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Voice Data Internet Wireless Entertainment

October 5, 2006

Ms. Blanca S. Bayó, Director Division of Commission Clerk and Administrative Services Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-08050

# RE: Docket No. 000121B-TP, Administrative filing to request revisions to Embarq's Florida Performance Measurements Plan (PMP) consistent with recent revisions to the Embarq Nevada Performance Measurements Plan

Dear Ms. Bayó:

Embarq Florida, Inc. ("Embarq") hereby gives notice under Order No. PSC-03-0067-PAA-TP that the Nevada Public Utilities Commission issued a Compliance Order in Docket No. 06-02007 approving revisions to Embarq's performance measurement standards (included as Attachment 1). The revisions approved by the Nevada Commission are the result of a stipulation entered into by the parties to the Nevada Commission docket opened at Embarq's request to amend its performance measures and standards.

As adopted by the Nevada Commission, the proposed revisions to the PMP are generally effective on November 1, 2006. In compliance with Order No. PSC-03-0067-PAA-TP, CLECs and Commission staff are allowed an opportunity to review the Nevada PMP changes before the staff brings a recommendation to the Commission to implement them in Florida. Attached to this letter are the original and 15 copies of a revised edition of Embarq's performance measures and standards reflecting the Nevada PMP changes (Attachment 2); a redlined version of the revised performance measures and standards (Attachment 3); and a summary of the changes (Attachment 4). An electronic copy of the attachments is also included on the enclosed disk. Due to the size of the attachments, Embarq is providing to parties of record a hard copy of this cover letter and a disk which includes a copy of the four attachments.

A copy of this letter also is included. Please stamp it to indicate that the original was filed and return the copy to me. As described above, copies have been served to the parties shown on the attached Certificate of Service.

Susan S. Masterton COUNSEL LAW AND EXTERNAL AFFAIRS- REGULATORY Voice CC (1850) 599-1580 MBER - DATE Fax: (850) 878-0777 0 9208 OCT -5 8

**FPSC-COMMISSION CLERK** 

If you have any questions, please let me know.

Sincerely,

Susan & Masterton

July Susan S. Masterton

Enclosures

cc: Lisa Harvey Jerry Hallenstein David Rich Tabitha Hunter

#### CERTIFICATE OF SERVICE DOCKET NO. 000121B-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by U.S. mail this 5<sup>th</sup> day of October, 2006 to the following:

Florida Public Service Commission Lisa Harvey, Jerry Hallenstein/David Rich/Tabitha Hunter 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850

AT&T Sonia Daniels 1200 Peachtree Street, #400 Atlanta, GA 30309

AT&T Tracy Hatch 101 North Monroe Street, #700 Tallahassee, FL 32301

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

Messer Law Firm Tracey Hatch, Esq. P.O. Box 1875 Tallahassee, FL 32302-1876

Pennington Law Firm Peter Dunbar P.O. Box 10095 Tallahassee, FL 32301

Time Warner Telecom of Florida, L.P. Ms. Carolyn Marek c/o Time Warner Telecom 233 Bramerton Court Franklin, TN 37069-4002

Jusan & Masterka Susan S. Masterton

#### BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA

Petition of Central Telephone Company – Nevada, ) d/b/a Sprint of Nevada, for review and approval of its ) performance incentive plan and performance measurement ) plan pursuant to NAC 704.680303. )

Docket No. 06-02007

At a general session of the Public Utilities Commission of Nevada, held at its offices on July 26, 2006.

PRESENT: Chairman Donald L. Soderberg Commissioner Jo Ann P. Kelly Commissioner Rebecca D. Wagner Commission Secretary Crystal Jackson

#### **COMPLIANCE ORDER**

The Public Utilities Commission of Nevada ("Commission") makes the following

findings of fact and conclusions of law:

1. On February 6, 2006, Central Telephone Company – Nevada, d/b/a Sprint of Nevada, now Embarq<sup>1</sup>, filed a Petition with the Commission for review and modification of its performance measures plan and performance incentives plan. This Petition has been designated by the Commission as Docket No. 06-02007.

2. This Petition is filed pursuant to the Nevada Revised Statutes and the Nevada Administrative Code ("NAC") Chapters 703 and 704, including but not limited to, NAC 703.540 and NAC 704.6803 to 704.680315 inclusive.

3. The Commission issued a public notice of this matter in accordance with state law and the Commission's Rules of Practice and Procedure.

<sup>&</sup>lt;sup>1</sup> On May 17, 2006, Sprint Nextel Corporation transferred the Sprint Local Operating Companies that were Sprint's incumbent local exchange carrier operations by means of a stock dividend to shareholders and the creation of a new holding company, Embarq Corporation. The former Sprint Local Telephone Operating Companies are now subsidiaries of Embarq Corporation and are independent of Sprint Nextel Corporation.

#### Docket No. 06-02007

4. The Regulatory Operations Staff of the Commission ("Staff") and the Attorney General's Bureau of Consumer Protection ("BCP") are participating in this proceeding as a matter of right.

 On March 20, 2006, the Hearing Officer issued an Order Granting Petition for Leave to Intervene of Xspedius Communications, US Telepacific Corp., and Cox Nevada Telecom.

6. On March 22, 2006, the Hearing Officer issued an Order Granting Petition for Leave to Intervene of Mpower Communications Corp.

7. On April 13, 2006, a duly noticed prehearing conference was held in this matter.

8. On April 24, 2006, the Hearing Officer issued a Procedural Order adopting a procedural schedule and setting a hearing date of July 26, 2006.

9. On May 24, 2006, the parties filed a joint issues list and on June 5, 2006, Embarq filed its direct testimony.

10. On June 26, 2006, Staff filed a Motion to Approve Stipulation on Procedural Schedule.

On July 3, 2006, the Hearing Officer issued Procedural Order No. 2 granting
 Staff's Motion and modifying the procedural schedule as set forth in the Stipulation on
 Procedural Schedule.

12. On June 30, 2006, Embarq, Xspedius Communications, US Telepacific Corp., Cox Nevada Telecom, Mpower Communications Corp., BCP and Staff filed a Stipulation of the Parties Regarding Performance Measurement Incentives and Performance Measurements ("Stipulation"), attached hereto and incorporated herein as Attachment 1.

13. The Hearing Officer recommends that the Commission accept the Stipulation as being in the public interest.

14. The Commission concludes that it is in the public interest to accept the Stipulation, and approve Embarq's Petition for review and modification of its performance measures plan and performance incentives plan as modified by the Stipulation.

Docket No. 06-02007

THEREFORE, based on the foregoing findings of fact and conclusions of law, it is hereby ORDERED that:

1. The Stipulation of the Parties Regarding Performance Measurement Incentives and Performance Measurements is ACCEPTED.

2. Embarq's Petition for review and modification of its performance measures plan and performance incentives plan is APPROVED AS MODIFIED by the Stipulation, and subject to the compliances set forth in the Stipulation.

3. Except as specifically set forth herein, the Commission's acceptance of this Stipulation does not constitute approval of, or precedent regarding, any legal or factual issue in this proceeding.

4. The Commission retains jurisdiction for the purpose of correcting any errors that may have occurred in the drafting or issuance of the Order.

By the Commission, DONALD L. SODERBERG, Chairman JO ANN P. KELLY, Commissioner RÉBECCA D. WAGNER, Commissioner

Attest: ON, Commission Secretary

Dated: Carson City, Nevada

8-2-06

(SEAL)

Attachment 2

Embarq Performance Measurement Plan

## **Embarq Performance Measurement Plan Florida Public Service Commission**

July 31, 2006

Florida Cookbook July 31, 2006

## TABLE OF CONTENTS

#### I. EXECUTIVE SUMMARY

#### II. PERFORMANCE MEASURES

- a. List of Performance Measurements
- b. Performance Measurements Report Requirements
- c. Reporting Process
- III. SERVICE GROUP TYPES/SERVICE ORDER TYPES
- IV. AUDITING
- V. REVIEW PROCEDURES
- VI. DEFINITIONS OF TERMS/ACRONYMS
- VII. ATTACHMENTS
  - a. Jeopardy Codes
  - b. Missed Appointment Reason Codes
  - c. Disposition Codes
- VIII. COMPLIANCE METHODOLOGY

#### I. Executive Summary

#### PMP Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS subfunctions 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.<sup>1</sup> 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."<sup>2</sup> 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."<sup>3</sup>

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

<sup>&</sup>lt;sup>1</sup> 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).

<sup>&</sup>lt;sup>2</sup> 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)."<sup>3</sup> 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).

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

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

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

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

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

#### Notes:

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

#### **Major Categories**

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

#### • Pre-Ordering

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

Address Verification/Dispatch Required Request for Telephone Number Request for Customer Service Record Service Appointment Scheduling (due date) Rejected/Failed Queries 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 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.

#### • Database Updates

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

#### • Collocation

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

#### • Interfaces

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

#### Auditing and Review Procedures

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

## **Reservation of Rights**

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

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

## <u>Embarq</u>

By implementing these performance measurements, Embarq:

- does not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- does not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

## <u>CLECs</u>

- By implementing these performance measurements, CLECs do not agree with, endorse, or otherwise concur in the terms of Embarq's reservation of rights.
- CLECs reserve the right to contend that Embarq's compliance with the performance measures and standards in the Florida Plan does not conclusively demonstrate Embarq compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that Embarq's compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

## **II.** Performance Measurements

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

39	E911MS Database Update Interval
Collocation	
40	Time to Respond to a Collocation Request
41	Time to Provide a Collocation Arrangement
Interface	
42	Percentage of Time Interface is Available
44	Center Responsiveness

### <u>Pre-Ordering</u>

Title: Aver	age Response Time	to Pre-Order	Queries		
Area	Rei	quirement De	escription		
Description	The response interval f computing the elapsed the CLEC, whether or r returns the requested da	time from the ILI not syntactically of	EC receipt of	the query from	
	<ul> <li>Address Verification/Dispatch Required</li> <li>Request for Telephone Number (TN)</li> <li>Request for Customer Service Record <ul> <li>Simple</li> </ul> </li> </ul>				
	- Complex				
	Service Appointme		ie date)		
	Rejected/Failed Qu				
	Facility Availability				
	Loop Pre-qualificat	ion		·····	
Method of Calculation	All Electronic: Sum ((Query Response Time)) / (Number of Qu	· · · · ·			
	All Manual: Loop Pr Sum [((Fax Date and T receipt of valid fax serv Reporting Period)] X 1	ime Returned) - ( vice request)) / (N	Business Dat	e and Time of	
Report Period	Monthly			2011	
Report Structure	Individual CLECs, CLH			Caffiliate.	
Reported By	By query type and by in	nterface type, incl	uding fax		
Geographic Level	Statewide				
Measurable Standards					
	Disaggregation Level	CLEC	Comparison Sta	ndard	
	All Electronic:		Parity	Benchmark	
	Address Verification/Dispatch Required	Request for Address Verification		6seconds	
	Request for Telephone Number	Request for Telephone Number		3 seconds	
	Request for Customer Service Record - Simple	Request for Simple CSR		10 seconds	
	Request for Customer Service Record – Complex	Request for Complex CSR		15_seconds	
	Service Appointment Scheduling	Request for Due Date		3 seconds	
	Rejected / Failed Queries	Rejected/Failed Queries		Diagnostic Only	
	Loop Pre -Qualification	Request for Loop Pre-Qualification		2 minutes, 30 seconds	

	All Manual:		
·····	Facility Availability	Request for Facility Availability	95% within 3 business days – Diagnostic Only
	Loop Pre-Qualification	Request for Loop Pre-Qualification	95% within 3 business days
Business Rules	<ul> <li>requests.</li> <li>Results for CLE with a benchman determine completion.</li> <li>Elapsed time for during scheduled.</li> </ul>	measured in seconds for elec Cs with 5 or fewer transaction k of twice the applicable election liance. fully electronic submeasure l interface availability hours ions that occur during OSS	ons will be compared ectronic submeasure to es will be tracked

### <u>Ordering</u>

Area	Reau	irement De	scription		
	Measures the average time from receipt of a valid service request to				
Description	returning a Firm Order Confirmation (FOC).				
	All Electronic:				
Method of	Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of				
Calculation					
	Valid Service Request)) /		Cs Sent III K	epotting reflou)	
	Electronic/Manual Mix:		Note and Time	a fraggint of	
	Sum ((FOC Date and Tim	· · -		e of fecerpt of	
	error free order)) / (Numb	ber of FOCs sen	ll.)		
Report Period	Monthly				
Report Structure	Individual CLECs, CLEC	s in the aggregation	ate, by ILEC	(if analog	
<b>r</b>	applies) and ILEC affiliat		· •	-	
Reported By	Electronically receive		/ handled		
	• Electronically receive	-			
	By Service Group Typ				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Retail Compa	rison Standard	
Standards	RESALE		Parity	Benchmark	
Siuniuu uo	Blind FOC				
	Res POTS	Res POTS			
	All Electronic Electronic/Manual Mix			15 mins 4 hrs	
	Bus POTS	Bus POTS			
	All Electronic			15 mins 6 hrs	
	Electronic/Manual Mix ISDN BRI	ISDN BRI		0 1113	
	All Electronic			15 mins Diagnostic Only	
	Electronic/Manual Mix			6 hrs	
	CENTREX	CENTREX		16 min -	
	All Electronic		ľ	15 mins Diagnostic Only	
	Electronic/Manual Mix			13 hrs.	
	PBX All Electronic	PBX		15 mins	
				Diagnostic Only	
	Electronic/Manual Mix			13 hrs.	
	Intelligent FOC	DDS			
	All Electronic	005		TBD	
	Electronic/Manual Mix			36 business hrs	
	DS1/ISDN PRI All Electronic	DS1/ISDN PRI		TBD	
	Electronic/Manual Mix			36 business hrs	
	DS3 All Electronic	DS3		TBD	
	Electronic/Manual Mix			36 business hrs	
	VGPL/DS0 All Electronic	VGPL/DS0		TBD	
	Electronic/Manual Mix			36 business hrs	
	UNBUNDLED NETWORK				

	DIEMENTO		
	ELEMENTS Blind FOC		
	UNE Loops Non-Designed All Electronic Electronic/Manual Mix	UNE Loops Non-Designed	15 mins 6 hrs
	UNE Loops xDSL Provisioned All Electronic Electronic/Manual Mix	UNE Loops xDSL Provisioned	15 mins 6 hrs
	UNE Subloops – Voice Grade All Electronic Electronic/Manual Mix	UNE Subloops – Voice Grade	15 mins Diagnostic Only 6 hrs
	UNE Subloops – Data All Electronic Electronic/Manual Mix	UNE Subloops – Data	15 mins Diagnostic Only 13 hrs
	UNE Ports Non - Designed All Electronic Electronic/Manual Mix	UNE Ports Non- Designed	15 mins Diagnostic Only 6 hrs
	LNP All Electronic Electronic/Manual Mix	LNP	15 mins 6 hrs
	Intelligent FOC		
	UNE Loops Designed All Electronic Electronic/Manual Mix	UNE Loops Designed	TBD 36 business hrs
	UNE Ports Designed All Electronic Electonic/Manual Mix	UNE Ports Designed	TBD 36 business hrs
	EELS All Electronic Electronic/Manual Mix	EELS	TBD 36 business hrs
	UNE Dedicated Transport		
	UNE DS1/ISDN PRI All Electronic Electronic/Manual Mix	UNE DS1/ISDN PRI	TBD 36 business hrs
	UNE DS3 All Electronic Electronic/Manual Mix	UNE DS3	TBD 36 business hrs
	Interconnection Trunks All Electronic Electronic/Manual Mix	Interconnection Trunks	TBD 7 business days
	PROJECTS: Projects All Electronic Electronic/Manual Mix	Projects	TBD Diagnostic Only
Business Rules	business days and ILI	ed in business hours and EC published holidays.	
	will be the beginning	ests received after the end of the next business day. hours of operation for the	Business day is
		ualification queries that a	are processed as

	<ul> <li>Manually received and handled FOCs not included.</li> <li>Denominator includes all FOCs sent regardless of receipt and response time.</li> <li>CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.</li> </ul>
Notes	• None at this Time.

### <u>Ordering</u>

Title: Aver	age Reject Notice Inte	rval			
Area	Requ	irement Des	cription		
Description	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.				
Method of	All Electronic	All Electronic			
Calculation	Sum((Business Date and Rejection) - (Business Da Mechanized Orders Rejec	te and Time of C			
	<b>Electronic/Manual Mix</b> Sum((Business Date and T Rejection) – (Business Da Electronic/Manual Orders	te and Time of O			
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in the aggregate	, and ILEC Af	filiates	
Reported By	<ul> <li>Electronically received, electronically handled</li> <li>All interfaces</li> <li>Syntax (edit engine) and content errors (other edits)</li> <li>Resale orders and Facility based UNE orders</li> <li>Electronically received, manually handled</li> <li>All interfaces</li> <li>Syntax (edit engine) and content errors (other edits)</li> <li>Resale orders and Facility based UNE orders</li> </ul>				
Geographic Level	Statewide	•			
Measurable Standards	Disaggregation Level All Electronic Electronic/Manual Mix	CLEC Reject Notice Reject Notice	Retail Comparisor Parity	n Standard Benchmark TBD 6 hrs	
Business Rules	<ul> <li>Elapsed time calculate days and ILEC publish</li> <li>Calculation of requests starts at the beginning defined as published h center</li> <li>Exclude rejects when t processed prior to the base</li> </ul>	ned holidays. s received after t of the next busin ours of operation the PON is receiv	he end of the b ness day. Busin n for the ILEC ved after busin	usiness day less day is ordering ess hours and	
	• Exclude Loop Pre-Qua	alification querie	s created as ser	vice orders.	

### <u>Ordering</u>

Title: Perce	ent of Flow-Throug					
Area	R	equirement Descr	iption			
Description	Measures the percenta	age of mechanized servi	ice orders pr	ocessed on a		
	flow through basis. T	he definition of Flow-th	rough for th	e intent of this		
	<u> </u>	hose orders that are able	÷			
		without manual intervent	-			
Mathadaf	[(Number of valid electronically received orders that flow-through					
Method of	without manual intervention) / (Total valid electronically received					
Calculation			ectronically	received		
		service orders)] x 100				
Report Period	Monthly					
Report Structure	Individual CLECs, Cl	LECs in the aggregate, a	and ILEC A	ffiliates		
Reported By		hrough as a percentage				
Reported By		nically received orders p		to flow		
		nearry received orders p	logrammed	10 HOw-		
	through					
	,	ically received orders				
	By Service Group	Types				
Geographic Level	Statewide					
Measurable	The process to evalua	te performance on this r	neasure is u	nder		
Standards		-				
Stanuarus	-	development. Issues, if any, are not yet finally defined. Final resolution depends on completed development of an agreed to Flow-Through				
		i development of an agr	eed to Flow.	- I lilougii		
	Plan.		<b>D</b> C			
	Disaggregation Level	CLEC	Retail Compar Parity	ison Standard Benchmark		
	Resale			<u> </u>		
	Res POTS Bus POTS	Res POTS Bus POTS		Diagnostic Only		
	ISDN BRI					
		I ISDN BRI		Diagnostic Only		
	CENTREX	ISDN BRI CENTREX				
				Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS	CENTREX PBX DDS		Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI	CENTREX PBX DDS DS1/ISDN PRI		Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3	CENTREX PBX DDS DS1/ISDN PRI DS3		Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS	CENTREX PBX DDS DS1/ISDN PRI		Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0		Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed		Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed		Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed		Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade		Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned		Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops – Voice Grade UNE Subloops – Data	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade UNE Subloops - Data		Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops – Voice Grade UNE Subloops – Data UNE Subloops – Data	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade UNE Subloops - Data UNE Ports		Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops – Voice Grade UNE Subloops – Data UNE Ports EELS	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade UNE Subloops - Data		Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops – Voice Grade UNE Subloops – Voice Grade UNE Subloops – Data UNE Ports EELS UNE Dedicated Transport UNE DS1/ISDN	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade UNE Subloops - Data UNE Ports		Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops – Voice Grade UNE Subloops – Data UNE Subloops – Data UNE Ports EELS UNE Dedicated Transport	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade UNE Subloops - Data UNE Ports EELS		Diagnostic Only Diagnostic Only		
	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 <b>UNBUNDLED NETWORK</b> <b>ELEMENTS</b> UNE Loops Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops a Voice Grade UNE Subloops – Voice Grade UNE Subloops – Data UNE Ports EELS <b>UNE Dedicated Transport</b> UNE DS1/ISDN PRI	CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops – Voice Grade UNE Subloops – Data UNE Ports EELS UNE DS1/ISDN PRI		Diagnostic Only Diagnostic Only		

Business Rules	•	Excludes Loop Pre-Qualification queries.
Notes	٠	None at this time.

