ORIGINAL

State of Florida

Public 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

AUS ____
CAF ____
CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
MMS ____
SEC 1
OTH ____

Sprint

F.B. (Ben) Poag
Director

Regulatory Affairs
Box 2214
Tallahassee, FL 32316
Mailstop FLTLH00107
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 ILEC 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

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
Director - Regulatory Affairs

Enclosure

Sprint

Susan S. Masterton
Attorney

Law/External Affairs
Post Office Box 2214
1313 Blair Stone Road
Tallahassee, FL 32316-2214
Mailstop FLTLH00107
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,

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 Exchange Telecommunications Companies	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.

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

Kelley Law Firm
Jonathan Canis/Michael Hazzard
1200 19th St. NW, Suite 500
Washington, DC 20036

MCI WorldCom
Ms. Donna C. McNulty
325 John Knox Road, Suite 105
Tallahassee, FL 32303-4131

Messer Law Firm
Norman Horton, Jr./Floyd Self
215 S. Monroe Street, Suite 701
Tallahassee, FL 32301-1876

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

IDS Telecom LLC
Mr. Angel Leiro
1525 N.W. 167th Street, Suite 200
Miami, Florida 33169-5131

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

Susan S. Masterton

Attachment 1

Sprint's Revised "Cookbook"

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

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Performance Measures Development Process

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

In mid -1997, the Public Utilities Commission of Nevada (NEVADA PUC or 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.

[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 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.

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/Dispatch Required • Request for Telephone Number (TN) • Request for Customer Service Record • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquires • Facility Availability • Loop Pre-qualification
Method of Calculation	**Electronic:** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period) **Manual: Loop Pre-qualification, and Facility Availability** Sum ((Fax Date and Time Returned) - (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate.
Reported By	By query type and by interface type, including fax
Geographic Level	Statewide

Measurable Standards

Disaggregation Level **Mechanized:**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
Address Verification Dispatched	Address Verification		6 seconds
Request for Telephone Number	Telephone Number		TBD
Request for Customer Service Record - Simple	Simple CSR		10 seconds
Request for Customer Service Record – Complex	Complex CSR		15 seconds
Service Availability	Request for Service Availability		TBD
Service Appointment Scheduling	Request for Due Date		TBD
Rejected / 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 measured in seconds for electronic 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.			

Ordering **Measure 2**

Title: Average FOC/LSC Notice Interval

Area	*Requirement Description*			
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).			
Method of Calculation	**Mechanized:** ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period) **Electronic/Manual Mix:** Sum [(FOC Date and Time – (Receipt Date and Time of receipt of error free order)] / Number of FOCs sent)			
Report Period	Monthly			
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.			
Reported By	• Electronically received/electronically handled • Electronically received and manually handled • By Service Group Type			
Geographic Level	Statewide			
Measurable Standards	Disaggregation Level	**CLEC**	**Competitive Comparison**	
	RESALE		**Parity**	**Benchmark**
	Res POTS All Electronic Elec/Manual Mix	Res POTS		TBD 4 hrs
	Bus POTS All Electronic Elec/Manual Mix	Bus POTS		TBD 6 hrs
	ISDN BRI All Electronic Elec/Manual Mix	ISDN BRI		TBD 6 hrs
	CENTREX All Electronic Elec/Manual Mix	CENTREX		TBD 13 hrs.
	PBX All Electronic Elec/Manual Mix	PBX		TBD 13 hrs.
	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
	xDSL Provisioned All Electronic Elec/Manual Mix	UNE xDSL Loops		TBD 6 hrs
	Designed - Other All Electronic Elec/Manual Mix	UNE Loops Designed - Other		TBD 13 hrs
	Line Sharing All Electronic Elec/Manual Mix	Line Sharing		TBD 6 hrs
	Subloops – Voice Grade All Electronic Elec/Manual Mix	Subloops – Voice Grade		TBD 6 hrs
	Subloops – Data All Electronic Elec/Manual Mix	Subloops – Data		TBD 13 hrs
	Dark Fiber All Electronic Elec/Manual Mix	Dark Fiber		TBD 13 hrs
	UNE Port			
	Non-Designed All Electronic Elec/Manual Mix	UNE Ports Non-Designed		TBD 6 hrs
	Designed All Electronic Elec/Manual Mix	UNE Ports Designed		TBD 6 hrs
	EELS All Electronic Elec/Manual Mix	EELS		TBD 13 hrs
	UNE Dedicated Transport All Electronic Elec/Manual Mix	UNE Dedicated Transport		TBD 13 hrs
	UNE Platform All Electronic Elec/Manual Mix	UNE Platform		TBD 6 hrs
	LNP All Electronic Elec/Manual Mix	LNP		TBD 6 hrs
	Interconnection Trunks All Electronic Elec/Manual Mix	Interconnection Trunks		TBD 7 days
	Projects All Electronic Elec/Manual Mix	Projects		TBD 12 business hrs
Business Rules	• Elapsed time calculated in business hours. • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Excludes non-business days and ILEC published holidays. • 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 reporting effective August 2000 • EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001			

Ordering **Measure 3**

Title: Average Reject Notice Interval

Area	*Requirement Description*
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation	**Mechanized** ((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 Time of ILEC transmission of Order Rejection) – (Business Date and Time of Order Receipt)) / (#of Electronic/Manual Orders Rejected). **Manual** ((Rejection Date and Time) - (Received Date and Time)) / (Number of manual rejections sent in reporting Period)
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

Reported By	• Electronically received, electronically handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders and Facility based/UNE orders
	• Electronically received, manually handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders and Facility based/UNE orders
	• Manually received and handled (fax)
	  • Resale orders and Facility based/UNE orders

Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Competitive Comparison	
		Parity	Benchmark
All Electronic	Reject Notice		TBD
All Manual	Reject Notice		6 hrs
Electronic/Manual Mix	Reject Notice		6 hrs

Business Rules	• Elapsed time calculated in business hours. • 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 • 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.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	

Ordering **Measure 4**

Title: Percent of Flow-Through Orders

Area	*Requirement Description*
Description	Measures the percentage of mechanized service orders processed on a flow through basis.
Method of Calculation	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received service orders)] x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates

Reported By	• Orders that flow through as a percentage of:
	  • 1) All electronically received orders programmed to flow - through
	  • 2) All electronically received orders
	• By Service Group Types

Geographic Level	Statewide
Measurable Standards	**The process to evaluate performance on this measure is under development. Issues, if any, are not yet finally defined. Final resolution depends on completed development of an agreed to Flow-Through Plan.**

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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	DDS		Diagnostic Only
DS1/ISDN PRI	DS1/ISDN PRI		Diagnostic Only
DS3	DS3		Diagnostic Only
VGPL/DS0	VGPL/DS0		Diagnostic Only
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
Non-Designed	UNE Loops - Non-Designed		Diagnostic Only
Designed – Other	UNE Loops Designed – Other		Diagnostic Only
xDSL Provisioned	xDSL Provisioned		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			
Non-Designed	UNE Ports – Non-Designed		Diagnostic Only
Designed	UNE Ports - Designed		Diagnostic Only
EELS	EELS		Diagnostic Only
UNE Dedicated Transport	UNE Dedicated Transport		Diagnostic Only
UNE Platform	UNE Platform		Diagnostic Only
LNP	LNP		Diagnostic Only

Business Rules	• 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 **Measure 5**

Title: Percentage of Orders Jeopardized

Area	*Requirement Description*			
Description	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.			
Method of Calculation	((Number of Orders Jeopardized) / (Number of Orders 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 Standards	Sprint is required to provide a retail analog for this measurement.			
	Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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 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 Ports Non-Designed	POTS-Business (Fielded)	
	Designed	UNE Ports Designed	CENTREX, ISDN- PRI, PBX	
	EELS	EELS	DS3, DS1, 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.
Sprint Notes	• Line Sharing and xDSL provisioned reporting effective August 2000. • EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval

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

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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 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	B1 Dispatch Non-	

		Grade	Designed	
	Subloops - Data	Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	D3	
	UNE Port			
	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 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			

Provisioning **Measure 7**

Title: Average Completed Interval

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

Disaggregation Level	**CLEC**	**Competitive Comparison**	
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 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 Non-Designed	POTS-Business (Fielded)	
Designed	UNE Port Designed	CENTREX, 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	

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

Provisioning **Measure 8**

Title: Percent Completed Within Standard Interval

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

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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 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	DS3	
UNE Port			
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 Transport	HICAP Designed DS3 and DS1	
UNE Platform	UNE Platform	B1 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

Provisioning **Measure 9**

Title: Coordinated Customer Conversion as a Percentage On-Time

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>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.</td></tr>
<tr><td>Method of Calculation</td><td>((Number of coordinated cut overs completed by appointment due date and time) / (Count of timed coordinated cut overs completed in reporting period)) x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>Residence, Business, and LNP conversions</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>.
<table>
<tr><th>Disaggregation Level

Resale</th><th>CLEC</th><th colspan="2">Competitive Comparison

Parity</th><th>Benchmark</th></tr>
<tr><td>Res POTS</td><td>Res POTS</td><td colspan="2"></td><td>95% within 1 hour of planned time on due date</td></tr>
<tr><td>Bus POTS</td><td>Bus POTS</td><td colspan="2"></td><td>95% within 1 hour of planned time on due date</td></tr>
<tr><td>LNP</td><td>LNP</td><td colspan="2"></td><td>95% within 1 hour of planned time on due date</td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>• Excludes CLEC caused misses
• Applies to CLEC requested coordinated cut overs only</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</td></tr>
<tr><td>Sprint Notes</td><td></td></tr>
</table>

Provisioning **Measure 10**

Title: LNP Network Provisioning

Area	*Requirement Description*
Description	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By	State
Geographic Level	Statewide
Measurable Standards	To Be Determined
Business Rules	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) • 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

Provisioning **Measure 11**

Title: Percent of Due Dates Missed

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

Disaggregation Level	**CLEC**	**Competitive Comparison**	
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 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 Grade	B1 Dispatch Non-Designed	
Subloops – Data	Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS3	
UNE Port			
Non-Designed	UNE Ports Non-Designed	POTS-Business (Fielded)	
Designed	UNE Ports Designed	CENTREX, 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	

Business Rules	• Excludes customer misses • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. • For UNE Loop services, feature only orders are excluded from 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

Provisioning **Measure 12**

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

Area	*Requirement Description*
Description	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"
Method of Calculation	((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders)) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By	By service group type
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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 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 – Data	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 (Fielded)	
Designed	UNE Port Designed	CENTREX, 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	

Business Rules	• Due date is defined as either original due date or final due date if

	the original due date was missed due to customer reasons. • For UNE Loop services, feature only orders are excluded from 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 **Measure 13**

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

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

Disaggregation Level Resale	**CLEC**	**Competitive Comparison**	
		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 - 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 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 (Fielded)	
Designed	UNE Port - Designed	CENTREX, 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	

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	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Business Rules	• 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 **Measure 14**

Title: Held Order Interval

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

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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 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 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 (Fielded)	
Designed	UNE Port Designed	CENTREX, 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	

Business Rules	• Excludes customer caused misses. • 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. • 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	*Requirement Description*
Description	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
Method of Calculation	(Total number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders completed in reporting period) x 100.
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By	• By Resale, UNE Loop Non-Designed, UNE Port Non-Designed and LNP • By Affecting Service and Out of Service
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Competitive Comparison	
Resale		Parity	Benchmark
Resale	Res POTS Bus POTS	Res POTS Bus POTS	
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non-Designed	
Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non-Designed	
UNE Port			
Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)	
LNP	LNP	LNP	

Business Rules	
Notes	
Sprint Notes	

Provisioning **Measure 16**

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

Area	Requirement Description
Description	Measures the percent of network customer trouble reports received 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
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 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.
Sprint Notes	**Sprint is NOT required to report this measure.**

Provisioning **Measure 17a**

Title: Percentage Troubles in 5 Days for New Orders - Sprint

Area	*Requirement Description*
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.
Method of Calculation	(Total Number of Customer Trouble reports received within 5 calendar days of service order completion / Total Number of new, move and change completed orders) x 100
Report Period	Monthly
Report 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 Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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 Non-Designed	B1 Dispatch Non-Designed	
Designed – Other	UNE Loops Designed – Other	Dispatch Designed DS0 & DDS	
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			
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 Transport	HICAP Designed DS1 and DS3	
UNE Platform	UNE Platform	B1 Dispatch	
LNP	LNP	LNP	

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 • 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

Provisioning **Measure 18**

Title: Average Completion Notice Interval

Area	*Requirement Description*
Description	Measures the average time per order to issue notification to CLEC of a completed order.
Method of Calculation	((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed)
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By	All interfaces
Geographic Level	Statewide
Measurable Standards	

Disaggregation Level	CLEC	Competitive Comparison	
		Parity	Benchmark
All Electronic	Completion Notice		20 minutes
Manual/Electronic Mix	Completion Notice		95% within 24 hrs

Business Rules	• 24 hour clock is used to measure interval for manual process • Excludes weekends and ILEC published holidays • 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 will track fall out rate.

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	*Requirement Description*			
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.			
Method of Calculation	(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	Sprint is required to provide a retail analog for this measurement.			
	Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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	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	B1 Dispatch Non-Designed	
	Subloops – Data	Subloops – Data	Retail xDSL	
	Dark Fiber	Dark Fiber	DS3	
	UNE Port			
	Non-Designed	UNE Ports Non-Designed	POTS-Business Dispatched)	
	Designed	UNE Ports Designed	CENTREX, 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	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Access line/circuit count taken from previous month • Excludes ILEC employee generated reports
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

Maintenance — Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

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

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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 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	
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	
EELS	EELS	DS1, DS3, DS0	
UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3	
UNE Platform	UNE Platform	B1 Dispatch	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/CLEC caused troubles

	• Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Excludes customer caused misses • 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

Maintenance — Measure 21

Title: Average Time to Restore

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

Disaggregation Level **Resale**	**CLEC**	**Competitive Comparison** **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 and 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	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 Grade	B1 Dispatch Non-Designed	
Subloops – Data	Subloops – Data	Retail xDSL	
Dark Fiber	Dark Fiber	DS1, DS3, DS0	
UNE Port			
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 Transport	HICAP Designed DS1 and DS3	
UNE Platform	UNE Platform	B1 Dispatch	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

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 • 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

Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

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

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Resale	Res POTS Bus POTS	Res POTS Bus POTS	
UNBUNDLED NETWORK ELEMENTS			
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 Subloops reporting effective July 2001

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	*Requirement Description*
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
Method of Calculation	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
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**	
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 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 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 (Fielded)	
Designed	UNE Port Designed	CENTREX, 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	
Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
LNP	LNP	LNP	

Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring • Excludes Subsequent reports

	• Excludes Message Reports • Excludes ILEC employee generated reports • 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: Percent Blocking on Common Trunks

Area	*Requirement Description*			
Description	Measures the percent of common and shared transport trunk groups exceeding 2% blockage. *Note: Includes list of trunks exceeding benchmark*			
Method of Calculation	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100			
Report Period	Monthly (Exception Reporting Only)			
Report Structure	Reported by common/shared transport trunk 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	Measured by: • Total trunk groups • Percent Blocking			
Sprint Notes	• 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			

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage.

