsuns)	Percentage of Troubles within 5 days for New Orders		17a 05	371	500503	
ò	ō	(iesult is percentage)	Parity	K84	Percentage of Troubles within 5 days for New Orders	Buinoisivoid	01 *21	e21	500503	
0	09	(iesult is percentage)	Parity	INE Foobe - Desidued Other	Percentage of Troubles within 5 days for New Orders		LOL "/L	eZi	500503	_
2 8	7	(icault is percentage)	Parity.	UNE Loops - XDSt Capable	Percentage of Troubles within 5 days for New Orders	Provisioning	11 =21	°21	500503	
5.5	99	(searly is percentage)	Aured	UNE Loops - Non designed	Percentage of Troubles within 5 days for New Orders		161 °21	°21	500503	<u>                                     </u>
	99	(result is percentage)	Petrix		Percentage of Troubles within 5 days for New Orders Fercentage of Troubles within 5 days for New Orders	Buinoisivoit	EE1 #21	°/ L	500503	· 1:
0	99	(result is percentage)	Parity	EELS & LOOP	Percentage of Troubles within 5 days for New Orders	Buiuoisinoid	۲۵۱ ۴۷۱	¢ر۱	500503	
0	0	(searly is percentage)	Parity	1 MB	Percentage of Troubles within 5 days for New Orders	Buinoisivoi	91.021	<u>۴</u> ۲۱	500503	
0	10	(apercented si tiusai)	Aiued	VII (144,164,164,174,174,174,174,174,174,174,174,174,17	Average Completion Notice Interval	6uiuoisinoid	10 81	81	200203	
7 625	0	(sətruim mittinsəi)	репстанк	All Electronic 2TOS (envelopment	Customer Trouble Report Rate	sonenstreeM	10 61	61	500503	
£	91	(result is percentage)	Parity	STO9 seedsvill	Customer Trouble Report Rate	sonenstnieM	19 05	61	500503	: 1
90	11	(aŭetraorad al fluzat)	Parity	Pasinese POTS	Customer Trouble Report Rate		EO 61	61	500203	: T
10	20	(seauti is percentage)	Parity		Customer Trouble Report Rate			61	500203	۲ I
<u> 0</u>	10	(sercentage)	Parity	68X	Customer Trouble Report Rate	sonsnatnisM		61	500203	<del>ر ا</del> د
10	0	(result is percentage)	Panty	\$00	Customer Trouble Report Rate	SonenstrieM	90 61	61	500203	:
<u></u>	60	(result is percentage)	Panty		Customer Trouble Report Rate	aonenatriieM	20 61	61	\$00203	3
	8.1	(result is percentage) (result is percentage)	Parity Parity		Customer Trouble Report Rate	sonenstnieM	60 61	61	500503	5
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		T.,						1	ILEC Comparison C	
State	Month Year	Measurement Number	Submensure ID	Fype	Measurement Description	Desegregation	Benchmark_Parit	Result Type	Results	LEC Apgregets Results
FL	200205	19	19 11	Maintenance	Customer Trouble Report hate	UNE Loops Non designer	Parity	(result is percentage)	07	0.9
FL	200203	19	19 13	Maintenance	Customer Trouble Report Rate	UNE Platform	Parity	(result is percentage)	0	0
FL	200200		19 13'	Maintenance	Customer Trouble Report Rate	UNE Sub Loops - Voice	Parity	(result is percentage)	0	0
FL	200203			Maintenance	Customer Trouble Report Rate	EELS - LOOP	Parity	(result is percentage)	3450	6.8
FL	200203	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	Parity	iresult is percentage)	0	C
FL	200203		20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS Dispatch	Farity	(result is percentage)	24.4	11.9
FL	200203		20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS No Dispatch	Parity	(result is percentage)	7 3	81
F	200201			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Susiness POTS - Dispatch	Farity	(result is percentage)	19.2	24 7
	200203			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS No Dispatch	Farity	(result is percentage)	14.8	0
	200203			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISON BRI - Dispatch	Parity	(result is percentage)	52 21	0
F1	200202		20 04 0	Maintenance			Fanty	(result is percentage)	26.6	0
F1	200203		20 04 0;	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex Dispatch		(result is percentage)	45 5	0
E.	200203	20	20 05 01		Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex No Dispatch	Parity		45 5	100
r.	200203	20		Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX Dispatch	Farity	izesult is percentage;		
ri	200203			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS 1/ISON PRI - Dispatch	Panty	(result is percentage)	46 1	33 3
FL				Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops xDSL Capable - Dispatch	Parity	(result is percentage)	415	33 3
FL	200203			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops Non designed Dispetch	Parity	(result is percentage)	23.6	36 2
FL	200203		20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed No Dispatch	Parity	(result is percentage)	10.3	0
FL	200203		20 131 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	(result is percentage)	23.4	0
FL	200202		20 131 02	Maintenance	Fercentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	Parity	(result is percentage)	77	0
FL	+			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops Voice - Dispatch	Parity	(result is percentage)	23 6	0
FL			20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Loop Dispatch	Farity	(result is percentage)	48 5	33 3
FL			21 01 01	Maintenance	Average Time to Restore	Residential POTS Dispatch	Parity	(result in hours)	177	13.4
FL		21	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	94	9 8
FL	200203	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	22 4	16.6
FL	200203	21	21 02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	23.8	7 6
FL	200203	21	21 03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	30 3	2 3
Fl	200203	21	21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	23.4	33
۶۱	200203	21	21 04 02	Maintenance	Average Time to Restore	Centrex - No Dispatch	Parity	(result in hours)	24 1	4 2