### **Provisioning**

Area	Requ	Requirement Description					
Description	Percentage of total orders	processed for wh	nich the ILEC notifies the				
*	CLEC that the work will n	ot be completed	by the due date committe	ed			
	on the FOC.	1	5				
		(Number of Orders Jeopardized) / (Number of Orders Completed) x					
Method of	-	(numbe	er of Orders Completed) x				
Calculation	100						
Report Period	Monthly						
Report Structure	Individual CLEC, CLECs	in the aggregate	, ILEC and ILEC Affiliate	es			
Reported By	By service group type						
Geographic Level	Statewide						
Measurable	Embarg is required to prov	vide a retail analo	og for this measurement.				
	Eniourd is required to prov						
Standards	Disaggregation Level	CLEC	Retail Comparison Standard				
	Disaggregation Level	CLEC	Parity Benchmark				
	Resale		-				
	Res POTS	Res POTS	Res POTS				
	Bus POTS	Bus POTS	Bus POTS				
	ISDN BRI	ISDN BRI	ISDN BRI				
	CENTREX	CENTREX	CENTREX				
	DDS	PBX DDS	PBX DDS				
	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI				
	DS1/ISDN PRI DS3	DS3	DS3				
	VGPL/DS0	VGPL/DS0	VGPL/DS0				
	UNBUNDLED NETWORK ELEMENTS						
	UNE Loops						
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched				
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0				
	UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL				
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched				
	UNE Subloops - Data	UNE Subloops – Data	Retail xDSL				
	UNE Port	UNE Port	DS1/ISDN PRI				
	EELS	EELS	DS3, DS1/ISDN PRI, VGPL/ DS0				
	UNE Dedicated Transport						
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI				
	UNE DS3	UNE DS3	DS3				
Business Rules	• Excludes delays for cu						
	Excludes Loop Pre-Qu	alification queri	es.				
Notes	• None at this time.	······ •					

### <u>Provisioning</u>

Title: Avera	age Jeopardy Notice I	Interval				
Area	Requ	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	Assignment: Jeopardies identified during assignment					
Calculation	Sum((Date and Time of C and Time of Jeopardy No			, ,		
	Installation: Jeopardies	identified during	installation pri	or to due time		
	<ul> <li>Sum ((Date and Time of Committed Due Date for the Order) and Time of Jeopardy Notice) / (Number of Installation Jeop Notices)</li> <li>Notification of Missed Commitments: Sum(Due Date and Time of Missed Commit Notice) –( Due I</li> </ul>					
	Time of Order) / (Numbe					
Report Period	Monthly			· · · · · · · · · · · ·		
Report Structure	Individual CLECs, CLEC	Cs in the aggregat	e, and ILEC A	ffiliates		
Reported By	• By service group type		,			
Reperten Dy	<ul> <li>By jeopardy type</li> </ul>					
Caoguanhia Laval	Statewide			······		
Geographic Level Measurable	Embarg is required to pro	wide e reteil enel	ag for this may	suramont		
	Embard is required to pro	ovide a retail allai	og for this mea	surement.		
Standards	Disaggregation Level	CLEC	Retail Comparison	Standard		
	Disaggregation Devel	CLEC	Parity	Benchmark		
	Resale		D. DOTO	······································		
	Res POTS	Res POTS Bus POTS	Res POTS Bus POTS			
	Bus POTS ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK					
	ELEMENTS UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched			
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0			
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL			
	Provisioned UNE Subloops – Voice Grade	Provisioned UNE Subloops –	Bus. POTS	<u> </u>		
	UNE Subloops - voice Grade	UNE SUBIOOPS -	_ DUS. 1015			

		Voice Grade	Dispatched	
	UNE Subloops - Data	UNE Subloops – Data	Retail xDSL	
	UNE Ports	UNE Ports	DS1/ISDN PRI	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Projects	Projects Diagnostic Only	Projects Diagnostic Only	
Business Rules	<ul> <li>Excludes customers requested due dates beyond interval offered, and orders delayed for customers teasons.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>			
Notes	<ul> <li>If the ILEC policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog.</li> <li>Interval is reported in business days.</li> </ul>			

### <u>Provisioning</u>

Title: Averag	ge Completed Interva	<u>.1</u>					
Area		irement Des	· · · · · · · · · · · · · · · · · · ·				
Description	Average business days from receipt of valid, error-free service request						
-	to completion date in serv	ice order system	for new, move, and change				
	orders.	2					
Method of		(Total business days from receipt of valid, error-free service request					
-		-	-				
Calculation	completion date in service	•					
	orders) / (Total new, move and change orders)						
Report Period	Monthly						
Report Structure	Individual CLEC, CLECs	in the aggregate	, by ILEC, and ILEC				
	Affiliates	00 0					
Reported By		field work/no fi	eld work where applicable.				
Geographic Level	Statewide	- <b>F</b> - M					
		vida a ratail anal	a for this management				
Measurable	Embarq is required to prov	vide a retail analo	og for tills measurement.				
Standards							
	Disaggregation Level	CLEC	Retail Comparison Standard Parity Benchmark				
	Resale		Tarity Deneminark				
	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 VGPL/DS0	DS3 VGPL/DS0	DS3 VGPL/DS0				
	UNBUNDLED NETWORK	VGFL/D30	VGFL/D30				
	ELEMENTS						
	UNE Loops	T D IF I	D D070				
	UNE Loops Non-Designed	UNE Loops	Bus. POTS				
	UNE Loops Designed	Non-Designed UNE Loops	Dispatched DDS,VGPL/DS0				
		Designed					
	UNE Loops - xDSL	UNE Loops – xDSL	Retail xDSL				
	Provisioned	Provisioned	D. DOTO				
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched				
	UNE Subloops - Data	UNE Subloops -	Retail xDSL				
		Data					
	UNE Ports	UNE Ports	DS1/ISDN PRI				
	EELS	EELS	DS1/ISDN PRI,				
	UNE Dedicated Transport	<u> </u>	DS3, VGPL/DS0				
	UNE DS1/ISDN PRI	UNE DS1/ISDN	DS1/ISDN PRI				
		PRI					
	UNE DS3	UNE DS3	DS3				
	Interconnection Trunks	Interconnection	ILEC Dedicated				
	Projects	Trunks Projects Diagnostic	Trunks Projects				
	110,000	Only	Diagnostic Only				

Business Rules	<ul> <li>Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries</li> <li>The start time of requests received after the end of the business day will be the beginning of the next business day.</li> </ul>
Notes	• None at this time.

### **Provisioning**

Title: Perce	ent Completed Within	Standard In	terval			
Area	Requ	uirement De	scription			
Description	Measures orders complete	Measures orders completed within the standard interval of receipt of				
	valid, error-free service re	equest.		-		
Method of	[(Total New, Move and C	[(Total New, Move and Change Orders Completed Within the Standard				
Calculation	interval of Receipt of Valid, Error-free Service Request) / (Tot					
		Move and Change Orders)] x 100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	in the aggregat	e, by ILEC, and	ILEC		
	Affiliates		-			
Reported By	By service group type exc	cluding services	with flexible du	e dates.		
Geographic Level	Statewide					
Measurable	Embarq is required to pro	vide a retail ana	log for this mea	surement		
Standards	F-					
	Disaggregation Level	CLEC	Retail Comparison			
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS Diagnostic Only			
	Bus POTS	Bus POTS	Bus POTS			
			Diagnostic Only			
	ISDN BRI	ISDN BRI	ISDN BRI Diagnostic Only			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	Diagnostic Only PBX			
		IBA	Diagnostic Only			
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI	Diagnostic Only DS1/ISDN PRI			
			Diagnostic Only			
	DS3	DS3	DS3 Diagnostic Only			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK		Diagnostic Only			
	ELEMENTS					
	UNE Loops		D. DOTO			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched			
			Diagnostic Only			
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0			
	UNE Loops - xDSL	UNE Loops – xDSL	Diagnostic Only Retail xDSL			
	Provisioned	Provisioned	Diagnostic Only			
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS			
		voice Grade	Dispatched Diagnostic Only			
	UNE Subloops – Data	UNE Subloops –	Retail xDSL			
	UNE Ports	Data UNE Ports	Diagnostic Only DS1/ISDN PRI			
			Diagnostic Only			
	EELS	EELS	DS1/ISDN PRI,			
			DS3, VGPL/DS0			

	UNE Dedicated Transport		
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI Diagnostic Only
	UNE DS3	UNE DS3	DS3 Diagnostic Only
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks Diagnostic Only
	Projects	Projects Diagnostic Only	Projects Diagnostic Only
Business Rules	<ul> <li>Excludes customer requested due dates greater than the standar interval, and orders delayed for customer reasons.</li> <li>Excludes services with flexible due dates.</li> <li>For UNE Loop services, feature only orders are excluded from retail analog.</li> </ul>		
ат	Excludes Loop Pre-C	zuannication queri	les.
Notes	• None at this time.		

### <u>Provisioning</u>

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 early arrival includes coordination and sign off with the CLEC.         Method of       [(Number of coordinated cut overs started on time) / (Count of timed         Calculation       coordinated cut overs completed in reporting period)] x 100         Report Period       Monthly         Report Structure       Individual CLEC, CLECs in the aggregate, and ILEC Affiliates         Reported By       Residence, Business, and LNP conversions         Geographic Level       Statewide         Measurable       Statewide         Business Rules       Disaggregation Level       CLEC         Res POTS       Res POTS       95% within 1 hou         of planned time o       du date         LNP       LNP       95% within 1 hou         of planned time o       du date       du date         Excludes CLEC caused misses.       Excludes CLEC requested coordinated cut overs only.	Title: Coord	inated Customer (	Conversion as	a Percentag	e 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 early arrival includes coordination and sign off with the CLEC.         Method of       [(Number of coordinated cut overs started on time) / (Count of timed         Calculation       coordinated cut overs completed in reporting period)] x 100         Report Period       Monthly         Report Structure       Individual CLEC, CLECs in the aggregate, and ILEC Affiliates         Reported By       Residence, Business, and LNP conversions         Geographic Level       Statewide         Measurable       Statewide         Standards       Disaggregation Level       CLEC         Res POTS       Res POTS       95% within 1 hou of planned time o due date         Bus POTS       Bus POTS       95% within 1 hou of planned time o due date         LNP       LNP       95% within 1 hou of planned time o due date         Excludes CLEC caused misses.       Excludes CLEC requested coordinated cut overs only.	Area	R	equirement D	escription			
* Note: "On time" means appointment arrival time plus or minus 1         hour. Orders started before appointment arrival time are considered on         time if early arrival includes coordination and sign off with the CLEC.         Method of       [(Number of coordinated cut overs started on time) / (Count of timed         Calculation       coordinated cut overs completed in reporting period)] x 100         Report Period       Monthly         Report Structure       Individual CLEC, CLECs in the aggregate, and ILEC Affiliates         Reported By       Residence, Business, and LNP conversions         Geographic Level       Statewide         Measurable       Statewide         Business Rules       Disaggregation Level       CLEC         Res POTS       P5% within 1 hou         of planned time o       due date         Business Rules       • Excludes CLEC caused misses.         • Excludes CLEC caused misses.       • Excludes Loop Pre-Qualification queries.         • Applies to CLEC requested coordinated cut overs only.	Description	Measures the percentage of coordinated cut overs CHC started on time					
hour. Orders started before appointment arrival time are considered on time if early arrival 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 100Report PeriodMonthlyReport StructureIndividual CLEC, CLECs in the aggregate, and ILEC AffiliatesReported ByResidence, Business, and LNP conversionsGeographic LevelStatewideMeasurable StandardsDisaggregation Level Res POTSCLECResole95% within 1 hou of planned time o due dateBus POTSBus POTS95% within 1 hou of planned time o due dateBusiness Rules• Excludes CLEC caused misses. • Excludes Loop Pre-Qualification queries. • Applies to CLEC requested coordinated cut overs only.		where CLEC has requested timed coordination.					
hour. Orders started before appointment arrival time are considered on time if early arrival 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 100Report PeriodMonthlyReport StructureIndividual CLEC, CLECs in the aggregate, and ILEC AffiliatesReported ByResidence, Business, and LNP conversionsGeographic LevelStatewideMeasurable StandardsDisaggregation Level Res POTSCLECResole95% within 1 hou of planned time o due dateBus POTSBus POTS95% within 1 hou of planned time o due dateBusiness Rules• Excludes CLEC caused misses. • Excludes Loop Pre-Qualification queries. • Applies to CLEC requested coordinated cut overs only.							
time if early arrival includes coordination and sign off with the CLEC.         Method of       [(Number of coordinated cut overs started on time) / (Count of timed coordinated cut overs completed in reporting period)] x 100         Report Period       Monthly         Report Period       Monthly         Report Structure       Individual CLEC, CLECs in the aggregate, and ILEC Affiliates         Geographic Level       Statewide         Measurable       Statewide         Disaggregation Level       CLEC         Res POTS       P5% within 1 hou of planned time o due date         Bus POTS       Bus POTS         Business Rules <ul> <li>Excludes CLEC caused misses.</li> <li>Excludes Loop Pre-Qualification queries.</li> <li>Applies to CLEC requested coordinated cut overs only.</li> </ul>							
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 Period       Monthly         Report Structure       Individual CLEC, CLECs in the aggregate, and ILEC Affiliates         Reported By       Residence, Business, and LNP conversions         Geographic Level       Statewide         Measurable       Statewide         Standards       Disaggregation Level       CLEC       Retail Comparison Standard Parity       Benchmark         Res POTS       Res POTS       95% within 1 hou of planned time o duc date       95% within 1 hou of planned time o duc date         Business Rules        Excludes CLEC caused misses.        Excludes Loop Pre-Qualification queries.         Applies to CLEC requested coordinated cut overs only.							
Calculation       coordinated cut overs completed in reporting period)] x 100         Report Period       Monthly         Report Structure       Individual CLEC, CLECs in the aggregate, and ILEC Affiliates         Reported By       Residence, Business, and LNP conversions         Geographic Level       Statewide         Measurable       Statewide         Standards       Disaggregation Level       CLEC       Retail Comparison Standard Parity         Resale       Res POTS       95% within 1 hou of planned time o due date         Business Rules       INP       LNP       95% within 1 hou of planned time o due date         Business Rules       • Excludes CLEC caused misses.       95% within 1 hou of planned time o due date							
Report Period       Monthly         Report Structure       Individual CLEC, CLECs in the aggregate, and ILEC Affiliates         Reported By       Residence, Business, and LNP conversions         Geographic Level       Statewide         Measurable       Standards         Disaggregation Level       CLEC       Retail Comparison Standard         Resale       Res POTS       95% within 1 hou of planned time o due date         Bus POTS       Bus POTS       95% within 1 hou of planned time o due date         Business Rules       • Excludes CLEC caused misses.       • Excludes CLEC requested coordinated cut overs only.	e e			, ,			
Report Structure       Individual CLEC, CLECs in the aggregate, and ILEC Affiliates         Reported By       Residence, Business, and LNP conversions         Geographic Level       Statewide         Measurable       Standards         Disaggregation Level       CLEC         Res POTS       Res POTS         Bus POTS       Bus POTS         Bus POTS       95% within 1 hou of planned time o due date         LNP       LNP         Business Rules <ul> <li>Excludes CLEC caused misses.</li> <li>Excludes Loop Pre-Qualification queries.</li> <li>Applies to CLEC requested coordinated cut overs only.</li> </ul>			completed in repo	orting period)] x	100		
Reported By       Residence, Business, and LNP conversions         Geographic Level       Statewide         Measurable Standards       Disaggregation Level       CLEC       Retail Comparison Standard Parity       Benchmark         Resale       Resale       Parity       Benchmark         Res POTS       Res POTS       95% within 1 hou of planned time o due date         Bus POTS       Bus POTS       95% within 1 hou of planned time o due date         LNP       LNP       95% within 1 hou of planned time o due date         Excludes CLEC caused misses.       • Excludes CLEC caused misses.       • Excludes Loop Pre-Qualification queries.         • Applies to CLEC requested coordinated cut overs only.       • Applies to CLEC requested coordinated cut overs only.	····						
Geographic Level       Statewide         Measurable       Standards         Disaggregation Level       CLEC       Retail Comparison Standard Parity         Resale       Res POTS       95% within 1 hou of planned time o due date         Bus POTS       Bus POTS       95% within 1 hou of planned time o due date         LNP       LNP       95% within 1 hou of planned time o due date         Business Rules       • Excludes CLEC caused misses.       •         • Excludes Loop Pre-Qualification queries.       •       Applies to CLEC requested coordinated cut overs only.	<b>A</b>				ffiliates		
Measurable Standards       Disaggregation Level       CLEC       Retail Comparison Standard Parity       Benchmark         Resale       Res POTS       Res POTS       95% within 1 hou of planned time of due date         Bus POTS       Bus POTS       95% within 1 hou of planned time of due date         LNP       LNP       95% within 1 hou of planned time of due date         Business Rules       • Excludes CLEC caused misses.       • Excludes CLEC caused misses.         • Applies to CLEC requested coordinated cut overs only.       • Applies to CLEC requested coordinated cut overs only.							
Standards       Disaggregation Level       CLEC       Retail Comparison Standard Parity       Benchmark         Resale       Res POTS       Res POTS       95% within 1 hou of planned time of due date         Bus POTS       Bus POTS       Bus POTS       95% within 1 hou of planned time of due date         Bus POTS       Bus POTS       95% within 1 hou of planned time of due date         ENP       LNP       95% within 1 hou of planned time of due date         ENP       LNP       95% within 1 hou of planned time of due date         Business Rules       • Excludes CLEC caused misses.       • Excludes CLEC caused misses.         • Applies to CLEC requested coordinated cut overs only.       • Applies to CLEC requested coordinated cut overs only.		Statewide					
Disaggregation Level       CLEC       Retail Comparison Standard Parity       Benchmark         Resale       Res POTS       95% within 1 hou of planned time o due date         Bus POTS       Bus POTS       95% within 1 hou of planned time o due date         LNP       LNP       95% within 1 hou of planned time o due date         Business Rules       • Excludes CLEC caused misses.       •         • Applies to CLEC requested coordinated cut overs only.       •							
Resale     Parity     Benchmark       Res POTS     Res POTS     95% within 1 hou of planned time of due date       Bus POTS     Bus POTS     95% within 1 hou of planned time of due date       LNP     LNP     95% within 1 hou of planned time of due date       Business Rules     • Excludes CLEC caused misses.     • Excludes CLEC caused misses.       • Applies to CLEC requested coordinated cut overs only.	Standards						
Resale       Res POTS       PotS       95% within 1 hou of planned time of due date         Bus POTS       Bus POTS       Bus POTS       95% within 1 hou of planned time of due date         Bus POTS       Bus POTS       95% within 1 hou of planned time of due date         LNP       LNP       95% within 1 hou of planned time of due date         Business Rules       • Excludes CLEC caused misses.       • Excludes CLEC requested coordinated cut overs only.		Disaggregation Level	CLEC				
Bus POTS       Bus POTS       95% within 1 hou of planned time of due date         Bus POTS       Bus POTS       95% within 1 hou of planned time of due date         LNP       LNP       95% within 1 hou of planned time of due date         Business Rules       • Excludes CLEC caused misses.       • Excludes Loop Pre-Qualification queries.         • Applies to CLEC requested coordinated cut overs only.       • Applies to CLEC requested coordinated cut overs only.							
Business Rules       • Excludes CLEC caused misses.         • Excludes Loop Pre-Qualification queries.         • Applies to CLEC requested coordinated cut overs only.		Res POTS	Res POTS		of planned time on		
Business Rules       • Excludes CLEC caused misses.         • Excludes Loop Pre-Qualification queries.         • Applies to CLEC requested coordinated cut overs only.		of planned time on					
<ul> <li>Excludes Loop Pre-Qualification queries.</li> <li>Applies to CLEC requested coordinated cut overs only.</li> </ul>		LNP	LNP		95% within 1 hour of planned time on due date		
Applies to CLEC requested coordinated cut overs only.	Business Rules	• Excludes CLEC c	aused misses.		·		
Applies to CLEC requested coordinated cut overs only.		• Excludes Loop Pre-Oualification dueries.					
		-			nly.		
Notes • None at this time.	Notes	**	*				

### <u>Provisioning</u>

Area	Requ	irement Des	cription			
Description	Measures the percent of ne	Measures the percent of new, move and change orders where				
	installation was not compl		•			
	[(Total Number of Missed Due Dates Due to ILEC Reasons for New,					
Method of						
Calculation	Move and Change Orders)	) / (Total Numbe	r of New, Mov	re and Change		
	Orders)] x 100					
Report Period	Monthly			···· . ·		
		in the exercise	hr II EC and			
Report Structure	Individual CLEC, CLECs	in the aggregate	, by illec, and	ILEC		
	Affiliates					
Reported By	By service group type and	Field Work/No	Field Work as	appropriate		
Geographic Level	Statewide					
Measurable			<u> </u>			
	Embarq is required to prov	ide a retail anal	og for this mea	surement.		
Standards						
	Disaggregation Level	CLEC	Retail Comparison	n Standard		
	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					
	UNE Loops Non-Designed	UNE Loops	Bus. POTS			
		Non-Designed	Dispatched			
	UNE Loops Designed	UNE Loops	DDS and			
		Designed	VGPL/DS0			
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL			
	UNE Subloops – Voice Grade	UNE Subloops -	Bus. POTS			
		Voice Grade	Dispatched			
	UNE Subloops – Data	UNE Subloops -	Retail xDSL			
	-	Data				
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	DS1/ISDN PRI,			
	UNE Dedicated Transport		DS3, VGPL/DS0			
	UNE Dedicated Transport UNE DS1/ISDN PRI	UNE DS1/ISDN	DS1/ISDN PRI			
		PRI	DOLUGININI			
	UNE DS3	UNE DS3	DS3			
	Interconnection Trunks	Interconnection	ILEC Dedicated			
		Trunks	Trunks			
Business Rules	Excludes customer req	uested due dates	s beyond interv	al offered. ar		
	orders delayed for cust	•				
	-			4 4 .		
	All available due dates	are reported, ex	cept those mis	sed due to		
	customer reasons.					