Notes:Includes exception report of list of trunks exceeding benchmark.</td></tr>
<tr><td>Method of Calculation</td><td>(Number of final dedicated interconnection trunk groups exceeding 2% blockage / Total number of final dedicated interconnection trunk groups) x 100</td></tr>
<tr><td>Report Period</td><td>Monthly (Exception Reporting Only)</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>State</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for this measurement.
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison
Parity Benchmark</th></tr>
<tr><td>State</td><td>Interconnection Trunks</td><td>Interconnection Trunks</td><td></td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>Notes: 1) Applies to those trunks where the ILEC has augmentation control
2) Does not apply when trunks are provisioned as two-way trunks.</td></tr>
<tr><td>Notes</td><td>Measured by:
• Total trunk groups
• Threshold exceptions
• ILEC end office to CLEC end office
• ILEC tandem to CLEC end office
• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</td></tr>
<tr><td>Sprint Notes</td><td>• 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</td></tr>
</table>

Network Performance **Measure 26**

Title: NXX Loaded by LERG Effective Date

Area	*Requirement Description*
Description	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation	((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date)) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
CLLI	CLEC NXXs loaded	ILEC NXXs loaded	

Business Rules	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 calendar days). • Excludes any NXX code facilities that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.
Notes	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. • Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	

Network Performance — Measure 27

Title: Network Outage Notification
SPRINT WILL DISCONTINUE PUBLICATION OF THE REPORT ON THIS MEASURE Effective 03-01-01

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the time period for notification of a network outage. To be measured for the following:
Switching
Transport
Network Fire Related Incident
Network Blockage
911
SS7
Sprint will discontinue publication of the report on this measure effective 03-01-01</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate , ILEC(if analog applies), and ILEC affiliates</td></tr>
<tr><td>Reported By</td><td>Switching transport, network fire related incident, network blockage, 911, SS7</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint will discontinue publication of the report on this measure effective 03-01-01
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison</th></tr>
<tr><th></th><th></th><th>Parity</th><th>Benchmark</th></tr>
<tr><td>Switching</td><td>Switching</td><td>Switching</td><td></td></tr>
<tr><td>Transport</td><td>Transport</td><td>Transport</td><td></td></tr>
<tr><td>SS7</td><td>SS7</td><td>SS7</td><td></td></tr>
<tr><td>Network Blockage</td><td>Network Blockage</td><td>Network Blockage</td><td></td></tr>
<tr><td>Network fire related incident</td><td>Network fire related incident</td><td>Network fire related incident</td><td></td></tr>
<tr><td>911</td><td>911 outages</td><td>911 outages</td><td></td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 calendar days).
Excludes any NXX code facilities that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.</td></tr>
<tr><td>Notes</td><td>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 Protection, and the CLECs under proprietary information provisions.</td></tr>
<tr><td>Sprint Notes</td><td>Sprint discontinued publishing this measure effective 3-1-01.</td></tr>
</table>

Billing **Measure 28**

Title: Usage Timeliness

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>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.</td></tr>
<tr><td>Method of Calculation</td><td>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 messages available within 5 days / Count of all Messages available for Transmission in Reporting Period) x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>• Resale
• UNE
• Jointly provided switched access (associated with meet point billing)</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison
Parity | Benchmark</th></tr>
<tr><td>Resale</td><td>CLEC End user messages</td><td>Sprint End user messages</td><td></td></tr>
<tr><td>UNE – Unbundled Network Element</td><td>CLEC billing messages</td><td>Sprint End user messages</td><td></td></tr>
<tr><td>Access (Associated with Meet Point Billing Only)</td><td>CLEC access billing messages</td><td></td><td>95% within 5 days</td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td></td></tr>
<tr><td>Notes</td><td>• 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).</td></tr>
<tr><td>Sprint Notes</td><td></td></tr>
</table>

Billing **Measure 29**

Title: Accuracy of Usage Feed

Area	Requirement Description
Description	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. *Note: This data will be reported by CLECs. If no data received from 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) / (Total Number of Usage Records Transmitted)) x 100
Sprint Measurement Formula	**Sprint is NOT required to report this measure.**
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate
Reported By	
Geographic Level	Statewide
Measurable Standards	**Benchmark for Sprint:** ***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.**

Billing **Measure 30**

Title: Wholesale Bill Timeliness

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

Disaggregation Level	CLEC	Competitive Comparison	
		Parity	Benchmark
Resale	CLEC Invoices		**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 mechani :ed bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	

Billing **Measure 31**

Title: Usage Completeness

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

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

Business Rules	• Excludes summarized charges • Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	

Billing **Measure 32**

Title: Recurring Charge Completeness

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

Disaggregation Level	CLEC	Competitive Comparison	
		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	

Billing **Measure 33**

Title: Non-Recurring Charge Completeness

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures the percentage of non-recurring charges appearing on the correct bill.
* Correct bill = next available bill</td></tr>
<tr><td>Method of Calculation</td><td>(Count of non-recurring charges that are on the correct bill / total count of non-recurring charges that are on the bill) x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates</td></tr>
<tr><td>Reported By</td><td>• Resale
• UNE
• Facilities/Interconnection</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison</th></tr>
<tr><th></th><th></th><th>Parity</th><th>Benchmark</th></tr>
<tr><td>Resale</td><td>Total number of non-recurring OCCs</td><td>Total number of non-recurring OCCs</td><td></td></tr>
<tr><td>UNE</td><td>% of charges on correct bill</td><td></td><td>90% complete</td></tr>
<tr><td>Facilities/Interconnection</td><td>% of charges on correct bill</td><td></td><td>90% complete</td></tr>
</table></td></tr>
<tr><td>Business Rules</td><td>• 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.</td></tr>
<tr><td>Notes</td><td>• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</td></tr>
<tr><td>Sprint Notes</td><td></td></tr>
</table>

Billing **Measure 34**

Title: Bill Accuracy

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

Reported By	• Resale – Diagnostic Only
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• UNE – Diagnostic Only
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• Facilities/Interconnection – Diagnostic Only
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges

Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.

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

		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				

Billing **Measure 35**

Title: Timeliness 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 Standards	**Sprint is NOT required to report this measure.**
Business Rules	
Notes	
Sprint Notes	**Sprint is NOT required to report this measure.**

Billing **Measure 36**

Title: Accuracy of Mechanized Bill Feed

Area	*Requirement Description*
Description	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. **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 Calculation	(Total # of files that passed / Total # of files sent in that reporting period) x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate
Reported By	
Geographic Level	Statewide
Measurable Standards	**Benchmark for Sprint:** **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**

Title: Database Update Timeliness

Area	*Requirement Description*
Description	Measures the percentage of updates to databases within 24 hours. • *DA/Listings Database*
Method of Calculation	[(Count of updates completed within 24 hours in reporting period)/(Count of updates 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 Affiliates
Reported By	• Service Order generated updates
Geographic Level	Statewide
Measurable Standards	**Sprint:** Service Order Updates – Parity

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Service Orders	DA Updates	DA Updates	

Business Rules	
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 Directory Assistance direct gateway input capability

Database Updates **Measure 38**

Title: Percent Database Accuracy

Area	*Requirement Description*
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 • DA/Listings Database
Method of Calculation	((Count of Updates Completed without error) / (Count of Updates Completed)) x 100
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 generated updates For E911 Database: • Service Order generated updates • Direct gateway input
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for this measurement.

Disaggregation Level	CLEC	Competitive Comparison	
		Parity	Benchmark
Directory Assistance / Directory Listing			
Service Order	Number Updates	Number Updates	
911			
Service Order	Number Updates	Number Updates	
Direct Gateway			TBD

Business Rules	• Excludes CLEC caused errors
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 Gateway input capability for Directory Assistance updates.

Database Updates **Measure 39**

Title: E911/911 MS Database Update Interval

Area	*Requirement Description*
Description	Measures the percentage of E911/911database updates completed within 48 hours.
Method of Calculation	(Number of records updated within 48 hours / Total number of records updated) x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Reported By	Update types
Geographic Level	Statewide
Measurable Standards	Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Service Order Update	911 Updates	911 Updates	
Direct Gateway Update	% Updates within 48 hours		99% in 48 hours

Business Rules	• Excludes scheduled system outages. • Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors).
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.

Collocation **Measure 40**

Title: Time to Respond to a Collocation Request

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to a CLEC complete collocation request, within the allotted time.
Method of Calculation	**Space Availability:** (Count of Complete Requests returned within 10 calendar days / Count of requests returned for Space Availability) x 100 **Price and Schedule Quote:** (Count of Complete Requests Returned within 30 calendar days / Count of requests returned for Price and Schedule Quote) x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • Space Availability • Price and Schedule Quote
Geographic Level	Statewide
Measurable Standards	Benchmark

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
Space Availability:			
Physical Caged	Space Availability Requests		100% in 10 Calendar days
Physical Cageless	Space Availability Requests		100% in 10 Calendar days
Virtual	Space Availability Requests		100 % in 10 Calendar days
Other	Space Availability Requests		100% in 10 Calendar days
Price and Schedule Quote			
Physical Caged	Price and Schedule Quotes		100% in 10 Calendar days
Physical Cageless	Price and Schedule Quotes		100% in 10 Calendar days
Virtual	Price and Schedule Quotes		100% in 10 Calendar days
Other	Price and Schedule Quotes		100% in 10 Calendar days

Business Rules	• Excludes orders canceled by CLEC • Excludes requests/applications that are incomplete and must be returned to CLEC for completion
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	• Additional levels of disaggregation became effective 8-1-00

Collocation **Measure 41**

Title: Time to Provide a Collocation Arrangement

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to the CLEC approved collocation request, within the allotted time.
Method of Calculation	(Count of Collocation Arrangements completed within 90 calendar days / Count of Collocation Arrangements Completed) x 100 *Approved means ILEC approves the application and has received, from CLEC, financial payment or bond.
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • New • Augment
Geographic Level	Statewide
Measurable Standard	See nested table below
Business Rules	• Excludes orders canceled by CLEC • Excludes requests/applications that are incomplete and must be returned to CLEC for completion
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	• Additional levels of disaggregation became effective 8-1-00

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
New Arrangement			
Physical Caged	Collocation Arrangements		100% within 90 days
Physical Cageless	Collocation Arrangements		100% within 90 days
Virtual	Collocation Arrangements		100% within 90 days
Other	Collocation Arrangements		100% within 90 days
Augment Arrangement			
Physical Caged	Collocation Arrangements		100% within 90 days
Physical Cageless	Collocation Arrangements		100% within 90 days
Virtual	Collocation Arrangements		100% within 90 days
Other	Collocation Arrangements		100% within 90 days

Interfaces — Measure 42

Title: Percentage of Time Interface is Available

<table>
<tr><th>Area</th><th>Requirement Description</th></tr>
<tr><td>Description</td><td>Measures percent of time OSS interface is available compared to scheduled availability.</td></tr>
<tr><td>Method of Calculation</td><td>[(Number of Scheduled Interface Available Hours) - (Number of Unscheduled Interface Unavailable Hours) / Scheduled Interface Available Hours] x 100</td></tr>
<tr><td>Report Period</td><td>Monthly</td></tr>
<tr><td>Report Structure</td><td>CLECs in the aggregate</td></tr>
<tr><td>Reported By</td><td>By interface type accessed by CLECs</td></tr>
<tr><td>Geographic Level</td><td>Statewide</td></tr>
<tr><td>Measurable Standards</td><td>
<table>
<tr><th>Disaggregation Level</th><th>CLEC</th><th colspan="2">Competitive Comparison</th></tr>
<tr><th></th><th></th><th>Parity</th><th>Benchmark</th></tr>
<tr><td>Ordering</td><td>IRES Availability</td><td></td><td>99.25% of scheduled hours</td></tr>
</table>
</td></tr>
<tr><td>Business Rules</td><td>

Outage hours are obtained from outage reports
Any change requests for extended availability during the reporting period are added to the scheduled hours.
Scheduled system availability hours:

8AM - 8PM EST (Monday-Friday)
Excludes non-business days and ILEC published holidays
CLECs are notified via e-mail in advance of changes to the published availability schedule

</td></tr>
<tr><td>Notes</td><td>

Sprint has one interface which does both pre-ordering and ordering; therefore, both of these functions are reported under ordering.
Sprint does not have an electronic interface for maintenance.