FL	200203	21	21 05.01	Maintenance	Average Time to Restore	PBX Dispatch	Parity	(result in hours)	29 5	26 8
FL	200203	21	21 07 01	Maintenance	Average Time to Restore	DS-1/ISDN PRI - Dispatch	Parity	(result in hours)	4 2	36
FL	200203	21	21 101.01	Maintenance	Average Time to Restore	UNE Loops - xDSL Capable Dispatch	Parity	(result in hours)	26 1	32
FL	200203	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	(result in hours)	14 7	22.8
FL	200203	21	21 11.02	Maintenance	Average Time to Restore	UNE Loops Non designed - No Dispatch	Parity	(result in hours)	11 1	F
FL	200203	21	21 131.01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Parity	(result in hours)	19	1.6
Fi,	200203	21	21 131 02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	Parity	(result in hours)	97	2 5
FL	200203	21	21 133 01	Maintenance	Average Time to Restore	UNE Sub-Loops - Voice - Dispatch	Parity	(result in hours)	14 7	1.7
FL	200203	21	21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Parity	(result in hours)	4 6	3.9
FL	200203	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	91.4	96 6
FL	200203	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	70.3	87 5
FL				Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93 5	81 6
FL				Maintenance	POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Parity	(result is percentage)	93 5	100
FL				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	15.8	13 8
FL				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	21.1	21 8
FL				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Perity	(result is percentage)	11.7	
FL				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	14 3	20
				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	0	(
				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Parity	(result is percentage)	22 6	
						UNE LOOPS + XDSL Capable	Parity	iresult is percentage)	22.3	6,7
				Maintenance Maintenance	Frequency of Repeat Trouble Reports in 30 Days Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	14 7	20 3

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Sinte	Month Year	Mensurement Number	Submeasure ID	Туре	Measurement Description	Distaggregstach	Benchmørk_Parit y		ILEC Comperison Results	CLEC Aggreget# Results
El	200203	23	23 13 1	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Fants	iresult is percentage!	16 9	33 3
FI	200203	2:	23 133	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Parity	(result is percentage)	14 7	0
EL	200203	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parits	(result is percentage)	21.4	33 3
EL	200203	24	24 00	Network	Percent Blocking on Common Trunks	Fercent Trunk Blockage	Benchmark	(result is percentabe	0	ő
FL	200203	25	25 0(	Network	Percent Blocking on Interconnection Trunks	Fercent Trunk Blockage	Farity	(result is percentage)	0	0
FI	200203	28	28 01	Billing	Usage Timelines:	hesale	Parity	(result in days)	14	14
FI	200205	28	28 02	Billing	Usage Timeliness		Farity	(result in days)	14	13
FL	200200	28	28 0:	Billing	Usege Timeliness	Switched Access	Benchmark	(Result is Percentage)	0	99 7
FL	200203	30	30 01	Billine	Wholesale Bill Timeliness	fiesale	Benchmark	fresult is percentage!	0	100
FI	200202	30	30.04	Billing	Wholesale Bill Timelines	UNE	Benchmark	(result is percentage)	0	100
FL	200203	30	30 04	Billing	Wholesale Bill Timelines	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
F1	200203	31	31 01	Billing	Usage Completeness	Kesale	Parity	(result is percentage)	99.9	99 9
FI	200203	31	31 04	Billine	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	C	96 2
FL	200203	32	132 01	Billing	Recurring Charge Completenes	Resale	Parity	(result is percentage)	96 2	99 1
FL	200203	32	32 02	Billine	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	77
FL	200203	135	33 01	Billing	Non-Recurring Charge Completeness	Fiesale	Farity	(result is percentage)	99 5	99 1
FL	200203	35	33.02	Billine	Non Recurring Charge Completeness	UNE	Senchmark	(result is percentage)	0	во З
FL	200203	34	34 01 01	Billing	Billing Accuracy	Resale Usage	Parity	(result is percentage)	891	90 8
FL	200205	34	34 01 02	Billinc	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99 3	97.9
FL	200205	34	34 01 03	Billing	Billing Accuracy	Resale - Non recurring Charoe	Parity	(result is percentage)	96.6	97 7
FL	200203	34	34 02 02	Billine	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	91 3
FL	200203	34	34 02 03	Billinc	Billing Accuracy	UNE - Non recurring Charge	Benchmark	(result is percentage)	0	75 5
FL	200203	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usade	Benchmark	(result is percentage)	0	88.6
IFL	200203	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	99.8	99 3
FL	200203	36	39 01	Detabase	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	
FL	200203	35	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200203	40	40 01 01	Collocation	Time to Respond to a Collocation Request	Space availability request Physical Cageo	Benchmark	fresult is percentage)	0	100
FL	200203	4C	40 01.02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200203	40	40 02 01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote Physical Caged	Benchmark	(result is percentage)	0	100
FL	200203	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200203	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)		
FL	200203	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
	200203	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	
FL	200203	44	44 03	Interfaces	Center Responsiveness	Repair Center Non Designed	Benchmark	(result in seconds)	0	0

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