	•	retail analog. Excludes Loop Pre-Qualification queries.
Notes	•	Embarq will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.

## <u>Provisioning</u>

Title: Perce	ent of Due Dates Misse	ed Due to La	ick of Facil	ities		
Area	Requ	Requirement Description				
Description	Measures the percent of n lack of facilities.	Measures the percent of new, move and change orders missed due to				
Method of	[((Total New, Move and C			~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~		
Calculation	Lack of Facilities) / (Total Orders))] x 100	-				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs Affiliates	in the aggregate	e, by ILEC, and	I ILEC		
Reported By	By service group type			······································		
Geographic Level	Statewide			····		
Measurable Standards	Embarq is required to pro-		C			
	Disaggregation Level	CLEC	Retail Comparison			
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI CENTREX	ISDN BRI CENTREX	ISDN BRI CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched			
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0			
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL			
	UNE Subloops – Voice Grade	UNE Subloops – Data	Bus. POTS Dispatched			
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL			
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0			
	UNE Dedicated Transport		DOLUGENERE			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI			
	UNE DS3 Interconnection Trunks	UNE DS3 Interconnection Trunks	DS3 ILEC Dedicated Trunks			
Business Rules	• All available due dates customer reasons.	are reported, ex	cept those mis			
	Excludes customer req	uested due dates	s beyond the in	terval offered,		

	<ul> <li>and orders delayed for customer reasons.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> </ul>
	Excludes Loop Pre-Qualification queries.
Notes	• None at this time.

### <u>Provisioning</u>

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

	Requirement D	escription			
Measures the average	ge calendar days fro	m due date to com	pletion date		
			L		
· · · · ·					
,					
	•	rs missed due to la	CK OI ILEC		
Facilities in the Rep	orting Period)				
Monthly					
Individual CLEC, C	LECs in the aggreg	ate, by ILEC, and I	ILEC		
	00 0		-		
	••				
• Disaggregated b	y 1-30 calendar day	vs, 31-90 calendar o	lays and >90		
calendar days					
Statewide	······				
Embarg is required t	to provide a retail a	nalog for this meas	urement		
Disaggregation Level	CLEC	Petail Comparison Sta	ndord		
Resale		Retail Comparison Sta	nuaru		
		Parity	Benchmark		
Res POTS		Res POTS			
DDS	DDS	DDS			
DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0			
UNE Loops Non-	UNE Loops - Non-	Bus, POTS Dispatched			
Designed	Designed				
UNE Loops Designed	UNE Loops Designed				
		Retail xDSL			
		Bus POTS Dispatched			
Voice Grade	Grade	Dus. 1015 Dispatente			
Subloops – Data	Subloops – Data	Retail xDSL			
		DS1/ISDN PRI			
EELS	EELS				
UNF Dedicated Transport					
UNE Dedicated Transport					
UNE DS1/ISDN	UNE DS1/ISDN PRI	DS1/ISDN PRI			
	1	1	1		
PRI	LINE DS3	1)\$3			
PRI UNE DS3 Interconnection Trunks	UNE DS3 Interconnection Trunks	DS3 ILEC Dedicated Trunks			
	Measures the averag on company missed Sum ((Completion I facilities) – (Commi of ILEC facilities)) Facilities in the Rep Monthly Individual CLEC, C Affiliates • By service group • Disaggregated b calendar days Statewide Embarq is required to Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops Non- Designed UNE Loops Designed UNE Loops - xDSL Provisioned UNE Subloops – Data UNE Ports EELS UNE Dedicated Transport	Measures the average calendar days fro         on company missed orders due to lack of         Sum ((Completion Date for orders missistic facilities) – (Committed Order Due Date         of ILEC facilities)) / (Number of Order         Facilities in the Reporting Period)         Monthly         Individual CLEC, CLECs in the aggreg         Affiliates         • By service group type         • Disaggregated by 1-30 calendar days         Statewide         Embarq is required to provide a retail at         Disaggregation Level       CLEC         Res POTS       Res POTS         Bus POTS       Bus POTS         Bus POTS       Bus POTS         DDS       DDS         DDS       DDS         DS       DDS         DS       DS         DS       DS	Monthly         Individual CLEC, CLECs in the aggregate, by ILEC, and I         Affiliates         • By service group type         • Disaggregated by 1-30 calendar days, 31-90 calendar calendar days         Statewide         Embarq is required to provide a retail analog for this meas         Disaggregation Level Resale       CLEC         Parity         Res POTS       Res POTS         Bus POTS       Bus POTS         Bus POTS       DDS         DDS       DDS         DDS       DDS         DDS       DDS         DDS       DS3         DDS       DS3         DDS       UNE Loops - Non-         Designed       DDS and VGPL/DS0         UNE Loops - xDSL       Provisioned     <		

Notes	• None at this time.

### <u>Provisioning</u>

Title: Held	Order Interval				
Area	Requ	irement Des	cription		
Description	Measures the time period that service orders are not complet			pleted by the	
<b>I</b>					
Mathad of		original due dates for all ILEC reasons (including lack of facilities). Sum((Reporting Period Close Date) – (Committed Order Due Date)) /			
Method of					
Calculation	(Number of Orders Pendin	ng and Past the C	Committed Due	e Date)	
	Note: For all orders pendi	ng and past the c	committed due	date.	
Report Period	Monthly	0 1			
Report Structure	Individual CLEC, CLECs	in the aggregate	hy II EC and		
Keport Structure		in the aggregate	, by illec, and	ILEC	
	Affiliates		<b>9</b> 40		
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Embarq is required to pro-	vide a retail anal	og for this mea	surement	
Standards	Emoure is required to pro	vide a retail anal		isurement.	
Siunuurus	Disaggregation Level	CLEC	Retail Comparison	Standard	
	Disaggregation Level		Retail Comparison	n Standard	
	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 UNBUNDLED NETWORK	VGPL/DS0	VGPL/DS0		
	ELEMENTS				
	UNE Loops				
	UNE Loops Non-Designed	UNE Loops	Bus. POTS		
		Non-Designed	Dispatched		
	UNE Loops Designed	UNE Loops	DDS and		
		Designed	VGPL/DS0		
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
	UNE Subloops – Voice Grade	UNE Subloops –	Bus. POTS		
	ONE Subioops - Voice Grade	Voice Grade	Dispatched		
	UNE Subloops – Data	UNE Subloops -	Retail xDSL		
	<b>r</b> • • • •	Data			
	UNE Ports	UNE Ports	DS1/ISDN PRI		
	EELS	EELS	DS1/ISDN PRI,		
			DS3, VGPL/DS0		
	UNE Dedicated Transport UNE DS1/ISDN PRI		DC1/ICDN DD1		
	UNE DST/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI		
	UNE DS3	UNE DS3	DS3		
	Interconnection Trunks	Interconnection	ILEC Dedicated		
		Trunks	Trunks		
Business Rules	Excludes customer cau	ised misses	• • • • • • • • • • • • • • • • • • •	·	
	Excludes Loop Pre-Qu	*	es.		
	• Interval is measured in	business days.			
Notes	• Embarg will provide d	isaggregation by	Missed Annoi	ntment	
	<ul> <li>Embarq will provide disaggregation by Missed Appointment</li> </ul>				

	<ul><li>Reason codes as diagnostic data upon raw data request.</li><li>For UNE Loop services, feature only orders are excluded from the retail analog.</li></ul>
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### <u>Provisioning</u>

Title:	Provisioning Trouble Reports Prior to Service Order
	Completion

Area	Requ	irement De	scription		
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	<u> </u>			
Report Structure	Individual CLEC, CLECs				
Reported By	<ul> <li>By Resale, UNE Loop Non-Designed, UNE Subloops – Voice Grade, and LNP</li> <li>By Affecting Service and Out of Service</li> </ul>				
Geographic Level	Statewide				
Measurable Standards	Embarq is required to provide a retail analog for this measurement.				
	Disaggregation Level	CLEC	CLEC Retail Comparison Standard		
	Resale		Parity	Benchmark	
	ResPOTS, Bus POTS UNBUNDLED NETWORK ELEMENTS	Res POTS, Bus POTS	Res POTS, Bus POTS		
	UNE Loops				
	UNE Loops Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	B1 Dispatch Non- Designed		
	LNP	LNP	LNP		
Business Rules	<ul> <li>Excludes CPE and IEC</li> <li>Excludes Subsequent records).</li> <li>Excludes ILEC emplo</li> </ul>	reports. ports (circuit re	ports for which I	LEC has no	
	None at this time.				

### <u>Provisioning</u>

### Measure 17a

Area	Requ	irement Des	cription		
Description	Measures the percent of ne			received	
Description	within 5 calendar days of				
				in 5 colondo	
Method of	[(Total Number of Custon				
Calculation	days of service order comp		Number of new,	move and	
	change completed orders)	] x 100			
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in	the aggregate, IL	EC, and ILEC Af	filiates	
Reported By	By service group type				
Geographic Level	Statewide				
Geographic Level Measurable	Embarg is required to prov	vide a retail anal	og for this meas	urement	
	Embard is required to pro-	vitte a retair allar	og for tills meas	urement.	
Standards				· · · · · · · · · · · · · · · · · · ·	
	Disaggregation Level	CLEC	Retail Comparison S	standard	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	DDS	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI		
	DS1/ISDN PRI DS3	DS1/ISDN PRI	DS1/ISDIN PRI		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK				
	ELEMENTS				
	UNE Loops	UNE Loops	Res and Bus. POTS		
	UNE Loops Non-Designed	Non-Designed	Res and Bus. FO15		
	UNE Loops Designed	UNE Loops	DDS and VGPL/DS0		
	UNE Loops - xDSL	Designed UNE Loops - xDSL	Retail xDSL		
	Provisioned	Provisioned	Return ABOL		
	UNE Subloops – Voice Grade	UNE Subloops - Voice Grade	Res and Bus. POTS		
	UNE Subloops – Data	UNE Subloops -	Retail xDSL		
		Data			
	UNE Ports	UNE Ports	DS1/ISDN PRI		
	EELS	EELS	DS1/ISDN PRI, DS3 VGPL/DS0	,	
	UNE Dedicated Transport		VOI DIDO		
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI		
	UNE DS3	UNE DS3	DS3		
	LNP	LNP	LNP		
<b>Business Rules</b>	• Excludes CPE and IEC	C/IXC/CLEC car	used troubles.		
	• Excludes troubles associated with inside wire.				
	<ul> <li>Excludes Trouble Reports Received on the Due Date (which instead</li> </ul>				
	are reported in Measurement 15).				
	Excludes Subsequent				
	<ul> <li>Excludes Message Re</li> </ul>	<b></b>	orts for which H	LEC has no	
	<b>C</b>	porto (onour rop		140 110	
	records).				

	<ul> <li>Excludes ILEC employee generated reports.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

## <u>Provisioning</u>

Title: Aver	age Completion No	tice Interval		
Area		equirement Des		
Description	Measures the average time per order to issue notification to CLEC of a completed order.			ion to CLEC of a
Method of	All Electronic:			
Calculation				
	Electronic/Manual I	Mix:		
	[(Number of Manual (	Orders where ((Date	and Time c	of Electronic
	Completion Notificati	on to CLEC)- (Date	and Time o	of Work
	Completion $< = 24$ )/ (	Number of Orders C	Completed T	hat Required
	Manual Intervention)]	X 100		
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates			
Reported By	Electronic and Electronic/Manual Mix Interface			
Geographic Level	Statewide			
Measurable				
Standards				
	Disaggregation Level	CLEC	Retail Compa	rison Standard
			Parity	Benchmark
	All Electronic	Completion Notice		20 minutes
	Electronic/Manual Mix	Completion Notice		95% within 24 hrs
<b>Business Rules</b>		sed to measure inter	val for elect	ronic/manual
	process.			
	• For fully electronic completions that occur after 11pm (Eastern),			
	the interval will st	art at 8am (Eastern)	the next bus	siness day.
	• Excludes weekend	ls and ILEC publishe	ed holidays.	
	Excludes Loop Pre	e-Qualification queri	ies.	
Notes	Embarg will track			
	Emoury official			

### <u>Maintenance</u>

Title: Custor	ner Trouble Repor	t 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			repeat network trouble reports)	
Calculation			s in service at the end of the	
Culculation			s in service at the end of the	
	· · · · · · · · · · · · · · · · · · ·	reporting period)] x 100		
Report Period	Monthly			
Report Structure	Individual CLEC, CLE	ECs in the aggreg	ate, ILEC, and ILEC Affiliates	
Reported By	By service group type			
Geographic Level	Statewide			
Measurable	Embarg is required to	provide a retail a	nalog for this measurement.	
Standards				
Stundarus	Disaggregation Level	CLEC	Retail Comparison Standard	
			_	
	Resale Res POTS	Dec DOTS	Parity Benchmark	
	Bus POTS	Res POTS Bus POTS	Res POTS Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non- Designed	UNE Loops Non-Designed	Res and Bus. POTS	
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	UNE Subloops – Voice UNE Subloops – Res and Bus. POTS Grade Voice Grade		Res and Bus. POTS	
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
	UNE Ports	UNE Ports	DS1/ISDN PRI	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	LNP	LNP	LNP	

Business Rules	<ul> <li>Excludes CPE and IEC/IXC/CLEC caused troubles.</li> <li>Excludes Subsequent reports.</li> <li>Excludes Message Reports (circuit reports for which ILEC has no records).</li> </ul>
Notes	<ul> <li>Excludes ILEC employee generated reports.</li> <li>Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.</li> </ul>

### <u>Maintenance</u>

### Measure 20

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

Area		uirement Des		
Description	Measures the percent of trouble reports not cleared by the commitment time.			
Method of	[(Total network trouble r	eports not cleared	by the commit	ment time for
Calculation	ILEC reasons) / (Total ne	-	•	
Report Period	Monthly			
Report Structure	Individual CLEC, CLEC		, ILEC, and ILE	<u>C Aminates</u>
Reported By	By service group type			
	By dispatch and no d	ispatch		·
Geographic Level	Statewide			
Measurable	Embarg is required to pro	ovide a retail analo	og for this meas	urement.
Standards			U	
	Disaggregation Level	CLEC	Retail Comparison	Standard
	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	1
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	*
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Res and Bus. POTS	
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0	
	UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTS	
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL	
	UNE Ports	UNE Ports	DS1/ISDN PRI	_
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL /DS0	
	UNE Dedicated Transport			
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI	
	UNE DS3	UNE DS3	DS3	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
	LNP	LNP	LNP	··
Business Rules	• Excludes CPE and IE		ised troubles.	<u> </u>
	<ul> <li>Excludes Subsequent</li> <li>Excludes Message Re</li> </ul>	-	orts which ILEC	C has no
		T		

	<ul> <li>Excludes ILEC employee generated reports.</li> <li>Excludes customer caused misses.</li> <li>Includes LNP NXX Code Opening Troubles.</li> </ul>
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

### <u>Maintenance</u>

Title: Avera	ge 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	(Total duration of custom	(Total duration of customer network trouble reports) / (Total customer					
Calculation	network trouble reports)		1 / (				
Report Period	Monthly			····			
Report Structure	Individual CLEC, CLECs	in the aggregate	UFC and UE	C Affiliates			
			<u>, ille</u> , and ill	C Annatos			
Reported By	• By service group type						
	By dispatch and no display a second sec	spatch					
Geographic Level	Statewide						
Measurable	Embarq is required to pro	vide a retail anal	og for this meas	urement.			
Standards							
Stanuaras	Disaggregation Level	CLEC	Retail Comparison	Standard			
		CLEC	Retail Comparison	Stanuaru			
	Resale		Parity	Benchmark			
	Res POTS	Res POTS	Res POTS				
	Bus POTS	Bus POTS	Bus POTS				
	ISDN BRI	ISDN BRI	ISDN BRI				
	CENTREX	CENTREX	CENTREX				
	PBX	PBX	PBX				
	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI				
	DS3	DS1/ISDN PRI DS3	DS1/ISDN PRI DS3				
	VGPL/DS0	VGPL/DS0	VGPL/DS0				
	UNBUNDLED NETWORK	V GI E/D30	VGLEDSO				
	ELEMENTS						
	UNE Loops UNE Loops Non-Designed	UNE Loops Non-Designed	Res and Bus. POTS				
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0				
	UNE Loops - XDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL				
	Line Sharing	Line Sharing	Retail xDSL				
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTS				
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL				
	UNE Ports	UNE Ports	DS1/ISDN PRI				
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/ DS0				
	UNE Dedicated Transport						
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI				
	UNE DS3	UNE DS3	DS3				
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks				
	LNP	LNP	LNP				

Business Rules	<ul> <li>Excludes CPE and IEC/IXC/CLEC caused troubles.</li> <li>Excludes Subsequent reports.</li> <li>Excludes Message Reports (circuit reports which ILEC has no records on).</li> <li>Excludes ILEC employee generated reports.</li> <li>Includes LNP NXX Code Opening troubles.</li> <li>Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.</li> </ul>
Notes	• Embarq will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