</td></tr>
<tr><td>Sprint Notes</td><td></td></tr>
</table>

Interfaces **Measure 43**

Title: Average Notification of Interface Outages

Sprint discontinued reporting of this measure effective 10-1-00

Area	*Requirement Description*			
Description	Measures the time it takes the ILEC to notify the CLEC of an outage of an interface.			
Method of Calculation	Sum ((Date and time of Outage Notification to CLECs)-(Date and time of ILEC awareness of Interface Outage))/Total Number of Interface Outages			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates			
Reported By	By interface type for all interfaces accessed by CLECs			
Geographic Level	Statewide			
Measurable Standards	Sprint discontinued reporting of this measure effective 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 discontinued reporting of this measure effective 10-1-00			

Interfaces **Measure 44**

Title: Center Responsiveness

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

Disaggregation Level	CLEC	Competitive Comparison	
		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 individual queue, if applicable, in each ILEC center. • Sprint will conduct an audit in 2002 to confirm this measure as parity by design.
Sprint Notes	• Repair Center (Designed) changed from Benchmark, to Parity by Design as diagnostic only, effective 10-1-00

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 website[4]. 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

Type	Sprint
RESALE	
Residential POTS	X
Business POTS	X
ISDN	X
ISDN BRI	
ISDN PRI	
CENTREX	X
PBX	X
PBX Analog	
PBX DID	
Specials (i.e., Designed Services)	
DDS	X
DS-1/ISDN PRI	X
DS-3	X
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 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 Transport	X

SERVICE GROUP TYPE DISAGGREGATION

Type	Sprint
UNE PLATFORM	
UNE Platform (i.e., loop + port + transport	X
INTERCONNECTION	
Interconnection Trunks	X
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 mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC 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.

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 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.
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.

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 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, 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.

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	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
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	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	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 incorrect information which prohibited completion of the request on the original due date (trip was made).

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

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.
CPE	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.
INF	Ticket created for informational purposes only
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
TOK	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.
XCC	IXC/CLEC
CCO	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 2

Sprint

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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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 themselves[1]. In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[2] The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[3]

[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:

[3] "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)." *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.

CLECs

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

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/Dispatch Required • Request for Telephone Number • Request for Customer Service Record - Simple - Complex • Rejected/Failed Queries • Switch Verification • Loop Pre-qualification
Method of Calculation	**Electronic:** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period) **Manual: Loop Pre-qualification and Switch Verification** 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 CLECs in aggregate
Reported By	By query type and by interface type, including fax
Geographic Level	Statewide

Measurable Standards

Disaggregation Level	**CLEC**	**Competitive Comparison**	
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 CSR		TBD
Rejected/Failed Queries	Rejected/Failed Query		Diagnostic Only
Manual:			
Switch Verification	Request for Switch Verification		TBD
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. • Exclude queries during non-available hours.
Notes	• 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 **Measure 2**

Title: Average FOC Notice Interval

Area	*Requirement Description*			
Description	Measures the average time from receipt of a valid LSR to returning a Firm Order Confirmation (FOC).			
Method of Calculation	**Electronic:** Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of 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 Standards	**Disaggregation Level** **RESALE**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
	Blind FOC			
	Res POTS All Electronic Elec/Manual Mix	Res POTS		 TBD TBD
	Bus POTS All Electronic Elec/Manual Mix	Bus POTS		 TBD TBD
	ISDN-BRI All Electronic Elec/Manual Mix	ISDN-BRI		 TBD TBD
	CENTREX All Electronic Elec/Manual Mix	CENTREX		 TBD TBD
	PBX All Electronic Elec/Manual Mix	PBX		 TBD TBD
	Intelligent FOC			
	DDS All Electronic Elec/Manual Mix	DDS	DDS	
	DS1/ISDN-PRI All Electronic Elec/Manual Mix	DS1/ISDN-PRI	DS1/ISDN-PRI	
	DS3 All Electronic Elec/Manual Mix	DS3	DS3	
	VGPL/DS0 All Electronic Elec/Manual Mix	VGPL/DS0	VGP/DS0	

	UNBUNDLED NETWORK ELEMENTS			
	Blind FOC			
	UNE Loops Non-Designed All Electronic Elec/Manual Mix	UNE Loops Non-Designed		 TBD TBD
	UNE Loops - xDSL Provisioned All Electronic Elec/Manual Mix	UNE Loops - xDSL 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. • Sprint agrees to provide affiliate data within the monthly reports.

Ordering **Measure 3**

Title: Average Reject Notice Interval

Area	*Requirement Description*
Description	Reject interval is the elapsed time between the ILEC receipt of a LSR from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation	**Electronic** ((Business Date and Time of ILEC Transmission of LSR Rejection) - (Business Date and Time of LSR Receipt)) / (# of Mechanized LSRs Rejected) **Electronic/Manual** ((Business Date and Time of ILEC transmission of LSR Rejection) – (Business Date and Time of LSR Receipt)) / (#of Electronic/Manual LSRs Rejected). **Manual** ((Rejection Date and Time) - (Received Date and Time)) / (Number of manual rejections sent in reporting Period)
Report Period	Monthly
Report Structure	Individual CLEC and CLECs in aggregate
Reported By	Electronically received, electronically handled • All interfaces • Syntax (edit engine) and content errors (other edits) • Resale non-designed and non-designed Facility-based UNE LSRs. Electronically received, manually handled • All interfaces • Syntax (edit engine) and content errors (other edits) • Resale non-designed and non-designed Facility-based UNE LSRs. Manually received and handled (fax) • Resale non-designed and non-designed Facility based UNE LSRs.
Geographic Level	Statewide
Measurable Standards	**Disaggregation Level** / **CLEC** / **Competitive Comparison** Parity / Benchmark All Electronic / Reject Notice / / TBD Electronic/Manual Mix / Reject Notice / / TBD All Manual / Reject Notice / / TBD
Business Rules	• Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays. • Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Exclude rejects when the LSR is received after business hours and processed prior to the beginning of the next business day. • Exclude Loop Pre-Qualification queries created as service orders.
Notes	• Sprint agrees to provide affiliate data within the monthly reports.

Ordering RECOMMEND ELIMINATION Measure 4

Title: Percent of Flow-Through Orders

Area	*Requirement Description*			
Description	Measures the percentage of mechanized LSRs processed on a flow through basis. The definition of Flow-through for the intent of this measure is to reflect those LSRs that are able to provide the Firm Order Confirmation status without manual intervention.			
Method of Calculation	[(Number of valid electronically received LSRs that flow-through without manual intervention) / (Total valid electronically received LSRs)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC and CLECs in aggregate.			
Reported By	• LSRs that flow through as a percentage of: 1) All electronically received LSRs programmed to flow through 2) All electronically received LSRs • By Service Group Types			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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		Diagnostic Only
	UNE Loops xDSL Provisioned	UNE Loops xDSL Provisioned		Diagnostic Only
	Line Sharing	Line Sharing		Diagnostic Only
	UNE Subloops – Voice Grade	Subloops – Voice Grade		Diagnostic Only
	UNE Subloops – Data	Subloops – Data		Diagnostic Only
	LNP	LNP		Diagnostic Only
Business Rules	• Excludes Loop Pre-Qualification queries.			
Notes	• The Intelligent FOC process will preclude the flow-through of designed Service Group Types.			

Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

Area	*Requirement Description*			
Description	Percentage of total orders processed for which the ILEC notifies the CLEC that the work may not be completed by the due date committed on the original blind FOC.			
Method of Calculation	(Number of Orders Jeopardized) / (Number of Orders Completed) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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	
	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 customer reasons. • Excludes Loop Pre-Qualification queries.			
Notes				

Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval Due to Lack of Facilities

Area	*Requirement Description*			
Description	Measures the remaining time between the pre-existing committed LSR completion date and time (communicated via the blind FOC) and the date and time the ILEC issues a notice to the CLEC indicating a LSR is in jeopardy of missing the due date due to lack of facilities.			
Method of Calculation	((Date and Time of Committed Due Date for the LSR) - (Date of Jeopardy Notice) / (Number of Jeopardy Notices))			
Report Period	Monthly			
Report Structure	Individual CLEC and CLECs in aggregate			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 customer reasons. • Excludes Loop Pre-Qualification queries.			
Notes	• If the ILEC policy changes regarding jeopardy notices to their Retail customers, this measure could be evaluated for analog.			

Provisioning **Measure 7**

Title: Average Completed Interval

Area	*Requirement Description*			
Description	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders with inward action.			
Method of Calculation	(Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders) / (Total new, move and change orders)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and by ILEC			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 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	
	Projects	Projects – Diagnostic Only	Projects - Diagnostic Only	
Business Rules	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons.			

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

Provisioning RECOMMEND ELIMINATION Measure 8

Title: Percent Completed Within Standard Interval

Area	*Requirement Description*			
Description	Measures of orders completed within the standard interval of receipt of valid, error-free service request with inward action.			
Method of Calculation	[(Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 Non-Designed	Bus. POTS Dispatch Non-Designed	
	Designed	UNE Loops Designed	DDS and VGPL/DS0	
	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 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	
	Projects	Projects Diagnostic Only	Projects Diagnostic Only	

~~***Business Rules***~~	• ~~Excludes customer requested due dates greater than the standard interval offered 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.~~ • ~~Sprint defines projects as >= 20 lines and results are diagnostic.~~
~~***Notes***~~	

Provisioning **Measure 9**

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	*Requirement Description*			
Description	Measures the percentage of coordinated cut overs TBCC started on time where CLEC has requested timed coordination. * Note: "On time" means appointment arrival time plus or minus 1 hour. Orders started before appointment arrival time are considered on time if process includes coordination and sign off with the CLEC.			
Method of Calculation	[(Number of coordinated cut overs started on time) / (Count of timed coordinated cut overs completed in reporting period)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	Residence POTS, Business POTS, and LNP conversions			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
	Res POTS	Res POTS		TBD
	Bus POTS	Bus POTS		TBD
	LNP	LNP		TBD
Business Rules	• Excludes CLEC caused misses • Applies to CLEC requested coordinated cut overs only			
Notes				

Provisioning RECOMMEND ELIMINATION Measure 10

Title: LNP Network Provisioning

Area	*Requirement Description*			
Description	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.			
Method of Calculation	(Total number of LNP network provisioning failures) / (Total number of NPAC porting broadcasts) x 100			
Report Period	Monthly			
Report Structure	CLECs in the aggregate and ILEC			
Reported By	State			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison Parity Benchmark**	
	State	Updates	Parity by Design	
Business Rules	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) • 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 conducted an audit in 2002 to confirm this measure as parity by design.			

Provisioning **Measure 11**

Title: Percent of Due Dates Missed (Excluding Lack of Facilities)

Area	*Requirement Description*			
Description	Measures the percent of new, move and change orders with inward action where installation was not completed by the due date for reason other than lack of facilities.			
Method of Calculation	[(Total Number of Missed Due Dates for ILEC Reasons on New, Move and Change Orders / Total Number of New, Move and Change Orders)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 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 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	

Business Rules	• Excludes customer caused misses • Excludes misses resulting from lack of facilities. Lack of facilities missed due dates are reported in Measure 12. • 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. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries.
Notes	• Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.

Provisioning **Measure 12**

Area	*Requirement Description*			
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 Calculation	[((Total New, Move and Change Orders Missed Due Dates for Lack of Facilities) / (Total Number of New, Move and Change Orders))] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC.			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 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	Dark Fiber	DS3	
	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	
Business Rules	• 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. • Excludes customer caused misses. • For UNE Loop services, feature only orders are excluded from the retail analog. • Excludes Loop Pre-Qualification queries.			

Notes	

Provisioning **Measure 13**

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

Area	*Requirement Description*			
Description	Measures the average calendar days from due date to completion date on company missed orders for new, move, or change orders with inward action due to lack of ILEC facilities.			
Method of Calculation	(Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	• By service group type • Disaggregated by 1-30 days, 31-90 days and >90 calendar days			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 - 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 Pre-Qualification queries.			
Notes				

Provisioning RECOMMEND ELIMINATION Measure 14

Title: Held Order Interval

Area	*Requirement Description*		
Description	Measures the time period that new, move, and change service orders with inward activity are not completed by the original due dates for all ILEC reasons (including lack of facilities).		
Method of Calculation	((Reporting Period Close Date) – (Committed Order Due Date)) / (Number of Orders Pending and Past the Committed Due Date) *Note: For all orders pending and past the committed due date.*		
Report Period	Monthly		
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC		
Reported By	By service group type		
Geographic Level	Statewide		
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 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 customer caused misses.~~ • ~~Excludes Loop Pre-Qualification queries.~~
~~***Notes***~~	• ~~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.~~

Provisioning **Measure 15**

Title: Provisioning Trouble Reports Prior to Service Order Completion

Area	*Requirement Description*			
Description	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process on new, move, and change orders with inward activity.			
Method of Calculation	[(Total number of trouble reports that occur on the date of service order completion)/ (Total Number of service orders completed in reporting period)] x 100.			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	Resale Residential POTS, Business POTS and UNE Loop Non-Designed and Subloops-Voice Grade, and LNP			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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	
	LNP	LNP	LNP	
Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports			
Notes				

Provisioning **Measure 17a**

Title: Percentage Troubles in 5 Days for New Orders

Area	*Requirement Description*			
Description	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion for new, move, and change orders with inward activity.			
Method of Calculation	[(Total Number of Customer Trouble reports received within 5 calendar days of service order completion) / (Total Number of new, move and change completed orders)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 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 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	
	LNP	LNP	LNP	

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

Provisioning **Measure 18**

Title: Average Completion Notice Interval

Area	*Requirement Description*
Description	Measures the average time per LSR to issue notification to CLEC of a fully completed and posted LSR for fully electronic notifications. Measures the electronic notification percentage of LSRs requiring manual handling to complete the process within 24 hours.
Method of Calculation	**Electronic:** ((Date and Time of Electronic Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of LSRs Completed Electronically) **Electronic/Manual Mix:** [((Date and Time of Electronic Completion Notification to CLEC) – (Date and Time of Work Completion)) / (Number of LSRs Completed That Required Manual Intervention)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC
Reported By	Electronic and Electronic/Manual Mix Interface
Geographic Level	Statewide

Measurable Standards

Disaggregation Level	CLEC	Competitive Comparison	
		Parity	Benchmark
All Electronic	Completion Notice		TBD
Electronic/Manual/ Mix	Completion Notice		TBD

Business Rules	• 24 hour clock is used to measure interval for electronic/manual mix process • Excludes weekends and ILEC published holidays • Excludes Loop Pre-Qualification queries • Excludes LNP orders with ten-digit triggers
Notes	

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	*Requirement Description*		
Description	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.		
Method of Calculation	[(Total Number of Customer initial and repeat network trouble reports) / (Number of access lines/circuits/UNEs in service at the end of the reporting period)] x 100		
Report Period	Monthly		
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC		
Reported By	By service group type		
Geographic Level	Statewide		
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**
	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 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 DS1 and DS3
	UNE Platform	UNE Platform	Bus. POTS Dispatch
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks
	LNP	LNP	LNP
Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Access line/circuit count taken from previous month • Excludes ILEC employee generated reports		

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

Maintenance — Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*			
Description	Measures the percent of trouble reports not cleared by the commitment time.			
Method of Calculation	[(Total network trouble reports not cleared by the commitment time for ILEC reasons) / (Total network trouble reports completed)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	• By service group type • By dispatch and no dispatch			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 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	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	• Excludes CPE and IEC/CLEC caused troubles • Excludes subsequent reports • Excludes message reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Excludes customer caused misses • Includes LNP NXX Code Opening Troubles
Notes	• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance — Measure 21

Title: Average Time to Restore

Area	*Requirement Description*			
Description	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.			
Method of Calculation	(Total duration of customer network trouble reports) / (Total customer network trouble reports)			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	• By service group type • By dispatch and no dispatch			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 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 DS1 and DS3	
	UNE Platform	UNE Platform	Bus. POTS Dispatch	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	LNP	LNP	LNP	

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 • Includes LNP NXX Code Opening troubles
Notes	• Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	*Requirement Description*			
Description	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.			
Method of Calculation	[(Total number of out of service network troubles cleared in less than 24 hours) / (Total number of out of service network troubles reported)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	POTS Residence and Business, UNE Loops Non-Designed, and UNE Subloops – Voice Grade			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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	
Business Rules	• 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 disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.			