### <u>Maintenance</u>

Area	Requ	irement Des	scription		
Description	Measures the percent of F less than 24 hours.			orts cleared in	
Method of Calculation	[(Total number of out of s 24 hours) / (Total number x 100				
	Note: For non-designed s	ervices only			
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in the aggregat	e, ILEC, and ILI	EC Affiliates	
Reported By	By POTS Residence and Designed, and UNE Subl	· ·	· · ·	Non-	
Geographic Level	Statewide				
Measurable Standards	Embarq is required to pro	vide a retail ana	log for this meas	surement.	
	Disaggregation Level Resale	CLEC	Retail Comparison Parity	Standard Benchmark	
	Res. POTS, Bus POTS	Res POTS, Bus POTS	Res POTS, Bus POTS		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops Non-Designed	UNE Loops Non-Designed	Res and Bus. POTS		
	UNE Subloops - Voice Grade	UNE Subloops - Voice Grade	Res and Bus. POTS		
Business Rules	<ul> <li>Residential and Business POTS only.</li> <li>Excludes no access.</li> <li>Interval for tickets received Saturday, Sunday or ILEC published holiday begins no later than Monday morning.</li> <li>Excludes CPE and IEC/IXC/CLEC caused troubles.</li> <li>Excludes Subsequent reports.</li> <li>Excludes Message Reports (circuit reports for which ILEC has no records).</li> <li>Excludes ILEC employee generated reports.</li> <li>Excludes out of service tickets when the customer requests a commitment more than 24 hours from the time the trouble is</li> </ul>				
Notes	<ul> <li>reported.</li> <li>Embarq will provide a codes as diagnostic da</li> </ul>	00 0	~	Disposition	

### <u>Maintenance</u>

Title: Freque	ency of Repeat Troub	les in 30 Da	y Period				
Area	Requ	Requirement Description					
Description	Measures the percent of c	ustomer network	trouble reports	received			
*	within 30 calendar days of	f a previous repo	ort.				
Method of		Total customer network trouble reports received within 30 calendar					
Calculation	dava of a provious oustom	ays of a previous customer report) / (Total customer network trouble					
Calculation							
	reports)] x 100						
Report Period	Monthly						
Report Structure	Individual CLEC, CLECs	in the aggregate	e, ILEC, and ILE	C Affiliates			
Reported By	By service group type						
Geographic Level	Statewide						
Measurable	Embarg is required to pro-	vide a retail anal	og for this meas	urement			
Standards	Emond is required to pro		og for tills meds	diement.			
Siunuurus	Disaggregation Level	CLEC	Retail Comparison	Standard			
	Disaggregation Level		Retail Comparison	Stanuaru			
	Resale		Parity	Benchmark			
	Res POTS	Res POTS	Res POTS				
	Bus POTS	Bus POTS	Bus POTS				
	ISDN BRI	ISDN BRI	ISDN BRI				
	CENTREX PBX	CENTREX	CENTREX	· · ·			
	DDS	PBX DDS	PBX DDS				
	DD3 DS1/ISDN PRI	DS1/ISDN PRI	DD3 DS1/ISDN PRI				
	DS1/ISDIVTRI DS3	DS1/ISDIVERI	DS3				
	VGPL/DS0	VGPL/DS0	VGPL/DS0				
	UNBUNDLED NETWORK ELEMENTS						
	UNE Loops						
	UNE Loops Non-Designed	UNE Loops Non-Designed	Res and Bus. POTS				
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0				
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL				
	Line Sharing	Line Sharing	Retail xDSL				
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTS				
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL				
	UNE Ports	UNE Ports	DS1/ISDN PRI				
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0				
	UNE Dedicated Transport		VGFL/DS0				
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI				
	UNE DS3	UNE DS3	DS3				
	Interconnection Trunks	Interconnection	ILEC Dedicated				
	LNP	LNP	Trunks LNP				
Business Rules							
Dusiness Rules	<ul> <li>Excludes CPE and IEC</li> <li>Excludes troubles asso</li> </ul>						
	<ul> <li>Excludes Subsequent 1</li> </ul>						
	<ul> <li>Excludes Subsequent I</li> <li>Excludes Message Rep</li> </ul>	-					
			norte				
Excludes ILEC employee generated reports.							

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

### Network Performance

Title: Percent Blocking on Common Trunks					
Area	Re	equirement De	scription		
Description	Measures the total perce transport trunk groups e Note: Includes list of tru	exceeding 1% block	kage.	mon and shared	
Method of	[(Total blocked calls ac			port trunk	
Calculation	groups)/(Total call atter trunk groups)] x 100				
Report Period	Monthly				
<b>Report Structure</b>	Reported by common/sl	nared transport trur	nk group	· · · · · · · · · · · · · · · · · · ·	
Reported By	State				
Geographic Level	Statewide		. <u> </u>		
Measurable					
Standards					
	Disaggregation Level	CLEC	Retail Comparisor Parity	i Standard Benchmark	
	State	Common Trunk Group	· · · · · · · · · · · · · · · · · · ·	No more than 1%	
Business Rules	<ul> <li>Exclude 911 trunks</li> <li>Excludes the mainter</li> </ul>	~	-		
	<ul> <li>Excludes the maintenance window (12am local time to 6am local time.</li> <li>Internal traffic data collection procedures exclude force majeure (Acts of God, Natural Disasters, etc.).</li> <li>Measured by: <ul> <li>Total trunk groups</li> <li>Percent Blocking</li> </ul> </li> </ul>				
Notes	• Common trunk grou is one result for both	* *	to all custome	rs, therefore, there	

### Network Performance

Title: Percer	nt Blocking on Interco	onnection T	runks			
Area	Requ	irement Des	scription			
Description	Measures the total percen	0				
	interconnection trunk grou					
Method of	[(Total blocked calls acro					
Calculation	groups per CLEC)/(Total			ll final dedicated		
	interconnection trunk grou	ups per CLEC)]	x 100			
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	in the aggregat	e, and ILEC	Affiliates		
Reported By	State					
Geographic Level	Statewide			·		
Measurable						
Standards						
	Disaggregation Level	CLEC	Retail Compa	rison Standard		
			Parity	Benchmark		
	State	Interconnection Trunks		No more than 1% blockage		
Business Rules	Only measured on true	nks where ILEC	has outgoin	ig traffic to		
	CLECs and where ILE			-		
	• Threshold exception the	runk detail.				
	• Internal traffic data co	llection procedu	ares exclude	force majeure		
	(Acts of God, Natural			č		
	• Excludes the maintena	ance window (12	2am local tir	ne to 6am local		
	time.					
	• Applies to those trunks where the ILEC has augmentation control.					
	• Does not apply when trunks are provisioned as two-way trunks.					
Notes	• Measured by:					
	- Total trunk groups					
	- ILEC end office to		ce			
	- ILEC tandem to C	LEC end office				

### Network Performance

### Measure 26

Title: NXX	Title: NXX Loaded by LERG Effective Date				
Area	R	Requirement D	escription		
Description	Measures the numbe	r of NXXs loaded	and tested by the	LERG	
	effective date.				
Method of	[((Number of NXXs	loaded and tested l	by LERG effectiv	/e date) /	
Calculation	(Number of NXXs so		led and tested by	LERG	
	effective date))] x 10	00			
Report Period	Monthly				
Report Structure	Individual CLEC, Cl		ate, by ILEC (if a	analog applies)	
	· · · · ·	and by ILEC Affiliates			
Reported By	Reported for all NXX	X codes scheduled	to be loaded in re	eporting period	
Geographic Level	Statewide				
Measurable	Embarq is required to	o provide a retail a	nalog for this mea	asurement.	
Standards			,		
	Disaggregation Level	CLEC	Retail Comparison St	tandard	
			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 proced				
	verification of transla	ations, call through	testing, and AM	A testing.	

#### TT 7 T T 1 1 4

### <u>Billing</u>

Title: Usage	e Timeliness				
Area	Requ	irement De	scription		
Description	This measure captures the data generated either by C associated with CLEC cus compliant format, is availa	LEC retail cust stomers and the	tomers or access time when the c	usage lata set, in a	
Method of	[(Count of all messages a				
Calculation	messages available for tran	nsmission in re	porting period)]	x 100	
Report Period	Monthly				
Report Structure	Individual CLECs, CLECs applies) and by ILEC Affi		ate, by ILEC (if	analog	
Reported By	<ul> <li>Resale</li> <li>UNE</li> <li>Jointly provided switch billing)</li> </ul>	hed access (ass	ociated with me	et point	
Geographic Level	Statewide				
Measurable	Embarq is required to prov	vide a retail ana	log for certain l	evels of	
Standards	disaggregation for this me				
	Disaggregation Level	CLEC	Retail Comparison	n Standard	
			Parity	Benchmark	
	Resale	CLEC End user messages	Embarq End user messages		
	UNE – Unbundled Network Element	CLEC billing messages	Embarq End user messages		
	Access (Associated with Meet Point Billing Only)	CLEC access billing messages		95% within 5 days	
Business Rules	<ul> <li>The reporting period used will be calendar month (based upon the message process date).</li> <li>Only Automated Message Accuracy (AMA) messages recorded by Embarq LTD are included. Alternate Billed Message and Connecting Company messages recorded by other companies are excluded.</li> <li>Long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded.</li> </ul>				
Notes	<ul> <li>Long duration calls are defined as calls that remain connected through two successive midnights.</li> <li>This measurement assumes a daily transmission of usage to the</li> </ul>				
110162	• This measurement assu CLECs. If the CLECs measurement still appl however the actual tim will vary depending up transmissions (e.g. wee who receive copies of	do not request ies based upon eliness of the u oon their require ekly). This mea	daily transmissi transmission av sage received by ements for frequ asure only applie	ons, the ailability date, y the CLEC ency of	

### <u>Billing</u>

### Measure 30

Title: Whole	esale Bill Timeline	SS				
Area	Re	quirement De	scription			
Description	the scheduled close of	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 wh date is less than or equ	al to 10) / (Count o				
	within the Reporting P	eriod)] x100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLE	ECs in the aggregat	e, and by IL	EC Affiliates		
Reported By	• Resale					
	• UNE					
	Facilities/Interconr	nection				
Geographic Level	Statewide			· · · ·		
Measurable Standards						
	Disaggregation Level	CLEC	Retail Compa	rison Standard		
			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	<ul> <li>Includes only mech</li> <li>Excludes paper bill diskette bill.</li> </ul>		D ROM bill c	or Custom Bill		
Notes	• None at this time.					

#### -----.... **- - - - -**

### <u>Billing</u>

*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       Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.         Disaggregation Level       CLEC       Retail Comparison Standard         Resale       IntraLATA toll messages sent-paid       Embarq         UNE       Minutes of use       95% complete         Facilities/Interconnection       Minutes of use       95% complete         Business Rules       • Excludes summarized charges.       95% complete         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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.   <	Title: Usag	e Completeness			
*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       Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.         Disaggregation Level       CLEC       Retail Comparison Standard         Resale       IntraLATA toll messages sent-paid       Embarq         UNE       Minutes of use       95% complete         Facilities/Interconnection       Minutes of use       95% complete         Business Rules       • Excludes summarized charges.       95% complete         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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.   <	Area	Req	uirement Des	cription	
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       Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.         Disaggregation Level       CLEC       Retail Comparison Standard         Parity       Benchmark         Resale       IntraLATA toll       Embarq IntraLATA toll         Winutes of use       95% complete         Facilities/Interconnection       Minutes of use       95% complete         Business Rules       • Excludes summarized charges.       95% complete         • 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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.	Description	1 0	÷ ÷	appearing on t	he correct bill.
Calculation       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       Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.         Disaggregation Level       CLEC       Retail Comparison Standard         Resale       IntraLATA toll       Embarq         Resale       IntraLATA toll       95% complete         Business Rules       • Excludes summarized charges.       95% complete         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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.	Mathod of			vere recorded a	within last 30
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       Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.         Disaggregation Level       CLEC         Resale       IntraLATA toll         Resale       IntraLATA toll         Wintes/Interconnection       Minutes of use         Business Rules       • Excludes summarized charges.         Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.         • Resale long duration calls are excluded because the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.	-				
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       Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.         Disaggregation Level       CLEC         Resale       IntraLATA toll messages sent-paid IntraLATA toll messages sent-paid         UNE       Minutes of use         Parity       Benchmark         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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.			unt of usage endig		X 100
Reported By       • Resale         • UNE       • Facilities/Interconnection         Geographic Level       Statewide         Measurable       Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.         Disaggregation Level       CLEC       Retail Comparison Standard         Parity       Benchmark         Resale       IntraLATA toll messages sent-paid       Embarq 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.       •         • 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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.	Report Structure	Individual CLEC, CLEC	Cs in the aggregate	e, by ILEC (if a	nalog applies)
Measurable Standards       Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.         Disaggregation Level       CLEC       Retail Comparison Standard         Parity       Benchmark         Resale       IntraLATA toll messages sent-paid       Embarq 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.       •         • 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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.	Reported By	Resale     UNE	ction		
Standards       disaggregation for this measurement.         Disaggregation Level       CLEC       Retail Comparison Standard         Parity       Benchmark         Resale       IntraLATA toll       Embarq         UNE       Minutes of use       95% complete         Facilities/Interconnection       Minutes of use       95% complete         Business Rules       Excludes summarized charges.       95% complete         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.       Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.	Geographic Level	Statewide			···· .
Standards       disaggregation for this measurement.         Disaggregation Level       CLEC       Retail Comparison Standard         Parity       Benchmark         Resale       IntraLATA toll       Embarq         UNE       Minutes of use       95% complete         Facilities/Interconnection       Minutes of use       95% complete         Business Rules       Excludes summarized charges.       95% complete         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.       Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.	Measurable	Embarq is required to pr	ovide a retail anal	og for certain l	evels of
Resale       IntraLATA toll messages sent-paid       Embarq IntraLATA toll messages sent-paid       Benchmark         UNE       Minutes of use       95% complete         Facilities/Interconnection       Minutes of use       95% complete         Business Rules       • Excludes summarized charges.       95% complete         • 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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.	Standards			0	
Resale       IntraLATA toll messages sent-paid       Embarq IntraLATA toll messages sent-paid         UNE       Minutes of use       95% complete         Facilities/Interconnection       Minutes of use       95% complete         Business Rules       Excludes summarized charges.       95% complete         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.         Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.		Disaggregation Level	CLEC	Retail Comparison	n Standard
messages sent-paid       IntraLATA toll         UNE       Minutes of use       95% complete         Facilities/Interconnection       Minutes of use       95% complete         Business Rules       Excludes summarized charges.       95% complete         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.         Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.				Parity	Benchmark
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.       • 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.         • Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.		Resale		IntraLATA toll	
<ul> <li>Excludes summarized charges.</li> <li>Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.</li> <li>Resale long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights.</li> <li>Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.</li> </ul>					
<ul> <li>Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.</li> <li>Resale long duration calls are excluded because the message date does not accurately reflect the date on which the message was recorded. Long duration calls are defined as calls that remain connected through two successive midnights.</li> <li>Excludes usage recorded by other (non-Embarq affiliate) companies and sent to Embarq.</li> </ul>	Ducinace Dulas				95% complete
		<ul> <li>Billing dataset will be period and processed billing month.</li> <li>Resale long duration does not accurately recorded. Long durate connected through tw</li> <li>Excludes usage recording the second second</li></ul>	e defined as charg l within 3 calendar calls are excluded eflect the date on tion calls are defin vo successive mid	t days of the en l because the m which the mess ed as calls that nights.	d of the nessage date sage was remain
	Notes	• None at this time.			

### <u>Billing</u>

Title: Recu	rring Charge Compl	eteness		
Area	Re	quirement De	scription	
Description	Measures the percentag	ge of fractional rec	urring charges	appearing on
	the correct bill.			
	* Correct bill = next av	ailable bill		
Method of	[(Count of fractional r	ecurring charges tl	hat are on the co	orrect bill*) /
Calculation	(Total count of fraction	al recurring charg	es that are on th	ne bill)] x 100
Report Period	Monthly			
Report Structure	Individual CLEC, CLE and by ILEC Affiliates		e, by ILEC (if a	analog applies)
Reported By	• Resale			
	• UNE			
	Facilities/Interconn	ection		
Geographic Level	Statewide			
Measurable	Embarq is required to p	provide a retail ana	log for certain	levels of
Standards	disaggregation for this	measurement.		
	Disaggregation Level	CLEC	Retail Compariso	on Standard
			Parity	Benchmark
	Resale	Number of fractional OCCs	Number of fractional OCCs	
	UNE	% charges on correct bill	Interiorial OCCS	90% Complete
	Facilities/Interconnection	% charges on correct bill		90% Complete
Business Rules	<ul> <li>Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.</li> <li>Excludes late charges resulting from mandated billing changes if Embarq makes its changes on time.</li> </ul>			
Notes	• None at this time.			

### <u>Billing</u>

Title: Non-R	ecurring Charge Con	mpleteness		
Area	Reqi	uirement Des	cription	
Description	Measures the percentage of non-recurring charges appearing on the correct bill. * Correct bill = next available bill			
Method of	[(Count of non-recurring	charges that are o	on the correct b	oill) / (Total
Calculation	count of non-recurring ch	arges that are on	the bill)] x 10	0
Report Period	Monthly			
Report Structure	Individual CLEC, CLEC and by ILEC Affiliates	s in the aggregate	, by ILEC (if a	analog applies)
Reported By	<ul> <li>Resale</li> <li>UNE</li> <li>Facilities/Interconnection</li> </ul>			
Geographic Level	Statewide			
Measurable Standards	Embarq is required to provide a retail analog for certain levels of disaggregation for this measurement.			
	Disaggregation Level	CLEC	Retail Compariso	
	Resale	Total number of non-recurring OCCs	Parity Total number of non-recurring OCCs	Benchmark
	UNE	% of charges on correct bill		90% complete
	Facilities/Interconnection	% of charges on correct bill		90% complete
Business Rules	<ul> <li>Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.</li> <li>Excludes late charges resulting from mandated billing changes if Embarq makes its changes on time.</li> </ul>			
Notes	• None at this time.			

### <u>Billing</u>

<i>Title:</i> Bill A	ccuracy				
Area	Requirement Description				
Description	Measures the percentage				
	correcting service orders	or adjustments of	n a rolling six n	nonth average.	
Method of	(Total monies billed without corrections on a rolling six month				
Calculation	average) / (Total monies	billed on a rolling	g six month ave	rage) x 100	
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies ) and by ILEC Affiliates				
Reported By	<ul> <li>Resale <ul> <li>Usage</li> <li>Recurring Charges</li> <li>Non-Recurring Charges</li> </ul> </li> <li>UNE <ul> <li>Usage</li> <li>Recurring Charges</li> <li>Non-Recurring Charges</li> </ul> </li> <li>Facilities/Interconnection <ul> <li>Usage</li> <li>Recurring Charges</li> <li>Non-Recurring Charges</li> </ul> </li> </ul>				
Coognaphia I aval	Statewide	liarges			
Geographic Level Measurable	Embarg is required to pro	wide a retail anal	og for certain le	evels of	
Standards	disaggregation for this m				
Stunuurus	Disaggregation Level	CLEC	Retail Comparison	Standard	
	Resale		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	T-t-1 D-1 1 11 1			
	Usage	Total Dollars billed and adjustments for usage		TBD Diagnostic Only	
	Recurring Charge	Total Dollars billed and adjustments for recurring		92% Diagnostic Only	

	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring	95% Diagnostic Only
	Facilities/Interconnection		
	Usage	Total Dollars billed and adjustments for usage	92% Diagnostic Only
	Recurring Charges	Total Dollars billed and adjustments for recurring	TBD Diagnostic Only
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring	TBD Diagnostic Only
Business Rules	• Excludes Uncollectable status accounts, restoration charges, non- recurring charges billed in installments, non-regulated charges, refunds of deposits, transfer of payments or balances, returned check charges, taxes, and surcharges.		
	• Excludes adjustments issued for reasons not related to bill accuracy.		
Notes	• None at this time.		