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	*Requirement Description*			
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.			
Method of Calculation	[(Total customer network trouble reports received within 30 calendar days of a previous customer report) / (Total customer network trouble reports)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **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 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 DS1 and DS3	
	UNE Platform	UNE Platform	Bus. POTS Dispatch	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	LNP	LNP	LNP	
Business Rules	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring, customer equipment, and customer provided facilities • Excludes subsequent reports • Excludes message Reports • Excludes ILEC employee generated reports • Includes LNP NXX Code Opening troubles			

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

Network Performance RECOMMEND ELIMINATION Measure 24

Title: Percent Blocking on Common Trunks

Area	*Requirement Description*		
Description	Measures the percent of blockage on common transport trunk groups.		
Method of Calculation	[(Total overflow across all trunk groups)/(Total call attempts count across all trunk groups)] x 100		
Report Period	Monthly		
Report Structure	CLECs in aggregate and ILEC		
Reported By	State		
Geographic Level	Statewide		
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison** **Parity — Benchmark**
	State	**Common Trunk Group**	**Parity by Design**
Business Rules	• Applies to those trunks where the ILEC has augmentation control. • 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. • 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.		

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	*Requirement Description*			
Description	Measures the percent of blockage on final dedicated interconnection trunk 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			
Report Structure	Individual CLEC and by ILEC			
Reported By	State			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**	
			Parity	**Benchmark**
	State	Interconnection Trunks		TBD

Business Rules	• Only measured on trunks where ILEC has outgoing traffic to CLECs and where ILEC controls trunk capacity:
	  • Total trunk groups
	  • Threshold exceptions
	  • ILEC end office to CLEC end office
	  • ILEC tandem to CLEC end office
	• Threshold exception trunk detail.
	• Applies to those trunks where the ILEC has augmentation control.
	• Does not apply when trunks are provisioned as two-way trunks.			

Notes				

Network Performance — Measure 26

Title: NXX Loaded by LERG Effective Date

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

Billing **Measure 28**

Title: Usage Timeliness

Area	*Requirement Description*
Description	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is available for transmission to the CLEC.
Method of Calculation	**For Resale and UNE Messages:** Sum [(Data Set Transmission Availability Date – Date of Message Recording)] / (Count of All Messages Transmitted in Reporting Period) **Access:** [(Count of all messages available within 5 days / Count of all Messages available for Transmission in Reporting Period)] x 100
Report Period	Monthly
Report Structure	
Reported By	
Geographic Level	

Measurable Standards

Disaggregation Level	CLEC	Competitive Comparison	
		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 Billing Only)	CLEC access billing messages		TBD – Diagnostic Only

Business Rules	
Notes	• 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).

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	*Requirement Description*			
Description	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC.			
Method of Calculation	[(Count of Invoices where difference between distribution date and bill date is less than or equal to 10) / (Count of Total Invoices Distributed within the Reporting Period)] x100			
Report Period	Monthlv			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)			
Reported By	• Resale • UNE • Facilities/Interconnection			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**	
			Parity	**Benchmark**
	Resale	CLEC Invoices		TBD
	UNE	CLEC Invoices		TBD
	Facilities/Interconnection	CLEC Invoices		TBD
Business Rules	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.			
Notes				

Billing **Measure 31**

Title: Usage Completeness

Area	*Requirement Description*			
Description	Measures the percentage of usage charges appearing on the correct bill. *Correct bill = next available bill			
Method of Calculation	[(Count of usage charges on the bill that were recorded within last 30 billing days) / (Total count of usage charges on the bill)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)			
Reported By	• Resale • UNE • Facilities/Interconnection			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**	
			Parity	**Benchmark**
	Resale	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. • 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.			
Notes				

Billing **Measure 32**

Title: Recurring Charge Completeness

Area	*Requirement Description*
Description	the correct bill. * Correct bill = next available bill
Method of Calculation	[(Count of fractional recurring charges that are on the correct bill*) / (Total count of fractional recurring charges that are on the bill)] x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)
Reported By	• Resale • UNE • Facilities/Interconnection
Geographic Level	Statewide
Measurable Standards	See table below
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	

Disaggregation Level	CLEC	Competitive Comparison	
		Parity	Benchmark
Resale	Number of fractional OCCs	Number of fractional OCCs	
UNE	% charges on correct bill		TBD
Facilities/Interconnection	% charges on correct bill		TBD

Billing **Measure 33**

Title: Non-Recurring Charge Completeness

Area	*Requirement Description*			
Description	Measures the percentage of non-recurring charges appearing on the correct bill. * Correct bill = next available bill			
Method of Calculation	[(Count of non-recurring charges that are on the correct bill) / (Total count of non-recurring charges that are on the bill)] x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)			
Reported By	• Resale • UNE • Facilities/Interconnection			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**	
			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	• 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. • Excludes trouble isolation charges.			
Notes				

Billing **Measure 34**

Title: Bill Accuracy

Area	*Requirement Description*			
Description	Measures the percentage of the aggregate average of the total bill amount that is not adjusted by correcting service orders or adjustments for the past six months with activity. *Note: Past six months includes the current reporting period billing amount. Results are for diagnostic purposes only.			
Method of Calculation	(Total monies billed without corrections for the past six months) / (Total monies billed for the past six months) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)			
Reported By	Resale • Usage • Recurring Charges • Non-Recurring Charges UNE • Usage • Recurring Charges • Non-Recurring Charges Facilities/Interconnection • Usage • Recurring Charges • Non-Recurring Charges			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level** **Resale**	**CLEC**	**Competitive Comparison** **Parity**	**Benchmark**
	Usage	Total Dollars billed and adjustments for usage	Total Dollars billed and adjustments for usage – Diagnostic Only	
	Recurring Charge	Total Dollars billed and adjustments for recurring charges	Total Dollars billed and adjustments for recurring charges – Diagnostic Only	
	Non-recurring Charges	Total Dollars billed and adjustments for non-recurring charges	Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only	
	UNE			
	Usage	Total Dollars billed and adjustments for usage		Diagnostic Only
	Recurring Charge	Total Dollars billed and adjustments for recurring		Diagnostic Only
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring		Diagnostic Only

	Facilities/Interconnection			
	Usage	Total Dollars billed and adjustments for usage		Diagnostic Only
	Recurring Charges	Total Dollars billed and adjustments for recurring		Diagnostic Only
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring		Diagnostic Only
Business Rules	• Excludes Uncollectable status accounts, restoration charges, non-recurring charges billed in installments, non-regulated charges, refunds of deposits, transfer of payments or balances, returned check charges, taxes, and surcharges. • Excludes adjustments issued for reasons not related to bill accuracy. • Excludes trouble isolation charges.			
Notes				

Database Updates **Measure 37**

Title: Database Update Timeliness

Area	*Requirement Description*			
Description	Measures the percentage of Directory Assistance and Directory Listings updates to databases within 24 hours.			
Method of Calculation	(Count of updates completed within 24 hours in reporting period)/(Count of updates completed in reporting period) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC			
Reported By	Service Order generated updates			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**	
			Parity	**Benchmark**
	Service Orders	DA/DL Updates	DA/DL Updates	
Business Rules	• The start time of requests received after the end of the business day will be the beginning of the next business day. • Business day is defined as published hours of operation for the ILEC ordering center. • Excludes orders generated for Sprint administrative purposes.			
Notes				

Database Updates RECOMMEND ELIMINATION Measure 38

Title: Percent Database Accuracy

Area	***Requirement Description***
Description	The percentage of 911 and DA 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 • DA/Listings Database
Method of Calculation	[(Count of Updates Completed without error) / (Count of Updates Completed)] x 100
Report Period	Monthly
Report Structure	Individual CLECs and by ILEC (if analog applies)
Reported By	For E911 Database: • Service Order generated updates • Direct gateway input For DA/Listings: • Service Order generated updates
Geographic Level	Statewide
Measurable Standards	**Disaggregation Level** / **CLEC** / **Competitive Comparison** — **Parity** / **Benchmark** E911 Service Order — Number Updates — Number Updates Direct Gateway — TBD Directory Assistance / Directory Listing Service Order — Number Updates — Number Updates
Business Rules	• Excludes CLEC caused errors
Notes	

Database Updates **Measure 39**

Title: E911 Database Update

Area	*Requirement Description*			
Description	Measures the percentage of E911database updates completed within 48 hours.			
Method of Calculation	(Number of records updated within 48 hours / Total number of records updated) x 100			
Report Period	Monthlv			
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)			
Reported By	Update tvpes			
Geographic Level				
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**	
			Parity	**Benchmark**
	Service Order Update	911 Updates	911 Updates	
	Direct Gateway Update	% Updates within 48 hours		TBD
Business Rules	• Excludes scheduled system outages. • Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors).			
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.			

Collocation — Measure 40

Title: Time to Respond to a Collocation Request

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to a CLEC complete collocation request within the allotted time.
Method of Calculation	**Space Availability:** [(Count of Complete Requests returned within x calendar days) / (Count of requests returned for Space Availability)] x 100 **Price Quote:** [(Count of Complete Requests Returned within x calendar days) / (Count of requests returned for Price Quote)] x 100
Report Period	Monthly
Report Structure	Individual CLEC and CLECs in aggregate
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • Space Availability • Price Quote
Geographic Level	Statewide
Measurable Standards	See nested table below
Business Rules	• Excludes orders canceled by CLEC • Excludes requests/applications that are incomplete and must be returned to CLEC for completion. The new completed version counts as a new request. • If multiple collocation requests are received on one request, the response interval will be adjusted according to the following: 1-9 applications 15 days 10-19 applications 25 days 20-29 applications 35 days each additional 10 10 additional days • Exclude Collocation requests with non-Commission (ICB) approved price list requirements. • Excludes requests where Right of Way (ROW) access must be obtained to determine space availability.
Notes	

Disaggregation Level	CLEC	Competitive Comparison	
		Parity	Benchmark
Space Availability:			
Physical Caged	Space Availability Requests		TBD
Physical Cageless	Space Availability Requests		TBD
Virtual	Space Availability Requests		TBD
Other	Space Availability Requests		TBD
Price Quote:			
Physical Caged	Price Quotes		TBD
Physical Cageless	Price Quotes		TBD
Virtual	Price Quotes		TBD
Other	Price Quotes		TBD

Collocation **Measure 41**

Title: Time to Provide a Collocation Arrangement

Area	*Requirement Description*
Description	Measures the percentage of time the ILEC responds to the CLEC approved* collocation request, within the allotted time. *Approved means ILEC approves the application and has received, from CLEC, financial payment or bond.
Method of Calculation	[(Count of Collocation Arrangements completed within x calendar days) / (Count of Collocation Arrangements Completed)] x 100
Report Period	Monthly
Report Structure	Individual CLEC and CLECs in aggregate
Reported By	• All Collocation Types: Caged, Cageless, Virtual, and Other • New • Augment
Geographic Level	Statewide
Measurable Standard	See nested table below
Business Rules	• Excludes orders canceled by CLEC • Excludes requests/applications that are incomplete and must be returned to CLEC for completion • Excludes requests were CLECs failed to provide information and/or materials in a timely manner.
Notes	

Disaggregation Level	**CLEC**	**Competitive Comparison**	
		Parity	**Benchmark**
New Arrangement			
Physical Caged	Collocation Arrangements		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	Collocation Arrangements		TBD
Other	Collocation Arrangements		TBD

Interfaces **Measure 42**

Title: Percentage of Time Interface is Available

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

Business Rules	• Outage hours are obtained from outage reports
	• Any change requests for extended availability during the reporting period are added to the scheduled hours.
	• Scheduled interface availability hours:
	  • 7AM - 7PM EST (Monday-Friday)
	  • Excludes non-business days and ILEC published holidays
	  • CLECs are notified via e-mail in advance of changes to the published availability schedule			

Notes				

Interfaces **Measure 44**

Title: Center Responsiveness

Area	*Requirement Description*			
Description	Measures the average time it takes the ILEC's work center to answer a call.			
Method of Calculation	(Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center))			
Report Period	Monthly			
Report Structure	CLECs in the aggregate			
Reported By	• ILEC Ordering Center • ILEC Repair Center			
Geographic Level	Statewide			
Measurable Standards	**Disaggregation Level**	**CLEC**	**Competitive Comparison**	
			Parity	**Benchmark**
	Ordering Center	ACD Inc Calls		TBD
	Repair Center (Non-Designed)	ACD Inc Calls		TBD
Business Rules	• Measured by individual queue, if applicable, in each ILEC center. • Does not include abandoned calls.			
Notes	• Repair (Designed) assertion as parity by design received from external auditor. Eliminate as reportable submeasure effective 04-01-02.			

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

Type	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	Bus. POTS Non-Designed 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	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 Standards	Benchmark measures have agreed upon standard objective to determine 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 Standards	This indicates that the results per the measurement will be reported for analysis purposes only and are not subject to determination of compliance or non-compliance.

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.
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.

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.
Recurring Charge	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
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)
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CPE	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
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability
LSMS	Local Service Management System
LSR	Local Service Request
MRC	Missed Appointment Reason Code
NANP	North American Numbering Plan
NDM	Network Data Mover
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

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.

Code	Company Reasons - Description
PB	Bad cable pair or cable plant exists.
IW	Inclement weather delayed installation.
CE	Commercial provided incomplete or inaccurate information.
ME	Marketing provided incomplete or inaccurate information.
CO	Any other Company Reason.

DISPOSITION CODES
Sprint

Code	Description
CAN	Cancellation of ticket at customer request
CC	Came Clear
CO	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.
CPE	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.
INF	Ticket created for informational purposes only
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
TOK	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.
XCC	IXC/CLEC
CCO	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

Revised Performance Incentive Plan

February 11, 2002

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
$.5 <= \|D_P\| < 2$	Moderate	See Attachment C
$\|D_P\| >= 2$	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
$5 <= D_B < 15$	Moderate	See Attachment C
$D_B >= 15$	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**
$0 < D_B < 25$	Minor	See Attachment C
$25 <= D_B < 50$	Moderate	See Attachment C
$D_B >= 50$	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 scenario[1] 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 Incentive 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 submeasure[2]) 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 ARMIS[3].

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 non-compliant 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 H_0.

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

Statistical Calculations

Statistical methods:

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

Statistical functions definitions:

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

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

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

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

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

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

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

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

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

$choose(n,k)$ Calculates the binomial coefficients.

Global variable definitions:

L	=	The total number of occupied cells.[4]
j	=	An index counter indicating cell number.
n_{1j}	=	The number of Sprint transactions in cell j.
n_{2j}	=	The number of CLEC transactions in cell j.
n_j	=	The total number of transactions in cell j.
X_{1jk}	=	Individual Sprint transactions in cell j.
X_{2jk}	=	Individual CLEC transactions in cell j.
Φ^{-1}	=	Inverse cumulative standard normal distribution function.

Mean Performance Measures[5]

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	*DEFINITION*	*EXPLANATION*
$\overline{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} X_{1jk}$	Sprint sample mean of cell j.	Add observations and divide by the number of observations.
$\overline{X}_{2j} = \frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} X_{2jk}$	CLEC sample mean of cell j.	Add observations and divide by the number of observations.

[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).

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

STEP 1: Calculate Cell Weights

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

For each cell, multiply the 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 $W_j = 0$.

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 $s_{1j}^2 > 0$

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

where

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

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

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

i) $\gamma_{1j} > 0$

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

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 $\min(n_{1j}, n_{2j}) \geq 2$ and $Nperms \leq 1000$ 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_{1j}.
   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 $\min(n_{1j}, n_{2j}) \geq 2$ and $Nperms > 1000$ then
   i) Generate 1,000 random permutations of sizes n_{1j} and n_{2j} from the combined sample XY_j.
   ii) For each permuted sample, calculate the sum of the sample of size n_{1j}.
   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 $\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$
   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. If $\min(n_{1j}, n_{2j}) \le 6$ OR $s_{1j}^2 = 0$

   a. Let $N_j = \min(Nperms, 1000)$

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

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

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

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

   f. $ExpectedSkew_j^{parity} =$

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

STEP 5: Calculate the initial aggregate test statistic.

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

STEP 6: Calculate the final aggregate test statistic.

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

2. If L > 1, do the following.

   a. Calculate the aggregate skewness coefficient.

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

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

c. Otherwise

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

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_{1j} = Number of Sprint cases possessing an attribute of interest in cell j.

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

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

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

STEP 1: Calculate Cell Weights.

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

For each cell, multiply the 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 $Z_j = \dfrac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\dfrac{n_{1j}n_{2j}a_j(n_j - a_j)}{n_j - 1}}}$

STEP 3: Truncate Z-statistic for each cell.

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

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

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

[6] 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 $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$.

   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 $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \leq 9$.

   a. Let $i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$.

   b. Calculate $z_{ji} = \min\left\{0, \frac{n_j i - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}\right\}$ for each value of i.

   c. For each value of i, calculate $\Theta_{ji} = HG(i, n_{1j}, n_{2j}, a_j)$.

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

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

   f. $ExpectedSkew_j^{parity} =$

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

STEP 5: Calculate the initial aggregate test statistic.

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

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

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

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

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

STEP 6: Calculate the final aggregate test statistic.

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

2. If L > 1, do the following.

   a. Calculate the aggregate skewness coefficient.

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

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

   c. Otherwise

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

Rate Performance Measures[7]

The following calculations will apply to measure 19.

Variable definitions:

b_{1j}	=	Number of Sprint base elements in cell j.
b_{2j}	=	Number of CLEC base elements in cell j.
b_j	=	Total number of base elements cell j.
$r_{1j} = n_{1j} / b_{1j}$	=	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. $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$

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

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

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

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

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

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

   f.

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

STEP 5: Calculate the initial aggregate test statistic.

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

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

STEP 6: Calculate the final aggregate test statistic.

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

2. If L > 1, do the following.
   a. Calculate the aggregate skewness coefficient.

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

   b. If $Z_0^T > -\dfrac{1+4g_{agg}^2}{4g_{agg}}$ 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 Priority[8]

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 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) non-compliant 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 CLEC-specific 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 per Day	Late Causal Analysis per Day
$500	$50

Attachment D

Measures of Severity (parity and benchmark)

Benchmark Measurements:

Definition:

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

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 $\mathbf{D_B = 25\%}$. For a benchmark mean measure, this result would be considered a "moderate" deviation from the benchmark. Such a measure for compliance is only valid if the benchmark is set appropriately; set as a tolerance limit as opposed to a target.

Parity Measurements:

Definition:

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

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

where N_1 and N_2 are the number of 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

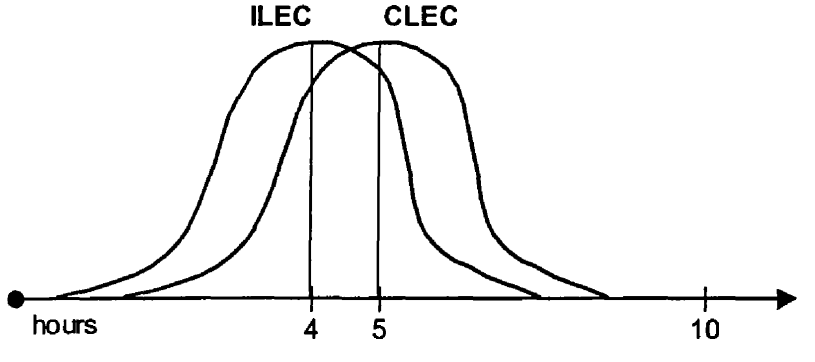
certainty as to whether parity service exists. However, this degree of certainty does not indicate the severity of non-compliance, mainly due to the fact that the z-score is highly dependent on the sample size. If the submeasure has a considerably large sample size, yet a small difference between Sprint's 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:

$D_P = \frac{\overline{X}_1 - \overline{X}_2}{s_1}$, 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

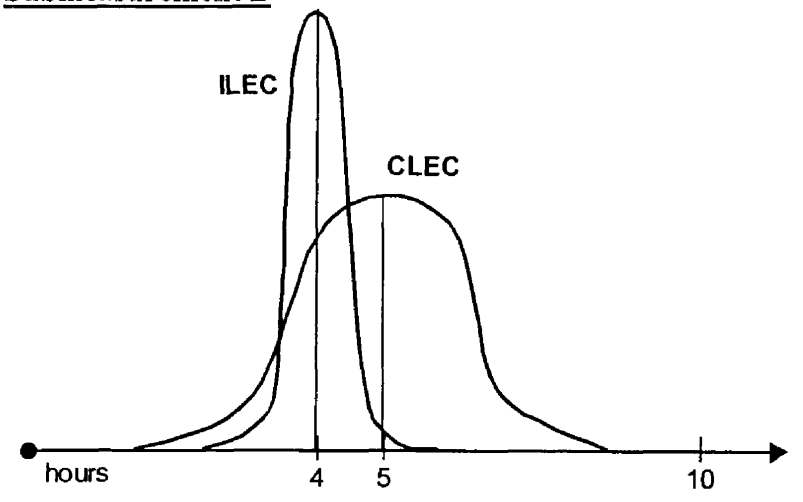


If the service provided on submeasurement A to Sprint's retail customers has a standard deviation of 1.2 hours, then

$D_P = \frac{4.0 - 5.0}{1.2}$, or $\mathbf{D_P = -0.83}$.

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

Submeasurement B



If the service provided to 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 $\mathbf{D_P = -2.50}$.

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% 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

"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):

Measure	Submeasure Code	Submeasure Description
02	02.01.07	All Electronic - DS-1/ISDN PRI
02	02.01.08	All Electronic - DS-3
02	02.01.101	All Electronic - UNE Loops - xDSL Capable
02	02.02.07	All Manual (FAX) - DS-1/ISDN PRI
02	02.02.08	All Manual (FAX) - DS-3
02	02.02.101	All Manual (FAX) - UNE Loops - xDSL Capable
02	02.03.07	Electronic/Manual Mix - DS-1/ISDN PRI
02	02.03.08	Electronic/Manual Mix - DS-3
02	02.03.101	Electronic/Manual Mix - UNE Loops - xDSL Capable
04	04.01.07.01	All Electronic - DS-1/ISDN PRI - New Service Installation
04	04.01.07.02	All Electronic - DS-1/ISDN PRI - Service Migrations w/o changes
04	04.01.07.03	All Electronic - DS-1/ISDN PRI - Service Migrations w/ changes
04	04.01.07.04	All Electronic - DS-1/ISDN PRI - Move and change activities
04	04.01.07.05	All Electronic - DS-1/ISDN PRI - Feature changes
04	04.01.07.06	All Electronic - DS-1/ISDN PRI - Service Disconnects
04	04.01.08.01	All Electronic - DS-3 - New Service Installation
04	04.01.08.02	All Electronic - DS-3 - Service Migrations w/o changes
04	04.01.08.03	All Electronic - DS-3 - Service Migrations w/ changes
04	04.01.08.04	All Electronic - DS-3 - Move and change activities
04	04.01.08.05	All Electronic - DS-3 - Feature changes
04	04.01.08.06	All Electronic - DS-3 - Service Disconnects
04	04.01.101.01	All Electronic - UNE Loops - xDSL Capable - New Service Installation
04	04.01.101.02	All Electronic - UNE Loops - xDSL Capable - Service Migrations w/o changes
04	04.01.101.03	All Electronic - UNE Loops - xDSL Capable - Service Migrations w/ changes
04	04.01.101.04	All Electronic - UNE Loops - xDSL Capable - Move and change activities
04	04.01.101.05	All Electronic - UNE Loops - xDSL Capable - Feature changes
04	04.01.101.06	All Electronic - UNE Loops - xDSL Capable - Service Disconnects
05	05.07.01	DS-1/ISDN PRI - Lack of facilities
05	05.07.02	DS-1/ISDN PRI - Other
05	05.08.01	DS-3 - Lack of facilities
05	05.08.02	DS-3 - Other
05	05.101.01	UNE Loops - xDSL Capable - Lack of facilities
05	05.101.02	UNE Loops - xDSL Capable - Other

Measure	Submeasure Code	Submeasure Description
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	12.101.01	UNE Loops - xDSL Capable - Field Work
12	12.101.02	UNE Loops - xDSL Capable - No Field Work

Measure	Submeasure 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

Attachment G

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.
- 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.
- 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

Measurement #	Measurement Title	Eligible for Incentives?
Pre-Ordering		
01	Average Response Time to Pre Order Queries	Y
Ordering		
02	Average FOC/LSC Notice Interval	Y
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		
19	Customer Trouble Report Rate	Y
20	Percentage of Customer Trouble Not Resolved Within Estimated Time	Y
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	N
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
39	E911 /911 MS Database Update Interval	N
Collocation		
40	Time to Respond to a Collocation Request	N
41	Time to Provide a Collocation Arrangement	Y
Interface		
42	Percentage of Time Interface is Available	Y
44	Center Responsiveness	Y

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 ADJUSTMENTS							
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

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

Attachment 5

Please Read:

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

FL_SQM_ALL_with_Activity

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200201	01	01 01 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	(result in seconds)	0	6 3
FL	200201	01	01 02 01	Pre Order	Average Reponse Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	0 9
FL	200201	01	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	25 1
FL	200201	01	01 031 01	Pre Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	9 9
FL	200201	01	01 04 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	(result in seconds)	0	5 7
FL	200201	01	01 05 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	2
FL	200201	01	01 06 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	(result in seconds)	0	5 3
FL	200201	01	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	Benchmark	(result in seconds)	0	5 8
FL	200201	01	01 08 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	Benchmark	(result in seconds)	0	16 3
FL	200201	02	02 01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 03	Order	Average FOC/LSC Notice Interval	All Electronic - ISDN BRI	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	0 2
FL	200201	02	02 01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	0 1
FL	200201	02	02 01 131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 141	Order	Average FOC/LSC Notice Interval	All Electronic - Line Sharing	Benchmark	(result in hours)	0	0
FL	200201	02	02 01 15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in hours)	0	59 8
FL	200201	02	02 01 16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	0 2
FL	200201	02	02 03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	4
FL	200201	02	02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	5 3
FL	200201	02	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	(result in hours)	0	7
FL	200201	02	02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed Other	Benchmark	(result in hours)	0	5
FL	200201	02	02 03 101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	4 5
FL	200201	02	02 03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	3 2
FL	200201	02	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	4 8
FL	200201	02	02 03 141	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Line Sharing	Benchmark	(result in hours)	0	10 8
FL	200201	02	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS - Loop	Benchmark	(result in hours)	0	1 4
FL	200201	02	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	3 7
FL	200201	02	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	6 3
FL	200201	03	03 01 01 02	Order	Average Reject Notice Interval	All Electronic - Syntax (edit engine) - UNE Loops and Ports	Benchmark	(result in hours)	0	385
FL	200201	03	03 03 01 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	3 3
FL	200201	03	03 03 01 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - UNE Loops and Ports	Benchmark	(result in hours)	0	339 3
FL	200201	03	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	4 9
FL	200201	03	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	4 7
FL	200201	05	05 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Parity	(result is percentage)	1 8	0 8
FL	200201	05	05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	4 5	1.1
FL	200201	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	2 6	0
FL	200201	05	05 04	Provisioning	Percentage of Orders Jeopardized	Centrex	Parity	(result is percentage)	1 3	0
FL	200201	05	05 05	Provisioning	Percentage of Orders Jeopardized	PBX	Parity	(result is percentage)	3	0
FL	200201	05	05 10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Parity	(result is percentage)	0	7 1
FL	200201	05	05 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Capable	Parity	(result is percentage)	27 4	25
FL	200201	05	05 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	7 1	14 5
FL	200201	05	05 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Parity	(result is percentage)	2	0
FL	200201	05	05 133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	7 1	0
FL	200201	06	06 01 01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	17 5	2
FL	200201	06	06 01 02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	(result in days)	1 7	0.5
FL	200201	06	06 02.01	Provisioning	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	20	0.1
FL	200201	06	06 02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	(result in days)	20 6	1 1
FL	200201	06	06 03 02	Provisioning	Average Jeopardy Notice Interval	ISDN BRI - Installation	Parity	(result in days)	1	16 4
FL	200201	06	06 10 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Assignment	Parity	(result in days)	0	4 5
FL	200201	06	06 10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Installation	Parity	(result in days)	0	10.6
FL	200201	06	06 101 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Assignment	Parity	(result in days)	0	5 5
FL	200201	06	06 101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Installation	Parity	(result in days)	3	4 3
FL	200201	06	06 11 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	(result in days)	26 6	4.5