### Database Updates

Title: Perc	ent Database Accuracy	/		
Area	Requi	rement Desc	cription	
Description	The percentage of E911 and error. The data required to a the CLEC. The CLEC will the errors found. Embarq w to validate that the records w is completed without error is reflects the activity specified • E911 Databases	calculate this me provide the num ill verify the rec vere input by En f the database co	asurement will ber of records to ords determined abarq incorrectl mpletely and ac	be provided by ransmitted and 1 to be in error y. An update ccurately
Method of	[(Count of Updates Comple	ted without error	c) / (Count of U	pdates
Calculation	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 E911 Database:			
	Service Order generation	ated updates		
	• Direct gateway input	-		
Geographic Level	Statewide			······
Measurable	Embarq is required to provid	le a retail analog	for this measu	rement.
Standards		L	, ,	
	Disaggregation Level	CLEC	Retail Comparison	1 Standard
			Parity	Benchmark
	E911			
	Service Order Direct Gateway	Number Updates	Number Updates	TBD
Business Rules	Excludes CLEC caused	errors		
Notes	<ul> <li>CLECs reserve the right</li> </ul>		onal databases	he included in
110100	this measure.	to request adult	ulauasus	
	<ul> <li>There is insufficient hist</li> </ul>	origal data to da	velop a valid ha	nonmark for
			*	nonmark for
	To Be Determined (TBD	) disaggregation	i ieveis.	

### Database Updates

<i>Title:</i> E911 N	MS Database Update			
Area	Requi	irement Des	cription	
Description	Measures the percentage of E911 database updates completed within 48			
	hours.			
Method of	(Number of records updated within 48 hours) / (Total number of			
Calculation	records updated) x 100			
Report Period	Monthly			
Report Structure	Individual CLECs, CLEC	s in the aggrega	te, by ILEC (	(if analog
	applies) and by ILEC Affi	iliates		
Reported By	Update types			
Geographic Level	Statewide			
Measurable	Embarq is required to provide a retail analog for certain levels of			levels of
Standards	disaggregation for this mea	asurement.		
	Disaggregation Level	CLEC	Retail Comparis	on Standard
			Parity	Benchmark
	Service Order Update Direct Gateway Update	911 Updates % Updates within	911 Updates	99% in 48 hours
	Direct Galeway Optiale	48 hours		9970 III 48 HOUIS
<b>Business Rules</b>	• Excludes scheduled sys	stem outages.		
	• Excludes Carrier cause	d delays due to	requests to pu	it file on hold or
	delays in processing re	cords due to inv	alid data or ir	nvalid file
	formats (i.e. CLEC cau	ised errors).		
	• Interval is measured in	clock hours.		
Notes	• For this measurement,	Embarq will pro	ovide a retail a	analog for retail
	to resale customers and	l a benchmark f	or those facili	ty based CLEC
	carriers who use Emba	rq to load their .	ALI records to	o the PSAPs via
	file transfer methods.			

### **Collocation**

Title: Time	to Respond to a Co	ollocation Requ	iest		
Area	Re	equirement Des	cription		
Description	Measures the percent	age of time the ILE	C responds to	o a CLEC	
-	complete collocation	request, within the a	llotted time.		
Method of	Space Availability:				
Calculation	[(Count of Complete ] days) / (Count of requ	-			
	Price and Schedule (	-	town and writhin	15 colondor	
	[(Count of Complete ]	-			
	days) / (Count of requ 100	lesis fetuilleu for FI	ce and Sched	ille Quole)] x	
	Right Of Way Requi	ired:			
	[(Count of complete S				
	permits returned within			pace Availability	
	requests returned that	required ROW perm	nits)] x 100		
		ICB (Individual Case Basis) Quote:			
	[(Count of complete I			-	
	returned within 15 cal	• • •	of ICB Price	and Schedule	
	Quote requests due)] 2	x 100		······································	
Report Period	Monthly				
Report Structure	Individual CLECs, CI				
Reported By	-	ypes: Caged, Cagele	ss, Virtual, a	nd Other	
	Space Availability	1			
	Price and Schedul	e Quote			
	Space Availability	Requests Requiring	g ROW Perm	nits	
	Price and Schedul	Price and Schedule Quotes for non-Commission Approved Price			
	List requests with	Individual Case Bas	sis (ICB) requ	uirements	
Geographic Level	Statewide				
Measurable Standards	Benchmark				
Statiaatas	Disaggregation Level	CLEC	Retail Compar	ison Standard	
			Parity	Benchmark	
	Space Availability: Physical Caged	Space Availability		100% in 15	
		Requests		Calendar days	
	Physical Cageless	Space Availability Requests		100% in 15 Calendar days	
	Virtual	Space Availability		100 % in 15	
	Other	Requests Space Availability		Calendar days 100% in 15	
		Requests		Calendar days	
	ROW	Space Availability		100% in 15 Colonder days	
		Requests		Calendar days	

	Price and Schedule Quote		
	Physical Caged	Price and Schedule Quotes	100% in 15 Calendar days
	Physical Cageless	Price and Schedule Quotes	100% in 15 Calendar days
	Virtual	Price and Schedule Quotes	100% in 15 Calendar days
	Other	Price and Schedule Quotes	100% in 15 Calendar days
	ICB Requests	ICB Price and Schedule Quotes	100% within 15 Calendar days
	<ul> <li>Excludes orders canceled by CLEC.</li> <li>Excludes requests/applications that are incomplete and must be returned to CLEC for completion. The new completed version counts as a new request.</li> <li>If an CLEC submits ten or more applications within ten calendar days the initial 15 day response period will increase by 10 days for every additional 10 applications.</li> <li>Embarq will provide a tracking log for ROW requests that provide the following component: Name of agency contacted, date ROW request submitted to the agency, and date ROW received from agency.</li> </ul>		
Notes	A collocation app	ication is complete when bo tion fee are received by Em	

### **Collocation**

Title: Time	to Provide a Colloc	cation Arrange	ement		
Area	Requirement Description				
Description	Measures the percenta	Measures the percentage of time the ILEC responds to the CLEC			
-	approved* collocation	request, within the	e allotted time	e.	
	*Approved means ILE	C approves the ap	plication and	has received,	
	from CLEC, financial	payment or bond.			
Method of	New Arrangement (Physical Caged, Physical Cageless, Other):				
Calculation	[(Count of Collocation				
	calendar days) / (Coun	t of Collocation A	rrangements	Due)] x 100	
	New Arrangement (V	'irtual):			
	[(Count of Collocation		e and comple	ted within 60	
	calendar days) / (Coun	-	-		
	Augment Arrangeme	nt·			
	[(Count of Collocation		e and comple	ted within 45	
	calendar days) / (Coun	-	-		
Report Period	Monthly		mangements		
A	Individual CLECs, CL	ECs in the aggreg	ate and by II	FC Affiliates	
Report Structure			*		
Reported By	<ul> <li>All Collocation Types: Caged, Cageless, Virtual, and Other</li> <li>New</li> </ul>				
	Augment				
Geographic Level	Statewide Disaggregation Level	CLEC	Rotail Compa	rison Standard	
Measurable Standard	Disaggregation Level	CLLC			
	New Arrangement		Parity	Benchmark	
	Physical Caged	Collocation		100% within 90	
		Arrangements		days 100% within 90	
	Physical Cageless	Collocation Arrangements		days	
	Virtual	Collocation		100% within 60	
		Arrangements		days	
	Other	Collocation Arrangements		100% within 90 days	
	Augment Arrangement				
	Physical Caged	Collocation		100% within 45	
	Physical Cageless	Arrangements Collocation		days 100% within 45	
		Arrangements		days	
	Virtual	Collocation		100% within 45 days	
	Other	Arrangements Collocation		100% within 45	
<u></u>		Arrangements		days	
<b>Business Rules</b>	• Excludes orders ca	•			
	• Excludes requests/	* *	re incomplete	e and must be	
	returned to CLEC t	tor completion.			
Notes	• None at this time.				

## <u>Interfaces</u>

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

### <u>Interfaces</u>

Title: Cente	r Responsiveness					
Area	Rea	Requirement Description				
Description	Measures the average tin call.	Measures the average time it takes the ILEC's work center to answer a call.				
Method of	(Date and Time of Call	answer – (Date a	nd Time of Call	Receipt)/ (Total		
Calculation	calls answered by center					
Report Period	Monthly					
Report Structure	CLECs in the aggregate	, and by ILEC (if	f analog applies	)		
Reported By		ILEC Ordering Center				
Geographic Level	Statewide			· · · · · · · · · · · · · · · · · · ·		
Measurable Standards						
	Disaggregation Level	CLEC	Retail Compariso	n Standard		
			Parity	Benchmark		
	Ordering Center	ACD Inc Calls		80% within 20 Sec		
	Repair Center (Designed)	ACD Inc Calls	Parity by design			
	Repair Center (Non-Designed)	ACD Inc Calls		20 Sec		
<b>Business Rules</b>	Does not include aba	andoned calls.				
	Measured by individ	lual queue, if app	licable, in each	ILEC center.		
Notes	• None at this time.					

## **REPORTING PROCESS**

Performance reports will be provided by the twentieth calendar day of the month succeeding the reporting period, unless otherwise approved by the Commission. 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.

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

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

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, Embarq 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. Embarq will provide the analysis within 45 days of the request.

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

In addition to the performance measure results themselves, upon request Embarq 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 Embarq (for the CLEC) with its own internal data. Furthermore, data that relates to Embarq's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

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

If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, Embarq shall provide to the Commission a report of root cause analysis on a

monthly basis. Embard's root-cause analysis shall include a plan for corrective action with key activities and critical completion dates for implementation.

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

### **General Exclusions**

Published results will not include the following:

- Queries, orders, or maintenance tickets initiated by Embarq for administrative purposes.
- Data impacted by customer-caused reasons.

• Data impacted by Embarq dependence on a third party (not including Embarq affiliates or agents within Embarq's control).

• Service results for products and services outside of Interconnection and Resale Agreements between Embarq and CLEC's

### Embarq dependence on a third party

If Embarq dependence on a third party is not specifically noted in this document, Embarq will contact parties of record from Docket No. 000121B-TP (EMBARQ-FLORIDA TRACK) to discuss implementation of the data exclusion. Embarq will request a meeting within 30 days and propose 5 potential meeting times to occur during business hours. If any party does not respond within 10 days, the meetings will be scheduled without their input.

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

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

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

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

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

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

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

#### **III. SERVICE GROUP TYPES**

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

**INTERCONNECTION TRUNKS** will be included in measures: 2, 7, 8, 11, 12, 13, 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 orders with multiple service group types will be categorized according to the service group type of the first access line entered on the order.

**PROJECTS** are defined as follows:

"Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Embarq and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type."

### SERVICE ORDER TYPES

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

# IV. AUDITING

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

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

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

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

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

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

### **V. REVIEW PROCEDURES**

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

# **VI. DEFINITION OF TERMS**

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

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

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

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

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

### VI. GLOSSARY OF ACRONYMS

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

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

# VII. Performance Measurement Plan Attachments

### A. JEOPARDY CODES Embarq Due Date - Specials

Jeopardy Code	Description
1	Incorrect or Late 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/Incorrect Info from Connecting Company
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- LTD Work Complete
23	Customer Order Issues
24	No Access to End User Premise
25	Customer Not Ready – LTD Work Not Complete
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 Restriction
37	Order/tech not dispatched
38	Dark Fiber LAM interval
39	Maintenance resource priority
40	Date not signed off by owner
41	No Response to Escalation
42	HDSL Status Not Provided
43	Late Engineering Order Confirmation (EOC)/Estimated Completion Date (ECD)
44	To be Worked by Intergrated Tech on PTD
45	Switched Conversion Delayed
46	CDDD Less than DVA- Short Interval
47	Live CKTS on Higher Level CKT being Disc.

Note: Bolded codes are exclusion reasons outside of Embarq's control, including customercaused reasons.

### B. MISSED APPOINTMENT REASON CODES Embarq - Retail

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

### MISSED APPOINTMENT REASON CODES Embarq - Retail

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

### C. DISPOSITION CODES Embarq

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

Note: Bolded codes are exclusion reasons outside of Embarq's control, including customercaused reasons.

# VIII. Performance Measurement Plan Compliance Methodology

#### Overview

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

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

#### 1. General Principles

- 1.1 The Compliance Methodology described herein is to be associated with the Commission approved Embarq Performance Measurement Plan (the "PMP").
- 1.2 The Compliance Methodology describes the method for determining compliance for parity measures (those measurements where the level of service that Embarq provides to CLECs can be compared to the level of service Embarq provides to its retail customers), and for benchmark measures (those measurements for which there is no comparable level of service between the service Embarq provides to CLECs and the service Embarq provides to its retail customers).
- 1.3 Embarq will calculate compliance on a submeasure basis under the provisions of this methodology. A submeasure is the individual, disaggregated reported result for each measurement defined in Embarq's PMP.
- 1.4 For parity measurements, Embarq will use statistical testing to determine whether any submeasure differences between Embarq's retail results and Embarq's results for the individual CLEC, are statistically significant. Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates.
  - 1.4.1 For parity measurements, where a submeasurement difference between Embarq's retail results and the results for the individual CLEC is found to be statistically significant, a measure of severity (see Attachment B) will be calculated.
- 1.5 For benchmark measurements, Embarq'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 Embarq's performance results for the CLEC are observed to be at a level of service that does not meet the benchmark, the result will be considered noncompliant.
  - 1.5.1 For benchmark measurements, if the result is found to be noncompliant, a measure of severity (see Attachment B) will be calculated.
- 1.6 The determination of compliance is further subject to certain Compliance Accuracy Provisions as described in this document.
- 1.7 Compliance will not be calculated 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".
  - 1.7.2 For any result that contains 4 or fewer Embarq or CLEC transactions. These results will be reported but no compliance will be assessed.

#### 2. Compliance Methodology for Benchmark Measurements

- 2.1 Embarq service performance levels that do not achieve the benchmarks will be considered noncompliant. No statistical evaluation is performed for benchmark submeasures to determine compliance.
- 2.2 A measure of severity,  $D_B$  (called "D sub B", see Attachment B), will be calculated for each noncompliant benchmark submeasure, based upon the difference between the service performance levels Embarq provides to each individual CLEC, and the benchmark standard.
  - 2.2.1 The following table sets forth the severity level for benchmark *proportion* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

<b>BENCHMARK PROPORTION MEASURES</b>		
Performance Level	Severity Level	
$0 < D_{B} < 5$	Minor	
$5 \le D_B \le 15$	Moderate	
$D_{\rm B} >= 15$	Severe	

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

BENCHMARK MEAN MEASURES		
Performance Level	Severity Level	
$0 < D_B < 25$	Minor	
$25 \le D_{\rm B} \le 50$	Moderate	
$D_{\rm B} >= 50$	Severe	

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

- 3.1 Statistical testing will be conducted when the CLEC result is "worse" than the Embarq result and there are at least 5 transactions each for Embarq retail and individual CLEC. Results for 4 or fewer transactions will be reported for diagnostic purposes.
- 3.2 The general statistical testing methodology is to conduct a hypothesis test with  $H_0$ : CLEC performance is "better than or equal to" Embarq performance.  $H_1$ : CLEC performance is "worse than" Embarq performance.
  - 3.2.1 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 Embarq and CLEC service will always be shown as a numerically negative difference when CLEC service is worse.

- 3.3 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.
- 3.4 A significance level, or Type I error rate, of 10% will be used for testing purposes.
  - 3.4.1 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<sub>0</sub>.
  - 3.4.2 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 Embarq retail and CLEC observations, only using Embarq 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.
- 3.5 All statistical tests will be performed at the submeasure level, per CLEC.
  - 3.5.1 Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.
  - 3.5.2 Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.
- 3.6 When approved by the Commission on a measurement/submeasurement basis, Embarq's retail data and CLEC data will be compared at levels that provide the most accurate parity comparisons (i.e., wire center, etc...).
  - 3.6.1 For statistical validity, the parity comparison between CLEC and Embarq 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.
    - 3.6.1.1 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 Embarq retail and CLEC data.

- 3.6.1.1.1 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 Embarq's retail service orders that included 'N', 'C' and 'T' (New, Change, and Transfer) orders, Embarq may be called out of parity erroneously because 'N' orders typically take longer than 'C' or 'T' orders. By comparing only the Embarq 'N' orders to CLEC 'N' orders, a true result can be obtained.
- 3.6.1.1.2 Cell-level comparisons are for statistical accuracy, and do not necessitate additional detail in the reported submeasure level as defined in the PMP.
- 3.6.2 Cell level comparisons will be proposed by Embarq and submitted for approval by the Commission on a per-submeasure or per-measure basis.
  - 3.6.2.1 Measurement/submeasurements with Commission-approved cell-level comparisons are listed in Attachment C.
  - 3.6.2.2 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).
  - 3.6.2.3 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.
  - 3.6.2.4 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 Embarq 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.
  - 3.6.2.5 The contribution of each comparison cell should depend on the number of observations in the cell.
  - 3.6.2.6 Cancellation between comparison cells will be limited. In other words, positive outcomes should not be allowed to cancel negative ones.

- 3.7 A measure of severity,  $D_P$  (called "D sub P", see Attachment B) will be associated with a difference between the service performance levels Embarq provides to each individual CLEC and the service performance levels Embarq provides to its retail customers when service is determined to be out of parity.
  - 3.7.1 The following table sets forth the parity severity levels, per affected CLEC per submeasure, when the result is found to be noncompliant:

PARITY MEASUR	REMENTS	
Measure of severity	Severity Level	
$0 <  D_P  < .5$	Minor	
$.5 \le  D_P  \le 2$	Moderate	
$ D_{P}  \ge 2$	Severe	

#### 4. Compliance Accuracy Provisions

- 4.1 The use of statistical testing for parity measures helps to mitigate the risk of noncompliance due simply to random variation in processes. However, due to the nature of the statistical tests, the expectation is that noncompliance will periodically be assessed even when a state of consistent parity exists (called a Type I error). To compensate for the impact of Type I errors, Embarq will utilize the following forgiveness plan to improve the accuracy of compliance assessment. This forgiveness plan is applied separately for each submeasure and each CLEC as follows:
- 4.2 Embarq's noncompliance will be forgiven on a submeasure basis only when certain criteria are met. These criteria are:
  - 4.2.1 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.
  - 4.2.2 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.
  - 4.2.3 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, Embarq will not track inactivity beyond twenty-four (24) months for the purpose of accruing forgivenesses.
  - 4.2.4 A forgiveness can only be used to offset noncompliance for the same submeasure, and CLEC, for which the forgiveness was originally accrued.
  - 4.2.5 If a forgiveness is available to be used, it must be used at the first opportunity, with the following exception:

- 4.2.6 A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.
- 4.2.7 Available forgivenesses may not offset a severe non-compliance.
- 4.3 Embarq will implement materiality thresholds:
  - 4.3.1 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:
    - 4.3.1.1 Small samples for parity measures. For measures typically associated with small samples, the measure itself can be highly sensitive to small differences in service. Similar to the small sample adjustment used for benchmark proportion measures, small samples for parity measures (especially proportion and rate measures) can result in the need for perfect or near-perfect service in order to be deemed compliant. For example, the measure *Trouble Report Rate* is defined as the number of trouble tickets per month divided by the number of access lines the customer has. Due to small CLEC transaction sizes, a single trouble report for a CLEC with few access lines can produce non-compliance. Since one trouble report for a month does not have a significant impact on the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

#### Measurement 19

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

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

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

- 4.3.1.2 Large samples for parity measures. Submeasures with a high volume of CLEC transactions produce statistical comparisons that are overly sensitive to small differences between Embarq and CLEC results. This can produce non-compliance when the actual difference in Embarq and CLEC results is very small. For example, if a CLEC has thousands of submeasure transactions in a month, there may be a statistically significant difference, but only a slight difference in results (i.e., a difference of 0.4% on *Usage Completeness*). Since this type of difference does not significantly impact the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.
- 4.4 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.