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State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200201	06	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	(result in days)	33 4	1 8
FL	200201	06	06 131 01	Provisioning	Average Jeopardy Notice Interval	UNE Platform - Assignment	Parity	(result in days)	18	0
FL	200201	06	06 147 01	Provisioning	Average Jeopardy Notice Interval	EELS - Loop Assignment	Parity	(result in days)	0	11 2
FL	200201	06	06 147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Installation	Parity	(result in days)	0	15 4
FL	200201	07	07 01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Parity	(result in days)	2 2	2 6
FL	200201	07	07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	1 4	2 2
FL	200201	07	07 02 01	Provisioning	Average Completed Interval	Business POTS - Field Work	Parity	(result in days)	4 4	7 2
FL	200201	07	07 02 02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Parity	(result in days)	2 5	1 7
FL	200201	07	07 03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Parity	(result in days)	18 7	1 5
FL	200201	07	07 04 01	Provisioning	Average Completed Interval	Centrex Field Work	Parity	(result in days)	7 2	2 5
FL	200201	07	07 04 02	Provisioning	Average Completed Interval	Centrex No Field Work	Parity	(result in days)	3 4	5
FL	200201	07	07 05 01	Provisioning	Average Completed Interval	PBX Field Work	Parity	(result in days)	10 1	0
FL	200201	07	07 10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other Field Work	Parity	(result in days)	0	8 8
FL	200201	07	07 101 01	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - Field Work	Parity	(result in days)	5	8 4
FL	200201	07	07 101 02	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - No Field Work	Parity	(result in days)	4 6	5
FL	200201	07	07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	(result in days)	4 4	4
FL	200201	07	07 11 02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)	0	4 4
FL	200201	07	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Parity	(result in days)	2 4	0
FL	200201	07	07 131 02	Provisioning	Average Completed Interval	UNE Platform No Field Work	Parity	(result in days)	1 5	0
FL	200201	07	07 133 01	Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	(result in days)	4 4	0
FL	200201	07	07 17 01	Provisioning	Average Completed Interval	Projects Field Work	Parity	(result in days)	10 2	0
FL	200201	07	07 17 02	Provisioning	Average Completed Interval	Projects No Field Work	Parity	(result in days)	3	0
FL	200201	08	08 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	(result is percentage)	98 2	98 4
FL	200201	08	08 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	93 7	97
FL	200201	08	08 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	86	100
FL	200201	08	08 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	98 4	100
FL	200201	08	08 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	(result is percentage)	81 5	0
FL	200201	08	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Designed Other	Parity	(result is percentage)	0	100
FL	200201	08	08 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Parity	(result is percentage)	95 8	55
FL	200201	08	08 11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	87 3	85 2
FL	200201	08	08 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	97 9	0
FL	200201	08	08 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops Voice	Parity	(result is percentage)	87 3	0
FL	200201	08	08 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	91 4	0
FL	200201	09	09 02	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Business	Parity	(result is percentage)	0	100
FL	200201	10	10	Provisioning	LNP Network Provisioning	NA	Parity	(result is percentage)	0	44 5
FL	200201	11	11 01.01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	8	9 1
FL	200201	11	11 01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	0 3	0 2
FL	200201	11	11 02.01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	12 4	2 8
FL	200201	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	2 1	2
FL	200201	11	11 03.01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	(result is percentage)	21 5	0
FL	200201	11	11 03.02	Provisioning	Percent of Due Dates Missed	ISDN BRI - No Field Work	Parity	(result is percentage)	9 4	0
FL	200201	11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	1 9	0
FL	200201	11	11 04 02	Provisioning	Percent of Due Dates Missed	Centrex No Field Work	Parity	(result is percentage)	1	0
FL	200201	11	11.05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	19 4	0
FL	200201	11	11.07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Parity	(result is percentage)	0	0
FL	200201	11	11 08 01	Provisioning	Percent of Due Dates Missed	DS-3 - Field Work	Parity	(result is percentage)	0	0
FL	200201	11	11 09 01	Provisioning	Percent of Due Dates Missed	VGPL/DS0 - Field Work	Parity	(result is percentage)	14 3	0
FL	200201	11	11.10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)	0	5
FL	200201	11	11.101 01	Provisioning	Percent of Due Dates Missed	UNE Loops xDSL Capable - Field Work	Parity	(result is percentage)	8.5	25
FL	200201	11	11 101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Parity	(result is percentage)	1 3	0
FL	200201	11	11 11.01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	(result is percentage)	12 4	14 1
FL	200201	11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	0	12 9
FL	200201	11	11 131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	8 5	0
FL	200201	11	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	(result is percentage)	0 5	0

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State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200201	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops Voice - Field Work	Parity	(result is percentage)	12 4	0
FL	200201	11	11 14 01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	(result is percentage)	0	0
FL	200201	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	12 6	6 1
FL	200201	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	9 3	2 7
FL	200201	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	1 6	0
FL	200201	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	(result is percentage)	4 4	0
FL	200201	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS DESIGNED OTHER	Parity	(result is percentage)	0	33 3
FL	200201	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	3 8	15 4
FL	200201	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	11 1	10 5
FL	200201	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	11 8	0
FL	200201	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	(result is percentage)	11 1	0
FL	200201	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS 1 - 30 days held	Parity	(result in days)	9	8 2
FL	200201	13	13 01 02	Provisioning	Delay order interval to completion date	Residential POTS - 31 90 days held	Parity	(result in days)	46 1	56
FL	200201	13	13 02 01	Provisioning	Delay order interval to completion date	Business POTS - 1 30 days held	Parity	(result in days)	10 5	7
FL	200201	13	13 10 01	Provisioning	Delay order interval to completion date	UNE Loops Designed Other 1 - 30 days held	Parity	(result in days)	0	6
FL	200201	13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops xDSL Capable - 1 - 30 days held	Parity	(result in days)	11 7	8 8
FL	200201	13	13 101 02	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 31 - 90 days held	Parity	(result in days)	50	40
FL	200201	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - Non designed - 1 - 30 days held	Parity	(result in days)	10 9	9 7
FL	200201	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	(result in days)	24 7	19 4
FL	200201	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	(result in days)	71	15
FL	200201	14	14 04	Provisioning	Held Order Interval	Centrex	Parity	(result in days)	73 3	9
FL	200201	14	14 07	Provisioning	Held Order Interval	DS-1/ISDN PRI	Parity	(result in days)	36 6	15 5
FL	200201	14	14 10	Provisioning	Held Order Interval	UNE Loops - Designed Other	Parity	(result in days)	0	40 5
FL	200201	14	14 101	Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Parity	(result in days)	28 4	1
FL	200201	14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	81 2	15 5
FL	200201	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	10
FL	200201	15	15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2 5	0 5
FL	200201	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	0 4	0 1
FL	200201	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	4 1	4 5
FL	200201	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	1 3	0
FL	200201	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	3 8	5 4
FL	200201	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	4 9	2
FL	200201	17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	0 9	0
FL	200201	17a	17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	0 4	0
FL	200201	17a	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	0
FL	200201	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	40	0
FL	200201	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops xDSL Capable	Parity	(result is percentage)	4 1	2 1
FL	200201	17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	8 3	3 4
FL	200201	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3 8	0
FL	200201	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	8 3	0
FL	200201	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0 1	0
FL	200201	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	331.4
FL	200201	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	2	3 3
FL	200201	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1.3	0 7
FL	200201	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 2	0 5
FL	200201	19	19.04	Maintenance	Customer Trouble Report Rate	Centrex	Parity	(result is percentage)	0.1	0.2
FL	200201	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0.1	0 4
FL	200201	19	19 06	Maintenance	Customer Trouble Report Rate	DDS	Parity	(result is percentage)	0	0
FL	200201	19	19 07	Maintenance	Customer Trouble Report Rate	DS-1/ISDN PRI	Parity	(result is percentage)	1 5	3 1
FL	200201	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	0 2	0 4
FL	200201	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Capable	Parity	(result is percentage)	4 1	0 1
FL	200201	19	19 11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	0 8	0.9
FL	200201	19	19 147	Maintenance	Customer Trouble Report Rate	EELS - Loop	Parity	(result is percentage)	4183 3	2 3
FL	200201	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	Parity	(result is percentage)	0	0

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State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200201	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	23 9	13 4
FL	200201	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	6 3	2 1
FL	200201	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	18 9	12 2
FL	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	6 3
FL	200201	20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)	50	100
FL	200201	20	20 03 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - No Dispatch	Parity	(result is percentage)	50	0
FL	200201	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	34 4	66 7
FL	200201	20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Parity	(result is percentage)	38 1	20
FL	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	85 7
FL	200201	20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	(result is percentage)	58	0
FL	200201	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable Dispatch	Parity	(result is percentage)	47	28 6
FL	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	29 1
FL	200201	20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS Loop - Dispatch	Parity	(result is percentage)	53	100
FL	200201	21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	19 4	14 2
FL	200201	21	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	7 8	9
FL	200201	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	30 9	13 5
FL	200201	21	21 02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	14 1	7 4
FL	200201	21	21 03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	28 1	33 2
FL	200201	21	21 03 02	Maintenance	Average Time to Restore	ISDN BRI - No Dispatch	Parity	(result in hours)	23 5	0 2
FL	200201	21	21 04 01	Maintenance	Average Time to Restore	Centrex Dispatch	Parity	(result in hours)	34 4	73.2
FL	200201	21	21 05 01	Maintenance	Average Time to Restore	PBX Dispatch	Parity	(result in hours)	15 6	34 3
FL	200201	21	21 07 01	Maintenance	Average Time to Restore	DS-1/ISDN PRI - Dispatch	Parity	(result in hours)	6 4	2 7
FL	200201	21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	(result in hours)	4 6	4 9
FL	200201	21	21 101 01	Maintenance	Average Time to Restore	UNE Loops xDSL Capable - Dispatch	Parity	(result in hours)	32 2	13 6
FL	200201	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	(result in hours)	15 5	24 8
FL	200201	21	21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Parity	(result in hours)	5 9	16 4
FL	200201	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	90 1	94 8
FL	200201	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	68 7	93 5
FL	200201	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	92 5	89 1
FL	200201	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	16 6	14 5
FL	200201	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	19 5	21 8
FL	200201	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	(result is percentage)	18 9	0
FL	200201	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	12 7	0
FL	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	17 4	60
FL	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	17 4	60
FL	200201	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS 1/ISDN PRI	Parity	(result is percentage)	32	14 3
FL	200201	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Parity	(result is percentage)	29	0
FL	200201	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	20 7	0
FL	200201	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	15 2	16 4
FL	200201	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	31 5	100
FL	200201	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
FL	200201	25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	0
FL	200201	28	28 01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1 5	1 7
FL	200201	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1 5	1 4
FL	200201	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(result in days)	0	94.5
FL	200201	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200201	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
FL	200201	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200201	31	31 01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99 9	99.9
FL	200201	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	99
FL	200201	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	97	99.6
FL	200201	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	36.7
FL	200201	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 5	99.8
FL	200201	33	33 02	Billing	Non-Recurring Charge Completeness		Benchmark	(result is percentage)	0	40 7

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State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
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	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99 3	99 9
FL	200201	34	34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	(result is percentage)	96 6	93 7
FL	200201	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	90 3
FL	200201	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	87 3
FL	200201	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	85 7
FL	200201	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	97 3	96 3
FL	200201	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200201	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200201	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Caged	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 Caged	Benchmark	(result is percentage)	0	100
FL	200201	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200201	42	42 01	Interfaces	Percent of Time Interface is Available	Ordering	Parity	(result is percentage)	99 3	0
FL	200201	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200201	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200201	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200202	01	01 01 01	Pre-Order	Average Reponse Time to Pre Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	(result in seconds)	0	3 5
FL	200202	01	01 02 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Telephone Number All Electronic	Benchmark	(result in seconds)	0	0 7
FL	200202	01	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Simple All Electronic	Benchmark	(result in seconds)	0	18 2
FL	200202	01	01 031 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Customer Service Record Complex All Electronic	Benchmark	(result in seconds)	0	12 7
FL	200202	01	01 04 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	(result in seconds)	0	4 1
FL	200202	01	01 05 01	Pre Order	Average Reponse Time to Pre Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	2 3
FL	200202	01	01 06 01	Pre Order	Average Reponse Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	(result in seconds)	0	2 6
FL	200202	01	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Facility Availability All Manual (FAX)	Benchmark	(result in seconds)	0	74 9
FL	200202	01	01 08 02	Pre-Order	Average Reponse Time to Pre Order Queries	Loop Pre Qualification All Manua	Benchmark	(result in seconds)	0	15 6
FL	200202	02	02 01 01	Order	Average FOC/LSC Notice Interva	All Electronic Residential POTS	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 0	Order	Average FOC/LSC Notice Interval	All Electronic Business POTS	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 10	Order	Average FOC/LSC Notice Interva	All Electronic UNE Loops Designed Othe	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops Non designed	Benchmark	(result in hours)	0	0 1
FL	200202	02	02 01 131	Order	Average FOC/LSC Notice Interval	All Electronic UNE Platform	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 141	Order	Average FOC/LSC Notice Interval	All Electronic Line Sharing	Benchmark	(result in hours)	0	0
FL	200202	02	02 01 15	Order	Average FOC/LSC Notice Interval	All Electronic Interconnection Trunks	Benchmark	(result in hours)	0	28 8
FL	200202	02	02 01 16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	0 6
FL	200202	02	02 03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix Residential POTS	Benchmark	(result in hours)	0	5 8
FL	200202	02	02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	6 4
FL	200202	02	02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed Other	Benchmark	(result in hours)	0	2 2
FL	200202	02	02 03 101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops xDSL Capable	Benchmark	(result in hours)	0	33
FL	200202	02	02 03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops Non-designed	Benchmark	(result in hours)	0	2 3
FL	200202	02	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	4 7
FL	200202	02	02 03 141	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Line Sharing	Benchmark	(result in hours)	0	5
FL	200202	02	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS Loop	Benchmark	(result in hours)	0	1 4
FL	200202	02	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	2 2
FL	200202	02	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	3 6
FL	200202	03	03 03 01 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) Resale Orders	Benchmark	(result in hours)	0	139 5
FL	200202	03	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) Resale Orders	Benchmark	(result in hours)	0	6 6
FL	200202	03	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	2.5
FL	200202	05	05 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Parity	(result is percentage)	1 5	0 6
FL	200202	05	05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	3 6	1 1
FL	200202	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	1 4	0
FL	200202	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	1 4	0
FL	200202	05	05 04	Provisioning	Percentage of Orders Jeopardized	Centrex	Parity	(result is percentage)	0 5	0
FL	200202	05	05 05	Provisioning	Percentage of Orders Jeopardized	PBX	Parity	(result is percentage)	8 6	0
FL	200202	05	05 10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Parity	(result is percentage)	0	3.7
FL	200202	05	05 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Capable	Parity	(result is percentage)	11	4 7
FL	200202	05	05 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	5 9	0
FL	200202	05	05 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Parity	(result is percentage)	1 7	0
FL	200202	05	05 133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	5.9	0
FL	200202	06	06 01 01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	5	2 1
FL	200202	06	06 01 02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	(result in days)	0 3	0.5
FL	200202	06	06 02 01	Provisioning	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	7 4	2 3
FL	200202	06	06 02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	(result in days)	0 3	0 3
FL	200202	06	06 03 02	Provisioning	Average Jeopardy Notice Interval	ISDN BRI - Installation	Parity	(result in days)	0 3	0
FL	200202	06	06 10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Installation	Parity	(result in days)	0	9.5
FL	200202	06	06 101 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops xDSL Capable - Assignment	Parity	(result in days)	9	13 7

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200202	06	06 101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Installation	Parity	(result in days)	0 7	6 2
FL	200202	06	06 11 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	(result in days)	7 9	4
FL	200202	06	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	(result in days)	0 2	2 8
FL	200202	06	06 147 01	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Assignment	Parity	(result in days)	0	7 4
FL	200202	06	06 147 02	Provisioning	Average Jeopardy Notice Interval	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	2 6
FL	200202	07	07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	1 5	2 2
FL	200202	07	07 02 01	Provisioning	Average Completed Interval	Business POTS - Field Work	Parity	(result in days)	3 6	5 9
FL	200202	07	07 02 02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Parity	(result in days)	2	2 1
FL	200202	07	07 03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Parity	(result in days)	16 8	0
FL	200202	07	07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work	Parity	(result in days)	5	2
FL	200202	07	07 04 02	Provisioning	Average Completed Interval	Centrex - No Field Work	Parity	(result in days)	3 6	1
FL	200202	07	07 05 01	Provisioning	Average Completed Interval	PBX - Field Work	Parity	(result in days)	9 4	6
FL	200202	07	07 05 02	Provisioning	Average Completed Interval	PBX - No Field Work	Parity	(result in days)	2 3	4
FL	200202	07	07 10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other - Field Work	Parity	(result in days)	0	10 9
FL	200202	07	07 101 01	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	(result in days)	5	2 8
FL	200202	07	07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Field Work	Parity	(result in days)	3 6	3 8
FL	200202	07	07 11 02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)	0	4
FL	200202	07	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Parity	(result in days)	2 4	0
FL	200202	07	07 133 01	Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Parity	(result in days)	3 6	0
FL	200202	07	07 17 01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	(result in days)	7 3	9
FL	200202	08	08 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	(result is percentage)	98 5	98 4
FL	200202	08	08 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	94 8	94 3
FL	200202	08	08 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	78 1	0
FL	200202	08	08 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	98 5	100
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	95
FL	200202	08	08 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Parity	(result is percentage)	96 7	75
FL	200202	08	08 11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	(result is percentage)	91 1	90 6
FL	200202	08	08 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	98 2	0
FL	200202	08	08 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub Loops - Voice	Parity	(result is percentage)	91 1	0
FL	200202	08	08 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	95	100
FL	200202	09	09 02	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Business	Benchmark	(result is percentage)	0	100
FL	200202	09	09 03	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmark	(result is percentage)	0	100
FL	200202	10	10	Provisioning	LNP Network Provisioning	NA	Parity	(result is percentage)	0	10
FL	200202	11	11 01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	5 9	7 5
FL	200202	11	11 01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	0 3	0 2
FL	200202	11	11 02 01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	8 5	8 4
FL	200202	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	1 8	2 2
FL	200202	11	11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	(result is percentage)	17	25
FL	200202	11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	3	0
FL	200202	11	11 04 02	Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	Parity	(result is percentage)	0 9	0
FL	200202	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	3.2	0
FL	200202	11	11 05 02	Provisioning	Percent of Due Dates Missed	PBX - No Field Work	Parity	(result is percentage)	0	0
FL	200202	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Parity	(result is percentage)	2 2	0
FL	200202	11	11 10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)	0	5
FL	200202	11	11 101 01	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - Field Work	Parity	(result is percentage)	7.4	26
FL	200202	11	11 101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Parity	(result is percentage)	1	0

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200202	11	11 11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non designed - Field Work	Parity	(result is percentage)	8 5	4 9
FL	200202	11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	0	6 1
FL	200202	11	11 131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	6 3	0
FL	200202	11	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	(result is percentage)	0 4	0
FL	200202	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub Loops - Voice - Field Work	Parity	(result is percentage)	8 5	0
FL	200202	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	11 4	4 7
FL	200202	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	9 2	3 7
FL	200202	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	1 4	0
FL	200202	12	12 05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Parity	(result is percentage)	0	0
FL	200202	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	(result is percentage)	0	7 1
FL	200202	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	4 9	14 3
FL	200202	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	11 9	3 2
FL	200202	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	10 7	0
FL	200202	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	(result in days)	8 4	7 5
FL	200202	13	13 02 01	Provisioning	Delay order interval to completion date	Business POTS - 1 - 30 days held	Parity	(result in days)	10 6	9
FL	200202	13	13 10 02	Provisioning	Delay order interval to completion date	UNE Loops - Designed Other - 31 - 90 days held	Parity	(result in days)	0	40
FL	200202	13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 1 - 30 days held	Parity	(result in days)	8	6 3
FL	200202	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Parity	(result in days)	10 9	5
FL	200202	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	(result in days)	11 2	13 7
FL	200202	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	(result in days)	37 6	5 5
FL	200202	14	14 03	Provisioning	Held Order Interval	ISDN BRI	Parity	(result in days)	95 2	4
FL	200202	14	14 07	Provisioning	Held Order Interval	DS 1/ISDN PRI	Parity	(result in days)	14 6	15
FL	200202	14	14 101	Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Parity	(result in days)	40 7	6
FL	200202	14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	21 2	7 7
FL	200202	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	2 5
FL	200202	15	15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2 5	0 5
FL	200202	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	0 4	0 1
FL	200202	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	3 4	2 8
FL	200202	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	0 6	0
FL	200202	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	3 4	5 3
FL	200202	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	5 2	6 1
FL	200202	17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	0 9	0
FL	200202	17a	17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	1,2	0
FL	200202	17a	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	0
FL	200202	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	450	0
FL	200202	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Capable	Parity	(result is percentage)	4 1	7 5
FL	200202	17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	8	8 3
FL	200202	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3 5	0
FL	200202	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	8	0
FL	200202	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0	0
FL	200202	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	345 3
FL	200202	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	1.6	2 8
FL	200202	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1 1	0 6
FL	200202	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 1	0
FL	200202	19	19 04	Maintenance	Customer Trouble Report Rate	Centrex	Parity	(result is percentage)	0 1	0.2
FL	200202	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0 1	0
FL	200202	19	19 06	Maintenance	Customer Trouble Report Rate	DDS	Parity	(result is percentage)	0 6	0
FL	200202	19	19 07	Maintenance	Customer Trouble Report Rate	DS-1/ISDN PRI	Parity	(result is percentage)	1.5	1.7
FL	200202	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	0 2	0 3

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200202	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Capable	Parity	(result is percentage)	3 6	0 2
FL	200202	19	19 11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	0 7	0 7
FL	200202	19	19 147	Maintenance	Customer Trouble Report Rate	EELS - Loop	Parity	(result is percentage)	4033 3	2 2
FL	200202	19	19 16	Maintenance	Customer Trouble Report Rate	LNP	Parity	(result is percentage)	0	0
FL	200202	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	23 7	15 3
FL	200202	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	4 6	0
FL	200202	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	17 2	19 3
FL	200202	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	13 2	7
FL	200202	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	25 7	0
FL	200202	20	20 04 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - No Dispatch	Parity	(result is percentage)	26 3	0
FL	200202	20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS-1/ISDN PRI - Dispatch	Parity	(result is percentage)	49 1	25
FL	200202	20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	(result is percentage)	56 9	0
FL	200202	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable - Dispatch	Parity	(result is percentage)	45 5	46 7
FL	200202	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	21 9	33 3
FL	200202	20	20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	(result is percentage)	4 5	0
FL	200202	20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Loop - Dispatch	Parity	(result is percentage)	51 2	100
FL	200202	21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	18	14 2
FL	200202	21	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	7 1	6 4
FL	200202	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	24 6	16 3
FL	200202	21	21 02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	25 2	10 7
FL	200202	21	21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	32 6	21 4
FL	200202	21	21 04 02	Maintenance	Average Time to Restore	Centrex - No Dispatch	Parity	(result in hours)	60	7 4
FL	200202	21	21 07 01	Maintenance	Average Time to Restore	DS 1/ISDN PRI - Dispatch	Parity	(result in hours)	5	3 6
FL	200202	21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	(result in hours)	5 3	1 5
FL	200202	21	21 101 01	Maintenance	Average Time to Restore	UNE Loops - xDSL Capable - Dispatch	Parity	(result in hours)	24 8	29 9
FL	200202	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non designed - Dispatch	Parity	(result in hours)	14 6	17 6
FL	200202	21	21 11 02	Maintenance	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	(result in hours)	6 1	3 3
FL	200202	21	21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Parity	(result in hours)	5	8 6
FL	200202	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	90	95 5
FL	200202	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	69 9	92 6
FL	200202	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93 5	86 8
FL	200202	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	16 5	17 7
FL	200202	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	21 7	17 6
FL	200202	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	10 9	25
FL	200202	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Parity	(result is percentage)	23.2	25
FL	200202	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Parity	(result is percentage)	21 5	0
FL	200202	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	19 2	46 7
FL	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
FL	200202	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	22 7	100
FL	200202	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
FL	200202	25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	0
FL	200202	28	28 01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1.6	1 5
FL	200202	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1.6	1 4
FL	200202	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(Result is Percentage)	0	97 6
FL	200202	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200202	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
FL	200202	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200202	31	31 01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99.9	99 9
FL	200202	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	99 5