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

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

- 4.5 Embarq may perform a limited root-cause analysis process within 45 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions. When a root-cause analysis is invoked, Embarq will have the burden of proving that but for the occurrence of an "exceptional condition" Embarq would have succeeded on the submeasure.
  - 4.5.1 Examples of these exceptional conditions include, but are not limited to the following:
    - 4.5.1.1 Significant activity by a third party external to and not controlled by Embarq (e.g., damaged facilities, third party systems, bomb threats)
    - 4.5.1.2 Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)

- 4.5.1.3 Environmental events not considered force majeure (e.g., fire or other hazardous condition)
- 4.5.1.4 Force majeure events
- 4.5.2 Embarq will not be required to utilize a forgiveness if it is determined that noncompliance is not warranted due to an exceptional condition under this section.
- 4.5.3 If Embarq finds that an exceptional condition had a significant impact on Embarq's ability to provide compliant service, Embarq will exclude the affected data from results and publish a notification and full justification on the reporting website.
  - 4.5.3.1 If the exceptional condition was identified after the affected results were reported, Embarq will exclude the affected data from results, publish a notification and full justification on the reporting website, and repost the results in accordance with the Reporting Obligations section of this Methodology.
- 4.5.4 Commission Staff or a CLEC may initiate a request for a review of differences associated with the assessment of exceptional conditions. If modification of reports is found to be appropriate, Embarq will repost the results in accordance with the Reporting Obligations section of this Methodology.
  - 4.5.4.1 If the review process does not yield a mutually acceptable outcome, Commission Staff or a CLEC may initiate a request for an expedited hearing process in accordance with the Commission's rules to resolve differences. If modification of reports is requested by the Commission, Embarq will repost the recommended results in accordance with the Reporting Obligations section of this Methodology.

#### 5. Reporting Obligations

- 5.1 The due date for reporting performance measurements will be no later than the 20<sup>th</sup> calendar day of the month, unless otherwise approved by the Commission.
- 5.2 Embarq must publish results for all "reportable" CLECs. Reportable CLECs meet one or more of the following criteria:
  - 5.2.1 The CLEC must have placed one (1) or more CLEC product orders in the reporting month.
  - 5.2.2 The CLEC must have one (1) or more CLEC access lines.

- 5.2.3 The CLEC must utilize an electronic ordering interface (i.e., IRES, FTP) to submit orders.
- 5.3 If stated in the Performance Measurement Plan, additional reporting obligations will apply.

#### 6. Uniform Business Rules

- 6.1 To ensure a unified plan across Embarq LTD states, Embarq will propose to the Florida Commission changes to measurement business rules ordered in other Embarq LTD states if applicable to the Florida PMP.
  - 6.1.1 When other Embarq LTD states issue an order approving changes to the Embarq PMP measurement business rules, and those changes are applicable to the Florida PMP, Embarq will notify the Commission of performance measurement changes by other states, and file such changes in the appropriate docket. Such changes will be filed within 15 days of the order being issued in other states. Interested CLECs and Commission Staff shall be allowed an opportunity to review such changes before a recommendation is brought before the FPSC.

#### Attachment A

#### **Statistical Calculations for Parity Submeasurements**

#### **Statistical methods:**

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

#### **Statistical functions definitions:**

$\Phi^{-1}(x)$ pt(t,df)	Inverse cumulative standard normal distribution function. Cumulative distribution function of a t-statistic with df degrees of freedom.			
BN(x,n,p)	Binomial distribution density function. The probability of observing $x$ of n successes with a probability $p$ of success.			
CBN(x,n,p)	Cumulative binomial distribution function. $CBN(x, n, p) = P(B \le x) = \begin{cases} 0(x < 0) \\ \sum_{k=0}^{x} BN(k)(0 \le x \le n) \\ 1(x > n) \end{cases}$			
HG(q,m,n,k)	$\lfloor l(x > n)$ Hypergeometric distribution density function where q represents the number			

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. <sup>1</sup>
j	=	An index counter indicating cell number.
$n_{1j}$	=	The number of Embarq 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 Embarq transactions in cell j.
$X_{2jk}$	=	Individual CLEC transactions in cell j.
$\Phi^{-1}$	=	Inverse cumulative standard normal distribution function.

#### Mean Performance Measures<sup>2</sup>

At this time, the following calculations will apply to parity submeasures contained in measures 6, 7, 13, 14, 21, and 44. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

#### Variable definitions:

#### STATISTIC

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

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

CLEC sample mean of cell j.

#### **EXPLANATION**

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

<sup>&</sup>lt;sup>1</sup> If comparisons are performed at the submeasure level, L = 1 and only one cell (the submeasure) exists. If comparisons are performed at the cell level, L may exceed 1 and more than one cell may exist (see Attachment C for the list of (sub)measurements approved for comparison at the cell level).

<sup>&</sup>lt;sup>2</sup> Only perform STEP 4 and STEP 5 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4 and STEP 5).

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

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

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

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

 $XY_i$ 

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

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

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

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

Combined Embarq and CLEC samples.

Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1. Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1. Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance. Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance. Concatenate the Embarg 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 Embarq sample size and the CLEC sample size, divide by their sum, and take a square root.

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

STEP 2: Calculate a Z-statistic for each cell

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

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

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

where

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

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

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

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

Calculate the p-value from the  $T_j$  statistic with  $n_{1j} - 1$  degrees of freedom using  $P_j = pt(T_j, n_{1j} - 1)$ . Calculate the z-score  $Z_j$  from this p-value<sup>3</sup> as  $Z_j = \Phi^{-1}(P_j)$ .

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

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

<sup>&</sup>lt;sup>3</sup> Set the z-score to  $T_i$  if the p-value is 0 or 1.

- 3) If only  $n_{1j} = 1$  then let  $R_0$  equal the rank of the Embard observation in the combined sample  $XY_j$ . Calculate  $Z_j = \Phi^{-1} \left( \frac{R_0 - 0.5}{n_j} \right)$ .
- 4) If only  $n_{2j} = 1$  then let  $R_0$  equal the rank of the CLEC observation in the combined sample  $XY_j$ . Calculate  $Z_j = -\Phi^{-1} \left( \frac{R_0 - 0.5}{n_j} \right)$ .
- 5) If  $\min(n_{1j}, n_{2j}) \ge 2$  and Nperms  $\le 1000$  then
  - i) Generate all possible permutations of sizes  $n_{1j}$  and  $n_{2j}$  from the combined sample  $XY_j$ .
  - ii) For each permuted sample, calculate the sum of sample of size  $n_{1i}$ .
  - iii) Let  $R_0$  equal the rank of the observed sum within all of the permuted sums.

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

- 6) If  $\min(n_{1i}, n_{2i}) \ge 2$  and Nperms > 1000 then
  - i) Generate 1,000 random permutations of sizes  $n_{1j}$  and  $n_{2j}$  from the combined sample  $XY_j$ .
  - ii) For each permuted sample, calculate the sum of the sample of size  $n_{1i}$ .
  - iii) Let  $R_0$  equal the rank of the observed sum within the 1000 permuted sums

and calculate 
$$Z_{j} = \Phi^{-1} \left( \frac{R_{0} - 0.5}{1001} \right).$$

STEP 3: Truncate Z-statistic for each cell

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

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

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

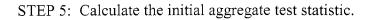
1. If for cell *j*,  $W_j = 0$ , set *ExpectedMean*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>parity</sup>, and *ExpectedSkew*<sub>j</sub><sup>parity</sup> all equal to 0.

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

a. Expected Mean<sub>j</sub><sup>parity</sup> = 
$$-\frac{1}{\sqrt{2\pi}}$$
.

b. ExpectedVariance 
$$_{j}^{parity} = \frac{1}{2} - \frac{1}{2\pi}$$

c. 
$$ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$
  
If  $\min(n_{1j}, n_{2j}) \le 6$  OR  $s_{1j}^2 = 0$   
a. Let  $N_j = \min(Nperms, 1000)$   
b. For  $i = 1, ..., N_j; z_{ji} = \min\left\{0, \Phi^{-1}\left(\frac{i - 0.5}{N_j}\right)\right\}$ .  
c.  $\Theta_{ji} = \frac{1}{N_j}$   
d.  $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2$   
e.  $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$   
 $ExpectedSkew_j^{parity} =$   
f.  $\sum_{i} \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3$ 



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

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic.  $Z^{T} = Z_{0}^{T} = Z_{1}$ .
- 2. If L > 1, do the following.
  - a. Calculate the aggregate skewness coefficient.

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

3.

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**<sup>4</sup>

The following calculations will apply to parity submeasures contained in measures 5, 8, 11, 12, 15, 17a, 20, 22, 23, 26, 28, 31, 32, 33, 34, 37, 38, and 39. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

#### Variable definitions:

$a_{1i}$	=	Number of Embarq cases possessing an
1)		attribute of interest in cell j.
$a_{2i}$	=	Number of CLEC cases possessing an
2 J		attribute of interest in cell j.
$a_i$	=	Number of cases possessing an attribute
J		of interest in cell j.

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

STEP 1: Calculate Cell Weights.

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

For each cell, multiply the Embarq 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<sup>5</sup>: Calculate a Z-statistic for each cell.

If 
$$W_i = 0$$
 then set  $Z_i = 0$ .

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

STEP 3: Truncate Z-statistic for each cell.

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

<sup>&</sup>lt;sup>4</sup> 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).

<sup>&</sup>lt;sup>5</sup> If L = 1 and W<sub>j</sub> = 0, then skip STEP 5, STEP 6 and STEP 7 and  $Z^{T} = 0$ .  $Z^{T} = 0$  in the following cases: (1) P<sub>Embarq</sub> = P<sub>CLEC</sub> = 100% (when high values are "better"); (2) P<sub>Embarq</sub> = P<sub>CLEC</sub> = 0% (when low values are "better").

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

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

1. If for cell *j*,  $W_j = 0$ , set *ExpectedMean*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>parity</sup>, and *ExpectedSkew*<sub>j</sub><sup>parity</sup> 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 
$$parity = \frac{1}{2} - \frac{1}{2\pi}$$
.

c. ExpectedSkew<sub>j</sub><sup>parity</sup> = 
$$-\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$

3. Else, if 
$$\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \le 9$$
.

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

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.  $ExpectedVariance_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{parity})^{2}$ .  
 $ExpectedSkew_{j}^{parity} =$   
f.  $\sum_{i} \Theta_{ji} z_{ji}^{3} - 3ExpectedMean_{j}^{parity} \times ExpectedVariance_{j}^{parity} - [ExpectedMean_{j}^{parity}]^{3}$ 

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

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

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

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

2. If L > 1 or min 
$$\begin{cases} a_{1j} \left( 1 - \frac{a_{1j}}{n_{1j}} \right), a_{2j} \left( 1 - \frac{a_{2j}}{n_{2j}} \right) \end{cases} > 9, \\ Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z_0^T = \frac{\sum_j W_j (Z_j^* - ExpectedMean_j^{parity})}{\sqrt{\sum_j W_j^2 \times ExpectedVariance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

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

a. Calculate the aggregate skewness coefficient.  

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

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

## Variable definitions:

$b_{1j}$	=	Number of Embarq base elements in cell j.
$b_{2i}$	=	Number of CLEC base elements in cell j.
$b_i$	=	Total number of base elements cell j.
$r_{1j} = n_{1j} / b_1$	, =	Embarq sample rate of cell j.
$r_{2j} = n_{2j} / b_{2j}$	2_ =	CLEC sample rate of call j.
$q_j = b_{lj} / b_j$	=	Relative proportion of Embarq elements for

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 Embarq 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<sup>7</sup>: Calculate a Z-statistic for each cell.

If  $W_i = 0$  then set  $Z_i = 0$ .

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

<sup>&</sup>lt;sup>6</sup> 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).

<sup>&</sup>lt;sup>7</sup> If L = 1 and W<sub>j</sub> = 0, then skip STEP 5, STEP 6 and STEP 7 and  $Z^{T} = 0$ .  $Z^{T} = 0$  in the following cases: (1)  $P_{Embarq} = P_{CLEC} = 100\%$  (when high values are "better"); (2)  $P_{Embarq} = P_{CLEC} = 0\%$  (when low values are "better").

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

- STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.
  - 1. If for cell *j*,  $W_j = 0$ , set *ExpectedMean*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>parity</sup>, and *ExpectedSkew*<sub>j</sub><sup>parity</sup> all equal to 0.
  - 2. If  $\min(n_{1j}, n_{2j}) > 15$  and  $n_j q_j (1 q_j) > 9$

a. ExpectedMean<sub>j</sub><sup>parity</sup> = 
$$-\frac{1}{\sqrt{2\pi}}$$
.  
b. ExpectedVariance<sub>j</sub><sup>parity</sup> =  $\frac{1}{2} - \frac{1}{2\pi}$ 

c. ExpectedSkew<sup>parity</sup><sub>j</sub> = 
$$-\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$

3. If  $\min(n_{1j}, n_{2j}) \le 15$  or  $n_j q_j (1 - q_j) \le 9$ a. Let  $i = 0, ..., n_j$ .

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. Expected Variance  $_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} (Expected Mean_{j}^{parity})^{2}$ .
- f.

 $ExpectedSkew_{j}^{parity} =$ 

$$\sum_{i} \Theta_{ji} z_{ji}^{3} - 3 Expected Mean_{j}^{parity} \times Expected Variance_{j}^{parity} - \left[Expected Mean_{j}^{parity}\right]^{3}$$

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

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

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

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

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

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

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

# Attachment B

# Measures of Severity (parity and benchmark)

### **Benchmark Measurements:**

Definition:

$$\mathbf{D}_{\mathrm{B}} = \frac{\mathbf{I} - B}{B} \times 100\%$$

where I is Embarq 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 Embarq 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 Embarq performance is 5 hours, then  $D_B = \frac{5.0 - 4.0}{4.0} \times 100\%$ , or  $D_B = 25\%$ . For a benchmark mean measure, this result would be considered a "moderate" deviation from the benchmark. Such a measure for compliance is only valid if the benchmark is set appropriately; set as a tolerance limit as opposed to a target.

### Parity Measurements:

Definition:

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

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

where  $N_1$  and  $N_2$  are the number of Embarq 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 Embarq's retail and Embarq'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 Embarq's retail and Embarq'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.

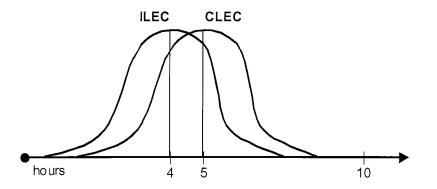
A reasonable measure of severity will provide an indication for how different the Embarq's CLEC service is from that of Embarq's service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to Embarq's retail customers, the measure of severity should indicate the difference between Embarq's retail and Embarq'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 Embard's retail and Embard's CLEC service, measured relative to the dispersion (or standard deviation) of Embard's retail service. As an equation, this yields:  $\overline{X_1 - \overline{X_2}} = 1$ 

 $D_{P} = \frac{\overline{X}_{1} - \overline{X}_{2}}{s_{1}}$ , where  $\overline{X}_{1}$  is the mean Embard retail service,  $\overline{X}_{2}$  is the mean Embard service to

CLECs, and  $s_1$  is the standard deviation of Embarq'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"):

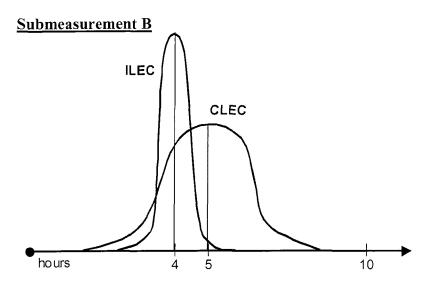
### Submeasurement A



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

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

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



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

 $D_{P} = \frac{4.0 - 5.0}{0.4}$ , or  $D_{P} = -2.50$ .

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

Notice that the difference in the mean service is the same for both submeasurements. However, because Embard's service to its retail customers on submeasurement B has a lower dispersion (or standard deviation) than Embard's service on submeasurement A, the severity of the mean difference is higher for submeasurement B.

# Attachment C

# Parity Measures and Submeasures with Cell-level Comparisons

Cell-level comparisons (using the statistical methodology described in Attachment A) will be applied to the following measurements:

Measurement	Cell Level (i.e., wire center, etc)	
Number / Description		
5 - Percentage of Orders Jeopardized	Wire Center, Company Number	
6 - Average Jeopardy Notice Interval	Wire Center, Company Number	
7 - Average Completed Interval	CLLI Code, Wire Center, Company Number	
8 - Percent Completed Within Standard Interval	CLLI Code, Wire Center, Company Number	
11 - Percent of Due Dates Missed	CLLI Code, Wire Center, Company Number	
12 - Percent Due Dates Missed Due to Lack of Facilities	CLLI Code, Wire Center, Company Number	
13 - Delay Order Interval to Completion Date (For Lack of Facilities)	CLLI Code, Wire Center, Company Number	
14 - Held Order Interval	Wire Center, Company Number	
15 - Provisioning Trouble Reports Prior to Service Order Completion	Company Number	
17a - Percentage Troubles in 5 Days for New Orders	CLLI Code, Wire Center, Company Number	
19 - Customer Trouble Report Rate	Wire Center, Company Number	
20 - Percentage of Customer Trouble Not Resolved Within Estimated Time	CLLI Code, Wire Center, Company Number	
21 - Average Time to Restore	CLLI Code, Wire Center, Company Number	
22 - POTS Out of Service Less Than 24 Hours	Wire Center, Company Number	
23 – Frequency of Repeat Troubles in 30 Day Period	CLLI Code, Wire Center, Company Number	
28 - Usage Timeliness	Company Number	
31 - Usage Completeness	Company Number	
32 - Recurring Charge Completeness	Company Number	
33 - Non-Recurring Charge Completeness	Company Number	
34 - Bill Accuracy	Company Number	
37 - Database Update Timeliness	Company Number	
38 - Percent Database Accuracy	Company Number	
39 - E911MS Database Update Interval	Company Number	

### **Definitions:**

Company Number – Embarq LTD has two operating companies in FL. Therefore we calculate results at the company level to establish parity before aggregating the results into one FL result.

Wire Center – A building housing one or more end office and/or tandem switches.

CLLI Code – (Common Language Location Identifier) An 11-digit code that Embarq LTD assigns to a Carrier's location to designate the central office or area served by a central office.

	Attachment	3
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<u>Embarq</u>	Performance	Measurement Plan	

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# <u>Embarq</u> Performance Measurement Plan Florida Public Service Commission

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Embarg Performance Measurement Plan

# TABLE OF CONTENTS

I. <u>EXECUTIVE SUMMARY</u>	Deleted: INTRODUCTION
IIPERFORMANCE MEASURES	Formatted: Bullets and Numbering
a. List of Performance Measurements	
b. Performance Measurements Report Requirements	
c. Reporting Process	
IIISERVICE GROUP TYPES/SERVICE ORDER TYPES	Formatted: Bullets and Numbering
<u>IV.</u> AUDITING	Formatted: Bullets and Numbering
VREVIEW PROCEDURES	← Formatted: Bullets and Numbering
<u>VI.</u> DEFINITIONS OF TERMS/ACRONYMS	Formatted: Bullets and Numbering
<u>VII.</u> ATTACHMENTS	Formatted: Bullets and Numbering
a. Jeopardy Codes	
b. Missed Appointment Reason Codes	
c. Disposition Codes	
VIII. COMPLIANCE METHODOLOGY	Formatted: Bullets and Numbering
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### I. Executive Summary

#### PMP Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS subfunctions 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.<sup>1</sup> 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."<sup>2</sup> 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."<sup>3</sup>

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

<sup>1</sup> 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).

<sup>2</sup> 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)."<sup>3</sup> 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).

Florida Cookbook July 31, 2006

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On May 2, 2002, <u>Sprint</u> filed its initial response to Commission Staff's data request for proposed	Deleted: Sprint
permanent performance measures in Florida in Docket No. 000121B-TP (Sprint Track). On June	Deleted: Sprint
30, 2002, initial comments on Sprint's proposal were filed by interested parties. Taking into	Deleted: Sprint
consideration the information provided by <u>Sprint</u> and the comments provided by interested	Deleted: Sprint
parties, Commission Staff developed an independent proposal for <u>Sprint</u> OSS permanent performance measurements and submitted it for comment on November 1, 2002. Comments on Commission Staff's proposal were filed November 15, 2002, and supplemental comments were filed with the Commission on November 25, 2002.	Deleted: Sprint
On January 9, 2003, the Florida Public Service Commission issued Order No. PSC-03-0067- PAA-TP. Order No. PSC-03-0067-PAA-TP addressed the proposed establishment and implementation of operations support systems permanent performance measures for the <u>Sprint</u> Track, Docket Number 000121B-TP.	Deleted: Sprint
<ul> <li>Sprint complied with Order No. PSC-03-0067-PAA-TP and implemented this Performance Measurement Plan (PMP) on February 1, 2003. This Performance Measurement Plan includes:</li> <li>service quality measures</li> <li>business rules</li> <li>reporting requirements</li> <li>auditing</li> <li>statistical methodology</li> </ul>	Deleted: Sprint
This Performance Measurement Plan includes performance measurements from the Sprint	Deleted: Sprint
Nevada Plan, August 2002 Cookbook, and statistical methodology contained in the <u>Sprint</u>	Deleted: Sprint
Performance Measurement Plan Compliance Methodology adopted, with modifications, by the FPSC to measure <u>Sprint</u> 's performance in Florida.	Deleted: Sprint
<i>Notes:</i> 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	

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

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### **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 Appointment Scheduling (due date) Rejected/Failed Queries Facility Availability Loop Pre-Qualification

#### • Ordering

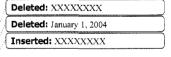
Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been 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 installations; the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

#### • Maintenance

Florida Cookbook July 31, 2006



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

#### • Network Performance

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

#### • Billing

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

#### • Database Updates

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

#### • Collocation

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

#### • Interfaces

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

Florida Cookbook July 31, 2006

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### Auditing and Review Procedures

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

## **Reservation of Rights**

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

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

<u>Embarq</u>	Deleted: Sprint
By implementing these performance measurements, Embarg:	Deleted: Sprint

- does not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- does not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

## **CLECs**

•	By implementing these performance measurements, CLECs do not agree with, endorse, or otherwise concur in the terms of <u>Embarg</u> 's reservation of rights.	Deleted: Sprint
•	CLECs reserve the right to contend that <u>Embara</u> 's compliance with the performance measures and standards in the Florida Plan does not conclusively demonstrate <u>Embara</u>	Deleted: Sprint Deleted: Sprint
	compliance with the Telecommunications Act of 1996.	

• CLECs reserve the right to contend that <u>Embarg's compliance with the performance</u> **Deleted:** Sprint measures and standards does not conclusively demonstrate the existence of an open competitive local market.

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Florida Cookbook July 31, 2006

# **II.** Performance Measurements

Measurement #	Measurement Title
Pre-Ordering	
01	Average Response Time to Pre Order Queries
Ordering	
02	Average FOC Notice Interval
03	Average Reject Notice Interval
04	Percent of Flow-Through Orders
Provisioning	
05	Percentage of Orders Jeopardized
06	Average Jeopardy Notice Interval
07	Average Completed Interval
08	Percent Completed Within Standard Interval
09	Coordinated Customer Conversion as a Percentage On-Time
11	Percent of Due Dates Missed
12	Percent Due Dates Missed Due to Lack of Facilities
13	Delay Order Interval to Completion Date (For Lack of Facilities)
14	Held Order Interval
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 Tim
21	Average Time to Restore
22	POTS Out of Service Less Than 24 Hours
23	Frequency of Repeat Troubles in 30-Day Period
Network	
Performance	·
24	Percent Blocking on Common Trunks
25	Percent Blocking on Interconnection Trunks
26	NXX Loaded by LERG Effective Date
Billing	
28	Usage Timeliness
30	Wholesale Bill Timeliness
31	Usage Completeness
32	Recurring Charge Completeness
33	Non-Recurring Charge Completeness
34	Bill Accuracy
Database	
Updates	
38	Percent Database Accuracy

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Florida Cookbook July 31, 2006

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# Embarg Performance Measurement Plan

39	E911MS Database Update Interval			
Collocation				
40	Time to Respond to a Collocation Request			
41	Time to Provide a Collocation Arrangement	De	eleted:	
Interface				
42	Percentage of Time Interface is Available			
44	Center Responsiveness			

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Florida Cookbook July 31, 2006

# **Pre-Ordering**

# Measure 1

Area	Rad	uirement De	scription			
<u>Description</u>	The response interval for					
Description						
	computing the elapsed t					
	the CLEC, whether or n		orrect, to th	e time the ILEC		
	returns the requested da	ita to the CLEC.				
	Address Verification	n/Dispatch Requi	red			
	Request for Telepho	one Number (TN)				
	Request for Custom	er Service Record	b			
	- Simple					
	- Complex					
	Service Appointment	nt Scheduling (du	e date)			
	Rejected/Failed Que					
	<ul> <li>Facility Availability</li> </ul>					
	<ul> <li>Loop Pre-qualification</li> </ul>					
Mathadaf	Loop Pre-quanneat     All Electronic:					
Method of			(0	huded a Deternal		
Calculation	Sum ((Query Response					
	Time)) / (Number of Queries Submitted in Reporting Period)					
	All Manual: Loop Pre-qualification and Facility Availability					
	Sum [((Fax Date and Time Returned) - (Business Date and Time of					
	receipt of valid fax serv		umber of Fa	axes Submitted in		
	Reporting Period)] X 10	00				
Report Period	Monthly					
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC affiliate.					
Reported By	By query type and by interface type, including fax					
Geographic Level	Statewide					
Measurable						
Standards						
	Disaggregation Level	CLEC	Comparison S	tandard		
	All Electronic:		Parity	Benchmark		
	Address Verification/Dispatch	Request for Address		6seconds		
	Required	Verification				
	Request for Telephone Number	Request for Telephone Number		3 seconds		
	Request for Customer Service	Request for Simple		10 seconds		
	Record - Simple	CSR		To seconds		
	Request for Customer Service	Request for Complex		15_seconds		
	Record – Complex	CSR		-		
	Service Appointment Scheduling Rejected / Failed Queries	Request for Due Date Rejected/Failed		<u>3 seconds</u> Diagnostic Only		
			1			
	Rejected / Lanca Queries	Queries				
	Loop Pre -Qualification			2 minutes, 30		

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Florida Cookbook

July 31, 2006

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	All Manual:			
	Facility Availability	Request for Facility Availability	95% within 3 business days – Diagnostic Only	
	Loop Pre-Qualification	Request for Loop Pre-Qualification	95% within 3 business days	
Business Rules	<ul> <li>requests.</li> <li>Results for CLE with a benchman determine comp</li> <li>Elapsed time for during scheduled</li> </ul>	measured in seconds for elect Cs with 5 or fewer transaction rk of twice the applicable elect liance. r fully electronic submeasure d interface availability hours tions that occur during OSS	ons will be compared ectronic submeasure to es will be tracked	Deleted: No

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Florida Cookbook July 31, 2006

# <u>Ordering</u>

# Measure 2

Area		Requirement Description			
Description	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC).				
Method of	All Electronic:				
Calculation	Sum ((Date and Time of I				
	Valid Service Request)) /	(Number of FO	OCs Sent in Re	eporting Period)	
	Electronic/Manual Mix:				
	Sum ((FOC Date and Tim			of receipt of	
	error free order)) / (Numb	er of FOCs ser	nt.)		
Report Period	Monthly				
Report Structure	Individual CLECs, CLEC		ate, by ILEC	(if analog	
	applies) and ILEC affiliat				
Reported By	Electronically receive	d/electronicall	y handled		
	Electronically receive	d and manually	y handled		
	By Service Group Ty	pe			
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Retail Compa	rison Standard	
Standards	RESALE		Parity	Benchmark	
	Blind FOC				
	Res POTS	Res POTS			
	All Electronic Electronic/Manual Mix			15 mins 4 hrs	
	Bus POTS	Bus POTS			
	All Electronic Electronic/Manual Mix			15 mins 6 hrs	
	ISDN BRI	ISDN BRI			
	All Electronic Electronic/Manual Mix			15 mins Diagnostic Only 6 hrs	
	CENTREX	CENTREX		0103	
	All Electronic			15 mins Diagnostic Only	
	Electronic/Manual Mix			13 hrs.	
	PBX All Electronic	PBX		15 mins	
	All Electronic			Diagnostic Only	
	Electronic/Manual Mix			13 hrs.	
	Intelligent FOC	DDS			
	All Electronic	SUG		TBD	
	Electronic/Manual Mix DS1/ISDN PRI	DS1/ISDN PRI		36 business hrs	
	All Electronic Electronic/Manual Mix	DS1/ISDN PRI		TBD 36 business hrs	
	DS3	DS3			
	All Electronic Electronic/Manual Mix			TBD 36 business hrs	
	VGPL/DS0	VGPL/DS0			
	All Electronic Electronic/Manual Mix			TBD 36 business hrs	
	UNBUNDLED NETWORK			20 200 11039 113	

# *Title:* Average FOC Notice Interval

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Florida Cookbook July 31, 2006

	ELEMENTS				٦	
	Blind FOC					
	UNE Loops Non-Designed All Electronic Electronic/Manual Mix	UNE Loops Non-Designed		15 mins 6 hrs	1	
	UNE Loops xDSL Provisioned All Electronic Electronic/Manual Mix	UNE Loops xDSL Provisioned		15 mins 6 hrs	1	
	UNE Subloops – Voice Grade All Electronic	UNE Subloops – Voice Grade		15 mins Diagnostic Only		
	Electronic/Manual Mix UNE Subloops – Data All Electronic	UNE Subloops – Data		6 hrs 15 mins Diagnostic Only		
	Electronic/Manual Mix UNE Ports Non - Designed All Electronic	UNE Ports Non- Designed		13 hrs 15 mins Diagnostic Only	1	
۲	Electronic/Manual Mix			6 hrs	**	
	LNP All Electronic Electronic/Manual Mix	LNP		15 mins 6 hrs		
	Intelligent FOC					Deleted: Line Sharing All Electronic
	UNE Loops Designed All Electronic Electronic/Manual Mix	UNE Loops Designed		TBD 36 business hrs		Electronic/Manual Mix     Deleted: Line Sharing
	UNE Ports Designed All Electronic	UNE Ports Designed		TBD		Deleted: 1 15 mins
	Electonic/Manual Mix			36 business hrs		Diagnostic Only¶ 6 hrs
	EELS All Electronic Electronic/Manual Mix UNE Dedicated Transport	EELS		TBD 36 business hrs		Deleted: Dark Fiber¶ All Electronic¶ Electronic/Manual Mix
	UNE DS1/ISDN PRI All Electronic Electronic/Manual Mix	UNE DS1/ISDN PRI		TBD 36 business hrs		Deleted: Dark Fiber Deleted: ¶ TBD¶
	UNE DS3 All Electronic Electronic/Manual Mix	UNE DS3		TBD 36 business hrs		36 business hrs
	Interconnection Trunks All Electronic Electronic/Manual Mix PROJECTS:	Interconnection Trunks		TBD 7 business days	-	
	Projects All Electronic Electronic/Manual Mix	Projects		TBD Diagnostic Only		
Business Rules	<ul> <li>Elapsed time calculate business days and ILF</li> <li>The start time of requ will be the beginning defined as published F center.</li> </ul>	EC published holidates the sets received after the of the next busines of the next busines are set of the next bus	ays. the end of the l is day. Busines	business day s day is		
	• Excludes Loop Pre-Q	ualification queries	s that are proce	essed as		Deleted: XXXXXXXX
	LSRs.				L /	Deleted: January 1, 2004
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Florida Cookbook July 31, 2006

	<ul> <li>Manually received and handled FOCs not included.</li> <li>Denominator includes all FOCs sent regardless of receipt and response time.</li> </ul>
	<ul> <li>CLEC to CLEC conversions are not included in the elapsed time of FOC response for LNP Service Group Type.</li> </ul>
Notes	• <u>None at this Time.</u>

Deleted: <#>Project is a planned event where terms and conditions in which work is performed is agreed to by both work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be meno-informed activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.¶ IFOC disaggregation levels are To Be Determined (TBD) because "All Electronic" processing is not available.

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Florida Cookbook July 31, 2006

# <u>Ordering</u>

## Measure 3

	Title: Avera	ge Reject Notice In	terval		_
	Area	Rec	quirement De.	scription	
	Description				
	Method of Calculation	All Electronic <u>Sum</u> ((Business Date an Rejection) - (Business I Mechanized Orders Rej Electronic/Manual Mi <u>Sum</u> ((Business Date an Rejection) – (Business Date an Electronic (Manual Order)			
	Report Period	Electronic/Manual Orde	ers Rejected).		4
	Report Structure	Individual CLEC, CLE	Cs in the aggregat	e. and ILEC Affiliates	4
	Reported By	<ul> <li>Electronically receive</li> <li>All interfaces</li> <li>Syntax (edit engle</li> <li>Resale orders ar</li> <li>Electronically receive</li> <li>All interfaces</li> <li>Syntax (edit engle</li> <li>Resale orders ar</li> </ul>			
	Geographic Level	Statewide			4
ľ	Measurable Standards	Disaggregation Level All Electronic Electronic/Manual Mix	CLEC Reject Notice Reject Notice	Betail Comparison Standard,           Parity         Benchmark           TBD         6 hrs	Deleted: Comparison Standard¶
	Business Rules	<ul> <li>Elapsed time calculadays and ILEC puble</li> <li>Calculation of requestants at the beginnin defined as published center</li> <li>Exclude rejects whe processed prior to the</li> <li>Exclude Loop Pre-Compared to the second s</li></ul>	ated in business h lished holidays. ests received after ng of the next bus d hours of operation on the PON is rece ne beginning of th	ours. Excludes non-business the end of the business day iness day. Business day is on for the ILEC ordering eived after business hours and e next business day. ies created as service orders.	
	Notes	• None at this time.			
					Deleted: XXXXXXXX

Average Reject Notice Interval

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Florida Cookbook July 31, 2006

# <u>Ordering</u>

### Measure 4

Area	Re	Requirement Description						
Description	Measures the percenta	ge of mechanized servi	ce orders proc	essed on a				
•	flow through basis. The definition of Flow-through for the intent of this							
	measure is to reflect those orders that are able to get to the Firm Order							
		vithout manual intervent						
				1 1				
Method of		ctronically received ord						
Calculation		ention) / (Total valid el	ectronically re	ceived				
	service orders)] x 100							
Report Period	Monthly							
Report Structure	Individual CLECs, CI	LECs in the aggregate, a	and ILEC Affi	liates				
Reported By		nrough as a percentage						
перопеи ву				. g				
		ically received orders p	rogrammed to	) HOW-				
	through							
	2) All electron	ically received orders						
	By Service Group	Types						
Geographic Level	Statewide							
Measurable		te performance on this r	measure is uno	ler				
Standards								
	development. Issues, if any, are not yet finally defined. Final resolution							
stantaan as			•	<sup>1</sup> 1				
	depends on completed	l development of an agr	•	Through				
<i></i>	depends on completed Plan.	l development of an agr	reed to Flow-T	-				
<i></i>	depends on completed		eed to Flow-T	on Standard,				
<b></b>	depends on completed Plan. Disaggregation Level	l development of an agr	reed to Flow-T	-				
	depends on completed Plan.	l development of an agr	Retail Compariso Parity	on Standard,				
	depends on completed Plan. Disaggregation Level Resale	l development of an agr	Retail Compariso	o <u>n Standard</u> , Benchmark				
, , , , , , , , , , , , , , , , , , ,	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI	I development of an agr CLEC Res POTS Bus POTS ISDN BRI	eed to Flow-T	on Standard, Benchmark Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX	eed to Flow-T	Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX	eed to Flow-T	n Standard Benchmark Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS	Retail Compariso Parity	Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX	Retail Compariso Parity	n Standard Benchmark Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DDS DS1/ISDN PRI	eed to Flow-T	n Standard Benchmark Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3	eed to Flow-T	Banchmark Benchmark Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3	eed to Flow-T	Banchmark Benchmark Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0	Retail Compariso Parity	n Standard, Benchmark Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS	l development of an agr CLEC Res POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed	eed to Flow-T	n Standard, Benchmark Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0	eed to Flow-T	n Standard, Benchmark Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only Diagnostic Only				
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	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 VNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops ADSL Provisioned T UNE Subloops – Voice Grade	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops ADSL Provisioned UNE Subloops - Voice Grade	eed to Flow-T	n Standard Benchmark Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPI/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops Non-Designed UNE Loops DSL Provisioned VNE Loops XDSL Provisioned	I development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops SL Provisioned	eed to Flow-T	n Standard Benchmark Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Non-Designed UNE Loops Non-Designed UNE Loops Designed UNE Loops - Voice Grade UNE Subloops - Data	I development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade UNE Subloops - Data	eed to Flow-T	biagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGP/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops Non-Designed UNE Loops Non-Designed UNE Loops xDSL Provisioned UNE Loops xDSL Provisioned UNE Subloops – Voice Grade UNE Subloops – Data 	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade UNE Subloops - Data 	Retail Compariso Parity	n Standard Benchmark Diagnostic Only Diagnostic Only				
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	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNBUDLED NETWORK ELEMENTS UNE Loops Non-Designed UNE Loops Non-Designed UNE Loops Non-Designed UNE Loops xDSL Provisioned UNE Loops xDSL Provisioned UNE Subloops – Voice Grade UNE Subloops – Data UNE Subloops – Data UNE Ports EELS UNE Dedicated Transport	I development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops Designed UNE Loops Designed UNE Loops Designed UNE Subloops - Voice Grade UNE Subloops - Data UNE Subloops - Data UNE Ports EELS	eed to Flow-T	n Standard Benchmark Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops - Voice Grade UNE Subloops - Voice Grade UNE Subloops - Data UNE Subloops - Data	l development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops xDSL Provisioned UNE Subloops - Voice Grade UNE Subloops - Data 	eed to Flow-T	n Standard Benchmark Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 VNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops Designed UNE Loops Provisioned UNE Subloops – Voice Grade UNE Subloops – Data UNE Ports EELS UNE Dedicated Transport UNE DS1/ISDN	I development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DS1/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops Designed UNE Loops Designed UNE Loops Designed UNE Subloops - Voice Grade UNE Subloops - Data UNE Subloops - Data UNE Ports EELS	eed to Flow-T	n Standard Benchmark Diagnostic Only Diagnostic Only				
	depends on completed Plan. Disaggregation Level Resale Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNBUNDLED NETWORK ELEMENTS UNE Loops UNE Loops Non-Designed UNE Loops Designed UNE Loops Designed UNE Loops Designed UNE Loops - Voice Grade UNE Subloops - Voice Grade UNE Subloops - Data - UNE Ports EELS UNE Dedicated Transport UNE DSI/ISDN PRI	I development of an agr CLEC Res POTS Bus POTS ISDN BRI CENTREX PBX DDS DSI/ISDN PRI DS3 VGPL/DS0 UNE Loops - Non-Designed UNE Loops and Comparison UNE Loops - Non-Designed UNE Loops - N	eed to Flow-T	n Standard, Benchmark Diagnostic Only Diagnostic Only				

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Florida Cookbook July 31, 2006

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Business Rules • E	Excludes Loop Pre-Qualification queries.	 Formatted: French (France)
Notes • N	None at this time.	