State	Month Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200202	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	89 9	78 9
FL	200202	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	68 2
FL	200202	33	33 01	Billing	Non Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 5	98 4
FL	200202	33	33 02	Billing	Non Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	70 5
FL	200202	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	89	92 3
FL	200202	34	34 01 02	Billing	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	(result is percentage)	96 3	98
FL	200202	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	90 7
FL	200202	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	81 9
FL	200202	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	88
FL	200202	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	99	96 2
FL	200202	39	39 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200202	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200202	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 Caged	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 Caged	Benchmark	(result is percentage)	0	100
FL	200202	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200202	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200202	41	41 04 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Caged	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	200202	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200202	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200202	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200203	01	01 01 01	Pre-Order	Average Response Time to Pre Order Queries	Address Verification/Dispatch Required - All Electronic	Benchmark	(result in seconds)	0	2 5
FL	200203	01	01 02 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	0 6
FL	200203	01	01 03 01	Pre Order	Average Response Time to Pre-Order Queries	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	6
FL	200203	01	01 031 01	Pre-Order	Average Response Time to Pre-Order Queries	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	10 2
FL	200203	01	01 04 01	Pre-Order	Average Response Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	(result in seconds)	0	3
FL	200203	01	01 05 01	Pre Order	Average Response Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	2 2
FL	200203	01	01 06 01	Pre Order	Average Response Time to Pre-Order Queries	Rejected/Failed Inquiries - All Electronic	Benchmark	(result in seconds)	0	2 1
FL	200203	01	01 07 01	Pre Order	Average Response Time to Pre Order Queries	Facility Availability - All Manual (FAX)	Benchmark	(result in seconds)	0	2 2
FL	200203	01	01 08 01	Pre-Order	Average Response Time to Pre-Order Queries	Loop Pre Qualification - All Manual	Benchmark	(result in seconds)	0	14 4
FL	200203	02	02 01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200203	02	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	0
FL	200203	02	02 01 10	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	0
FL	200203	02	02 01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non designed	Benchmark	(result in hours)	0	0
FL	200203	02	02 01 15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in hours)	0	13 1
FL	200203	02	02 01 16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	0 2
FL	200203	02	02 03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	3 2
FL	200203	02	02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	5
FL	200203	02	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	(result in hours)	0	6
FL	200203	02	02 03 04	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - PBX	Benchmark	(result in hours)	0	15 9
FL	200203	02	02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed Other	Benchmark	(result in hours)	0	31 3
FL	200203	02	02 03 101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	5 5
FL	200203	02	02 03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	2 9
FL	200203	02	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	8
FL	200203	02	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS - Loop	Benchmark	(result in hours)	0	5 9
FL	200203	02	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	2 1
FL	200203	02	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	7 1
FL	200203	03	03 01 02.01	Order	Average Reject Notice Interval	All Electronic - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	33 8
FL	200203	03	03 03.01.01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	6 7
FL	200203	03	03 03.02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	3 4
FL	200203	03	03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Port	Benchmark	(result in hours)	0	5 3
FL	200203	05	05 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Parity	(result is percentage)	1 4	0.5
FL	200203	05	05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	3 3	1
FL	200203	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Parity	(result is percentage)	0 7	0
FL	200203	05	05 05	Provisioning	Percentage of Orders Jeopardized	PBX	Parity	(result is percentage)	0	0
FL	200203	05	05 10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Parity	(result is percentage)	0	0
FL	200203	05	05 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Capable	Parity	(result is percentage)	10 2	0
FL	200203	05	05 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	5 2	0
FL	200203	05	05 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Parity	(result is percentage)	1.6	0
FL	200203	05	05 133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	5 2	0
FL	200203	06	06 01 01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	4 1	2
FL	200203	06	06 01 02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Parity	(result in days)	0 4	1
FL	200203	06	06 02 01	Provisioning	Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	2.6	2.1
FL	200203	06	06 02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Parity	(result in days)	0 3	3.6
FL	200203	06	06 03.02	Provisioning	Average Jeopardy Notice Interval	ISDN BRI - Installation	Parity	(result in days)	0.1	15 9
FL	200203	06	06 10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Installation	Parity	(result in days)	0	3 6
FL	200203	06	06 101 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Assignment	Parity	(result in days)	7.1	0 6
FL	200203	06	06 101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Installation	Parity	(result in days)	0 3	4
FL	200203	06	06 11 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Parity	(result in days)	2 6	2.2
FL	200203	06	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Parity	(result in days)	0.3	1.9

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200203	06	06 147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Installation	Parity	(result in days)	0	2 3
FL	200203	07	07 01 0.	Provisioning	Average Completed Interval	Residential POTS Field Work	Parity	(result in days)	2 5	2 9
FL	200203	07	07 01 0.	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	1 7	2
FL	200203	07	07 02 0.	Provisioning	Average Completed Interval	Business POTS - Field Work	Parity	(result in days)	3	2 5
FL	200203	07	07 02 02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Parity	(result in days)	1 8	5 8
FL	200203	07	07 03 0.	Provisioning	Average Completed Interval	ISDN BRI Field Work	Parity	(result in days)	12 4	13 5
FL	200203	07	07 05 01	Provisioning	Average Completed Interval	PBX Field Work	Parity	(result in days)	3 3	0
FL	200203	07	07 10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other - Field Work	Parity	(result in days)	0	8 7
FL	200203	07	07 101 0*	Provisioning	Average Completed Interval	UNE Loops xDSL Capable - Field Work	Parity	(result in days)	4 6	7 8
FL	200203	07	07 101 02	Provisioning	Average Completed Interval	UNE Loops xDSL Capable - No Field Work	Parity	(result in days)	4 9	8 5
FL	200203	07	07 11 0.	Provisioning	Average Completed Interval	UNE Loops Non-designed Field Work	Parity	(result in days)	3	5
FL	200203	07	07 11 02	Provisioning	Average Completed Interval	UNE Loops - Non designed No Field Work	Parity	(result in days)	0	4 3
FL	200203	07	07 131 0.	Provisioning	Average Completed Interval	UNE Platform Field Work	Parity	(result in days)	2 6	2
FL	200203	07	07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	Parity	(result in days)	1 7	0
FL	200203	07	07 133 01	Provisioning	Average Completed Interval	UNE Sub-Loops Voice - Field Work	Parity	(result in days)	3	0
FL	200203	07	07 17 01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	(result in days)	17	0
FL	200203	07	07 17 02	Provisioning	Average Completed Interval	Projects - No Field Work	Parity	(result in days)	4 1	3 7
FL	200203	08	08 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	(result is percentage)	98 5	98 6
FL	200203	08	08 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	94 3	96 6
FL	200203	08	08 02	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	94 8	100
FL	200203	08	08 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	(result is percentage)	94 4	0
FL	200203	08	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed Other	Parity	(result is percentage)	0	94 7
FL	200203	08	08 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Parity	(result is percentage)	96 9	62 1
FL	200203	08	08 11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Non designed	Parity	(result is percentage)	90 3	87 8
FL	200203	08	08 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	(result is percentage)	98 1	100
FL	200203	08	08 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	(result is percentage)	90 3	0
FL	200203	08	08 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	96 3	100
FL	200203	09	09 02	Provisioning	Coordinated Customer Conversion as a Percentage On Time	Business	Benchmark	(result is percentage)	0	96 9
FL	200203	09	09 03	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmark	(result is percentage)	0	100
FL	200203	10	10	Provisioning	LNP Network Provisioning	NA	Parity	(result is percentage)	0	31
FL	200203	11	11 01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Parity	(result is percentage)	5 1	7 3
FL	200203	11	11 01 02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Parity	(result is percentage)	0 3	0 1
FL	200203	11	11 02 01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	9 4	7 4
FL	200203	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Parity	(result is percentage)	1 9	0
FL	200203	11	11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	(result is percentage)	11 9	0
FL	200203	11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	5 6	0
FL	200203	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX Field Work	Parity	(result is percentage)	4	0
FL	200203	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Parity	(result is percentage)	16 7	0
FL	200203	11	11 10 01	Provisioning	Percent of Due Dates Missed	UNE Loops Designed Other - Field Work	Parity	(result is percentage)	0	3
FL	200203	11	11 101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Parity	(result is percentage)	0 6	25
FL	200203	11	11 11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Parity	(result is percentage)	9 4	8
FL	200203	11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Parity	(result is percentage)	0	13
FL	200203	11	11 131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Parity	(result is percentage)	5 8	0
FL	200203	11	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	(result is percentage)	0 4	0
FL	200203	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Parity	(result is percentage)	9 4	0
FL	200203	11	11 14 01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	(result is percentage)	0	12 5
FL	200203	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	10 3	9 8
FL	200203	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	9 6	0
FL	200203	12	12.03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	2 7	0

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Perity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200203	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	(result is percentage)	5 2	0
FL	200203	12	12 05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Parity	(result is percentage)	10	0
FL	200203	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	(result is percentage)	0	0
FL	200203	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	6 3	5 3
FL	200203	12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	12 5	5.7
FL	200203	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	10 1	0
FL	200203	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	(result is percentage)	12 5	0
FL	200203	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS 1 - 30 days held	Parity	(result in days)	8 2	11 8
FL	200203	13	13 01 02	Provisioning	Delay order interval to completion date	Residential POTS - 31 - 90 days held	Parity	(result in days	44 8	43 5
FL	200203	13	13 10 01	Provisioning	Delay order interval to completion date	UNE Loops Designed Other - 1 - 30 days held	Parity	(result in days)	0	0
FL	200203	13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops xDSL Capable - 1 30 days held	Parity	(result in days)	7 9	7 5
FL	200203	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops Non designed 1 30 days held	Parity	(result in days)	9 4	8 3
FL	200203	14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	(result in days)	13 4	4 3
FL	200203	14	14 02	Provisioning	Held Order Interval	Business POTS	Parity	(result in days	34 1	6 1
FL	200203	14	14 05	Provisioning	Held Order Interval	ISDN BRI	Parity	(result in days)	96 2	5 8
FL	200203	14	14 06	Provisioning	Held Order Interval	PBX	Parity	(result in days)	57 8	0
FL	200203	14	14 07	Provisioning	Held Order Interval	DS 1/ISDN PRI	Parity	(result in days)	40 3	19
FL	200203	14	14 10	Provisioning	Held Order Interval	UNE Loops - Designed Other	Parity	(result in days)	0	6 7
FL	200203	14	14 101	Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Parity	(result in days)	26	10 9
FL	200203	14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	21	8
FL	200203	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	11 5
FL	200203	15	15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2 6	0 4
FL	200203	15	15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders Not out of service	Parity	(result is percentage)	0 3	0
FL	200203	15	15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	3 8	1 1
FL	200203	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	0 3	1 1
FL	200203	15	15 05 01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of Service	Parity	(result is percentage)	0	0
FL	200203	15	15 05 02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not Out of Service	Parity	(result is percentage)	0	0
FL	200203	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	3 2	6 7
FL	200203	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	4 5	5 2
FL	200203	17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	2 3	0
FL	200203	17a	17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	0 4	0
FL	200203	17a	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	0
FL	200203	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	60	0
FL	200203	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Capable	Parity	(result is percentage)	4	8 2
FL	200203	17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non designed	Parity	(result is percentage)	6 6	2 2
FL	200203	17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3 4	100
FL	200203	17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	6 6	0
FL	200203	17a	17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	EELS - Loop	Parity	(result is percentage)	0	0
FL	200203	17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0 1	0
FL	200203	18	18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	329 4
FL	200203	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	1 5	3
FL	200203	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1 1	0 5
FL	200203	19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 2	0 1
FL	200203	19	19 04	Maintenance	Customer Trouble Report Rate	Centrex	Parity	(result is percentage)	0 1	0 3
FL	200203	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	0	0 1
FL	200203	19	19 06	Maintenance	Customer Trouble Report Rate	DDS	Parity	(result is percentage)	0 3	0
FL	200203	19	19 07	Maintenance	Customer Trouble Report Rate	DS-1/ISDN PRI	Parity	(result is percentage)	1.8	1 1
FL	200203	19	19 08	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	0.2	0
FL	200203	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Capable	Parity	(result is percentage)	3 5	0 2

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200203	19	19 11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non designed	Parity	(result is percentage)	0 7	0 9
FL	200203	19	19 13	Maintenance	Customer Trouble Report Rate	UNE Platform	Parity	(result is percentage)	0	0
FL	200203	19	19 137	Maintenance	Customer Trouble Report Rate	UNE Sub Loops - Voice	Parity	(result is percentage)	0	0
FL	200203	19	19 147	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	(result is percentage)	0	0
FL	200203	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	24 4	11 9
FL	200203	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	7 3	8 1
FL	200203	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	19 2	24 7
FL	200203	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	14 8	0
FL	200203	20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)	52 2	0
FL	200203	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	26 6	75
FL	200203	20	20 04 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - No Dispatch	Parity	(result is percentage)	45 5	0
FL	200203	20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Parity	(result is percentage)	50	100
FL	200203	20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS-1/ISDN PRI - Dispatch	Parity	(result is percentage)	46 1	33 3
FL	200203	20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable - Dispatch	Parity	(result is percentage)	41 5	33 3
FL	200203	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	23 6	36 2
FL	200203	20	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	20 131 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	(result is percentage)	23 4	0
FL	200203	20	20 131 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	Parity	(result is percentage)	7 7	0
FL	200203	20	20 133 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops - Voice - Dispatch	Parity	(result is percentage)	23 6	0
FL	200203	20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Loop - Dispatch	Parity	(result is percentage)	48 5	33 3
FL	200203	21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	17 7	13 4
FL	200203	21	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	9 4	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
FL	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	3 6
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	8
FL	200203	21	21 131.01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Parity	(result in hours)	19	1 6
FL	200203	21	21 131 02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	Parity	(result in hours)	9 7	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	3.8
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	200203	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93 5	81 6
FL	200203	22	22 133	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Parity	(result is percentage)	93 5	100
FL	200203	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	15.8	13 8
FL	200203	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	21.1	21 8
FL	200203	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	(result is percentage)	11.7	0
FL	200203	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	14 3	20
FL	200203	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	0	0
FL	200203	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Parity	(result is percentage)	22 6	0
FL	200203	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	22.3	6.7
FL	200203	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	14 7	20 3

State	Month_Year	Measurement Number	Submeasure ID	Type	Measurement Description	Disaggregation	Benchmark_Parity	Result Type	ILEC Comparison Results	CLEC Aggregate Results
FL	200203	23	23 13	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	(result is percentage)	16 9	33 3
FL	200203	23	23 135	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Parity	(result is percentage)	14 7	0
FL	200203	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	21 4	33 3
FL	200203	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage	0	0
FL	200203	25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	0
FL	200203	28	28 01	Billing	Usage Timeliness	Resale	Parity	(result in days)	1 4	1 4
FL	200203	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1 4	1 3
FL	200203	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(Result is Percentage)	0	99 7
FL	200203	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200203	30	30 04	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
FL	200203	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200203	31	31 01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99 9	99 9
FL	200203	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	96 2
FL	200203	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	96 2	99 1
FL	200203	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	77
FL	200203	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Parity	(result is percentage)	99 5	99 1
FL	200203	33	33 02	Billing	Non Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	80 3
FL	200203	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	89 1	90 8
FL	200203	34	34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99 3	97 9
FL	200203	34	34 01 03	Billing	Billing Accuracy	Resale - Non recurring Charge	Parity	(result is percentage)	96 6	97 7
FL	200203	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	91 3
FL	200203	34	34 02 03	Billing	Billing Accuracy	UNE - Non recurring Charge	Benchmark	(result is percentage)	0	75 5
FL	200203	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	88 6
FL	200203	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	99 8	98 3
FL	200203	38	38 01	Database	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200203	38	38 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 Caged	Benchmark	(result is percentage)	0	100
FL	200203	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Caageless	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 Caageless	Benchmark	(result is percentage)	0	100
FL	200203	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)	0	0
FL	200203	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200203	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200203	44	44 03	Interfaces	Center Responsiveness	Repair Center Non Designed	Benchmark	(result in seconds)	0	0