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Florida Cookbook July 31, 2006

## **Provisioning**

## Measure 5

<i>Title:</i> Perce	entage of Orders Jeopar	uizcu			_	
Area	Requi	irement Des	cription			
Description	Percentage of total orders	processed for wh	nich the ILEC 1	notifies the		
1	CLEC that the work will not be completed by the due date committed					
	on the FOC.	er of templeted	of the are are	e committee		
Method of	(Number of Orders Jeopar	dized) / (Numb	an of Ordona Ca	man latad) r	-{	
		(Inullio	er of Orders CC	impleted) x		
Calculation	200	_			4	
Report Period	Monthly				1	
Report Structure	Individual CLEC, CLECs	in the aggregate	, ILEC and ILE	EC Affiliates		
Reported By	By service group type					
Geographic Level	Statewide				1	
Measurable	Embarg is required to prov	ide a retail anal	og for this mea	surement.		Deleted: Sprint
Standards				(		
~~~~	Disaggregation Level	CLEC	Retail Comparison	Standard	-	Deleted: Comparison Standard
			Parity	Benchmark		Deleted: Comparison Standard¶
	Resale	D. DOTC	D DOTE	1	-	
	Res POTS Bus POTS	Res POTS Bus POTS	Res POTS Bus POTS		-	
	ISDN BRI	ISDN BRI	ISDN BRI		-	
	CENTREX	CENTREX	CENTREX		-	
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0		_	
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops	Bus. POTS			
	UNE Loops Designed	Non-Designed UNE Loops Designed	Dispatched DDS, VGPL/DS0		-	
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL		•	Formatted Table
	Provisioned	Provisioned				
	UNE Subloops - Voice Grade	UNE Subloops -	Bus. POTS		1	
	UNE Subloops - Data	Voice Grade UNE Subloops -	Dispatched Retail xDSL		-	
,		Data				{
	UNE Port	UNE Port	DS1/ISDN PRI			
	EELS	EELS	DS3, DS1/ISDN PRI, VGPL/ DS0	····		
	UNE Dedicated Transport					
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI		1	
	UNE DS3	UNE D\$3	DS3		]	[
Business Rules	• Excludes delays for cu			·····		
	Excludes Loop Pre-Q	ualification qu	eries.	••••		Formatted: French (France)
Notes	• None at this time.					

## Title: Percentage of Orders Jeopardized

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Florida Cookbook July 31, 2006

# **Provisioning**

## Measure 6

Area	Reau	irement Des	cription			
Description	Measures the remaining time between the pre-existing committed order					
Description	completion date and time (communicated via the FOC) and the date					
	and time the ILEC issues a					
	jeopardy of missing the du					
	missed).	ie date (of the di	te date/time nas	s been		
Method of	Assignment: Jeopardies i	dentified during	assignment		1	
Calculation						
	Sum((Date and Time of C					Deleted: (
	and Time of Jeopardy Not	ice) / (Number c	of Orders Jeopa	ardized))		
	Installation: Jeopardies i	dentified during	installation pri	or to due time		
	Sum ((Date and Time of C	Committed Due I	Date for the Or	der) - (Date		Deleted: &
	and Time of Jeopardy Not	ice) / (Number c	of Installation.	leopardy		Deleted: &
	Notices)				]	~- <u></u>
	Notification of Missed Co					
	Sum(Due Date and Time of Missed Commit_Notice) -( Due Date and					Deleted: -
	Time of Order) / (Number of Missed Commit Notices)					
Report Period	Monthly					
Report Structure	Individual CLECs, CLECs	s in the aggregat	e, and ILEC A	ffiliates		
Reported By	• By service group type					
	• By jeopardy type					
Geographic Level	Statewide					
Measurable	Embarg is required to prov	vide a retail anal	og for this mea	surement.		Deleted: Sprint
Standards					Ĩ	
	Disaggregation Level	CLEC	Retail Comparison			Deleted: Comparison Standard¶
	Resale		Parity	Benchmark		· · · · ·
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI		1	
	CENTREX PBX	CENTREX PBX	CENTREX PBX			
	DDS	DDS	DDS		1	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		1	
	DS3	DS3	DS3		1	
	VGPL/DS0	VGPL/DS0	VGPL/DS0		1	
	UNBUNDLED NETWORK ELEMENTS		1			
	UNE Loops				1	
	UNE Loops Non-Designed	UNE Loops	Bus. POTS		1	
	LINE Loose Designed	Non-Designed	Dispatched			
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0			<u> </u>
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL		1/ /	Deleted: XXXXXXXX
·	Provisioned UNE Subloops - Voice Grade	Provisioned UNE Subloops -	Bus. POTS		K ()	Deleted: January 1, 2004
		$\tau = 0.08 \pm .5000008 \pm .0000008 \pm .00000008 \pm .0000000000$		i i	<ul> <li>4.7</li> </ul>	

Florida Cookbook July 31, 2006

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					-		
		Voice Grade	Dispatched				
	UNE Subloops - Data	UNE Subloops –	Retail xDSL				
•		Data				(	
•••••••••••••••••••••••••••••••••••••••	UNE Ports	UNE Ports	DS1/ISDN PRI				
	EELS	EELS	DS1/ISDN PRI,			[[8]	
			DS3, VGPL/DS0				
	UNE Dedicated Transport						
	UNË DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI		-		
	UNE DS3	UNE DS3	DS3				
	Projects	Projects	Projects			Deleted: UNE Platform	
		Diagnostic Only	Diagnostic Only			Deleted: ID'E Distance	
Business Rules	• Excludes customers requested due dates beyond interval offered.					Deleted: UNE Platform	
						Deleted: Res. POTS, Bus. POTS, ISDN	
	and orders delayed for customers teasons.					BRI, Centrex, PBX	
	• Excludes Loop Pre-Qualification queries.				No. No.	Deleted: Excludes delays for customer	
Notes	• If the ILEC policy changes regarding jeopardy notices to their					reasons	
	Retail customers, this measure should be evaluated for analog.				``	Deleted: .	
	• Interval is reported in business days.					<b>~</b>	

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Florida Cookbook July 31, 2006

# Measure 7

Area	Reau	irement Des	cription			
	Average business days fro					
Description						
	to completion date in serv	ice order system	for new, move	e, and change		
	orders.					
Method of	(Total business days from	receipt of valid,	error-free serv	vice request to		
Calculation	completion date in service					
Culculation	orders) / (Total new, move					
Damand David- 1		and endinge of	~13)		-1	
Report Period	Monthly		1 11 12 12			
Report Structure	Individual CLEC, CLECs	in the aggregate	, by ILEC, and	I ILEC		
	Affiliates					
Reported By	By service group type and	field work/no fi	eld work when	re applicable.		
Geographic Level	Statewide			<b></b>	-	
<u> </u>	Embarg is required to prov	vide a retail anal	og for this me	asurement	- Delet	ed: Sprint
Measurable	Embarg is required to pro-		og for uns mea	asurennenn.		our oprint
Standards		CARGO	D. D.C.			
	Disaggregation Level	CLEC	Retail Compariso Parity	<u>n Standard</u> Benchmark	Delet	ed: Comparison Standard¶
	Resale		Lainy	Dentumar R		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX PBX	CENTREX PBX		_	
	PBX DDS	DDS	DDS			
	DD3 DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK					
	ELEMENTS UNE Loops		+ -		_	
	UNE Loops UNE Loops Non-Designed	UNE Loops	Bus, POTS		-	
		Non-Designed	Dispatched			
	UNE Loops Designed	UNE Loops Designed	DDS,VGPL/DS0			
	UNE Loops - xDSL	UNE Loops – xDSL Provisioned	Retail xDSL			
ł	Provisioned UNE Subloops - Voice Grade	UNE Subloops -	Bus. POTS			·
	-	Voice Grade	Dispatched			[9
	UNE Subloops - Data	UNE Subloops -	Retail xDSL			
1		Data	DS1/ISDN PRI			
	UNE Ports EELS	UNE Ports EELS	DS1/ISDN PRI		$\neg$	[10
			DS3, VGPL/DS0			
	UNE Dedicated Transport					
	UNE DS1/ISDN PRI	UNE DS1/ISDN	DS1/ISDN PRI			
	LNE DO3	PRI UNE DS3	DS3			
	UNE DS3	Interconnection	ILEC Dedicated			. <u></u> .
	Interconnection Trunks	Trunks	Trunks			[11
	Projects	Projects Diagnostic	Projects			
		Only	Diagnostic Only			

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Florida Cookbook July 31, 2006

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be met, equipment ordered, placed and tested to meet the overall objectives of

the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group

type.

# Embarq Performance Measurement Plan

Business Rules	<ul> <li>Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries</li> <li>The start time of requests received after the end of the business</li> </ul>	 Formatted Table Formatted: English (U.S.)
	day will be the beginning of the next business day.	 Deleted: 1
Notes	None at this time.	 <b>Deleted:</b> Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to hearest available the advertered placed and

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Florida Cookbook July 31, 2006

# <u>Provisioning</u>

# Measure 8

Area	Requ	irement Des	cription		
Description	of receipt of				
-	valid, error-free service re				
Method of	n the Standard				
Calculation	interval of Receipt of Vali		vice Request)	/ (Total New,	
	Move and Change Orders)	] x 100			
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in the aggregate	, by ILEC, and	ILEC	
	Affiliates				
Reported By	By service group type exc	luding services v	with flexible du	ue dates.	
Geographic Level	Statewide				
Measurable	Embarg is required to prov	vide a retail anal	og for this mea	surement	Deleted: Sprint
Standards	Disaggregation Level	CLEC	Retail Compariso	n Standard	
	Disaggregation Level	CLEC	Parity	Benchmark	Deleted: Comparison Standard¶
	Resale				
	Res POTS	Res POTS	Res POTS		
			Diagnostic Only		
	Bus POTS	Bus POTS	Bus POTS Diagnostic Only		
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	Diagnostic Only CENTREX		
			Diagnostic Only		
	PBX	PBX	PBX Diagnostic Only		
	DDS	DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PRI	Diagnostic Only DS1/ISDN PR1		
			Diagnostic Only		
	DS3	DS3	DS3 Diagnostic Only		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK		Diagnostic Only		
	ELEMENTS				
	UNE Loops UNE Loops Non-Designed	UNE Loops	Bus. POTS		
	UNE Loops Non-Designed	Non-Designed	Dispatched		
	IN'E Loove Designed	UNE Loops	Diagnostic Only DDS, VGPL/DS0		
	UNE Loops Designed	Designed	Diagnostic Only		
	UNE Loops - xDSL	UNE Loops – xDSL Provisioned	Retail xDSL Diagnostic Only		
	Provisioned UNE Subloops – Voice Grade	UNE Subloops -	Bus. POTS		<b>r</b>
	×	Voice Grade	Dispatched		[
	UNE Subloops – Data	UNE Subloops -	Diagnostic Only Retail xDSL		
	-	Data	Diagnostic Only		
	UNE Ports	UNE Ports	DS1/ISDN PRI Diagnostic Only		
	EELS	EELS	DS1/ISDN PRI,		Deleted: XXXXXXXX
			DS3, VGPL/DS0 Diagnostic Only		Deleted: January 1, 2004

Florida Cookbook July 31, 2006

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# Embarg Performance Measurement Plan

	UNE Dedicated Transport UNE DS1/ISDN PRI UNE DS3 Interconnection Trunks Projects	UNE DS1/ISDN PRI UNE DS3 Interconnection Trunks Projects Diagnostic	DS1/ISDN PRI Diagnostic Only DS3 Diagnostic Only ILEC Dedicated Trunks Diagnostic Only Projects	Formatted: English (U.S.) Formatted: English (U.S.)
Business Rules	<ul><li>interval, and orders c</li><li>Excludes services wi</li></ul>	lelayed for custor th flexible due da ces, feature only	ates. orders are excluded fro	Deleted: 1
Notes –	None at this time.			Deleted: Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.

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Florida Cookbook July 31, 2006

# <u>Provisioning</u>

# Measure 9

Title: Coord	dinated Customer (	Conversion as	a Percentage C	Dn-Time		
Area	R	equirement D	escription			
Description	Measures the percenta	age of coordinated	cut overs CHC star	ted on time		
	where CLEC has requ	lested timed coord	lination.			
	* Note: "On time" m					
	hour. Orders started b					
	time if early arrival in					
Method of	[(Number of coordina					
Calculation	coordinated cut overs	completed in repo	orting period)] x 100	)		
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates					
Reported By	Residence, Business, and LNP conversions					
Geographic Level	Statewide					
Measurable						
Standards						
	Disaggregation Level	CLEC	Retail Comparison St Parity	<u>tandard</u> Benchmark		Deleted: Comparison Standard
	Resale					
	Res POTS	Res POTS		95% within 1 hour of planned time on		
				due date		
	Bus POTS	Bus POTS		95% within 1 hour of planned time on		
				due date		
	LNP	LNP		95% within 1 hour of planned time on		
				due date		
Business Rules	Excludes CLEC c	aused misses.				
	Excludes Loop Pr					Formatted: French (France)
	Applies to CLEC	requested coordin	ated cut overs only.			
Notes	• None at this time.					

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Florida Cookbook July 31, 2006

## Measure 11

Area	Requ					
<b>Description</b> Measures the percent of new, move and change orders where						
•	installation was not comp	leted by the due	date.			
Method of	[(Total Number of Missed			ons for New.	1	
Calculation	Move and Change Orders					
	Orders)] x 100					
Report Period	Monthly				-	
Report Structure	Individual CLEC, CLECs	in the aggregate	by ILEC and	ILEC		
Kepori Siruciure	Affiliates	s in the aggregate	, by ille, and	ILLC		
Reported By	By service group type and	d Field Work/No	Field Work as	appropriate		
Geographic Level	Statewide					
Measurable	Embarg is required to pro	vide a retail anal	og for this mea	surement	<b> </b>	Deleted: Sprint
Standards	<u>Embary</u> is required to pro		og for uns med	isurement.		
	Disaggregation Level	CLEC	Retail Comparison	<u>1 Standard</u>	1	
	Resale		v Parity	Benchmark		Deleted: Comparison Standard
	Res POTS	Res POTS	Res POTS	Delicimark	-	
	Bus POTS	Bus POTS	Bus POTS		1	
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX	_		
	PBX	PBX	PBX		-	
	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI		4	
	DS3	DS3	DS1/ISDN PKI		-	
	VGPL/DS0	VGPL/DS0	VGPL/DS0		-	
	UNBUNDLED NETWORK		.0.2200		1	
	ELEMENTS					
	UNE Loops				]	
	UNE Loops Non-Designed	UNE Loops	Bus. POTS			
		Non-Designed	Dispatched		4	
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0			
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL		-	
	Provisioned	Provisioned	Return XD SE			ſ
	UNE Subloops – Voice Grade	UNE Subloops –	Bus. POTS		1	][1
		Voice Grade	Dispatched		4	( [L
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL			
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	DSI/ISDN PRI.		-	, [1
		LEEG	DS3, VGPL/DS0			
	UNE Dedicated Transport				1	
	UNE DS1/ISDN PRI	UNE DS1/ISDN	DS1/ISDN PRI			
		PRI			4	
	UNE DS3 Interconnection Trunks	UNE DS3	DS3 ILEC Dedicated			-
	Interconnection Trunks	Trunks	Trunks			[1
Business Rules	Excludes customer rec			al offered and	1	
			, seyona merv	ai oriereu, allu	1	
	orders delayed for cus				1	
	All available due dates	s are reported, ex	cept those mis	sed due to		
	customer reasons.	• *	-			Deleted: XXXXXXXX
				1.1.0	1 /	Deleted: January 1, 2004
	For UNE Loop service	1 6 4	Deletedi January 1, 2004			

Florida Cookbook July 31, 2006

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# <u>Embarq</u> Performance Measurement Plan

	<ul><li>retail analog.</li><li>Excludes Loop Pre-Qualification queries.</li></ul>	
Notes	• <u>Embarq</u> will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.	Deleted: Sprint

Florida Cookbook July 31, 2006

### <u>Provisioning</u>

#### Measure 12

Area	Requ				
Description	Measures the percent of ne	ew, move and ch	ange orders m	issed due to	
	lack of facilities.				
	Note: Results also include	d in Measure "P	ercent Missed	Due Dates"	
Method of	[((Total New, Move and C	Change Orders M	lissed Due Dat	es Due to	
Calculation	Lack of Facilities) / (Total Orders))] x 100	hange			
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs Affiliates	in the aggregate	, by ILEC, and	ILEC	
Reported By	By service group type				
Geographic Level	Statewide				
Measurable Standards	Embarg is required to prov	vide a retail anal	og for this mea	surement.	Deleted: Sprint
	Disaggregation Level	CLEC	Retail Comparison	Standard	
	Resale		v Parity	Benchmark	Deleted: Comparison Standard¶
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI CENTREX	ISDN BRI CENTREX	ISDN BRI CENTREX		
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0 UNBUNDLED NETWORK ELEMENTS	VGPL/DS0	VGPL/DS0		
	UNE Loops				
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched		
	UNE Loops Designed UNE Loops - xDSL	UNE Loops Designed UNE Loops - xDSL	DDS, VGPL/DS0 Retail xDSL		
	Provisioned UNE Subloops – Voice Grade	Provisioned UNE Subloops -	Bus, POTS		
	UNE Subloops – Data	Data UNE Subloops -	Dispatched Retail xDSL		[[
		Data	DELIGENTER		
	UNE Ports EELS	UNE Ports EELS	DS1/ISDN PRI DS1/ISDN PRI, DS3, VGPL/DS0		<u> </u>
	UNE Dedicated Transport UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI		
	UNE DS3	UNE DS3	DS3		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		[]
Susiness Rules	All available due dates			sed due to	Formatted Table
	customer reasons.	· · · · · · · · · · · · · · · · · · ·			Deleted: XXXXXXXX
	Excludes customer req	uested due dates	s beyond the in	terval offered,	Deleted: January 1, 2004
					Inserted: XXXXXXXX

Florida Cookbook July 31, 2006

# Embarg Performance Measurement Plan

	<ul> <li>and orders delayed for customer reasons.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
Notes	• None at this time.

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Florida Cookbook July 31, 2006

### <u>Provisioning</u>

#### Measure 13

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

Area	Requirement Description					
Description	Measures the average	e calendar days fro	m due date to comp	letion date	1	
-	on company missed	orders due to lack of	of ILEC facilities.		1	
Method of	Sum ((Completion I	FC	1			
Calculation	facilities) – (Commi					
Culculation						
	of ILEC facilities))	•	's Missed due to lac	CK OF ILEC		
	Facilities in the Rep	orting Period)				
Report Period	Monthly					
Report Structure	Individual CLEC, C	LECs in the aggreg	ate, by ILEC, and I	LEC	]	
1	Affiliates					
Reported By						
Керопеи Бу		• •	21.00 1 1	1 . 00		
		y 1-30 calendar day	s, 31-90 calendar d	lays and $>90$		
	calendar days					
Geographic Level	Statewide					
Measurable	Embarg is required	to provide a retail a	nalog for this measured	urement.		Deleted: Sprint
Standards	**************************************		······································			
	Disaggregation Level	CLEC	Retail Comparison Sta	ndard		Deleted: Comparison Standard
	Resale					¶
			Parity	Benchmark	1 ~	
	Res POTS Bus POTS	Res POTS Bus POTS	Res POTS Bus POTS		4	
	ISDN BRI	ISDN BRI	ISDN BRI		4	
	CENTREX	CENTREX	CENTREX		1	
	PBX	PBX	PBX		1	
	DDS	DDS	DDS		]	
	DS1/ISDN PRI	D\$1/ISDN PRI	DS1/ISDN PRI		4	
	DS3 VGPL/DS0	DS3 VGPL/DS0	DS3 VGPL/DS0		4	
	UNBUNDLED	VOLDSU	VGFL/DS0		1	
	NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non- Designed	UNE Loops - Non- Designed	Bus. POTS Dispatched			
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0		1	
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL		1	
	Provisioned	Provisioned			f	
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched			[2
	Subloops – Data	Subloops – Data	Retail xDSL	+	1 2	
·	UNE Ports	UNE Ports	DS1/ISDN PRI		•••••	
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0		] (	[2
	UNE Dedicated Transport					
	UNE DS1/ISDN	UNE DS1/ISDN PRI	DS1/ISDN PRI			
	PRI UNE DS3	UNE DS3	DS3	+		[2
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		1 }	Deleted: XXXXXXXX
Business Rules	Excludes Loop H	Pre-Qualification qu	ieries.		1 //	Deleted: January 1, 2004
		<u> </u>			∎ //≻	· · · · · · · · · · · · · · · · · · ·

Florida Cookbook July 31, 2006

	Embarg Performance Measurement Plan	
1 a.		
Notes	• None at this time.	

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Florida Cookbook July 31, 2006

#### <u>Provisioning</u>

#### Measure 14

	Order Interval				-	
Area	Requirement Description					
Description	Measures the time period					
	original due dates for all I					
Method of	Sum((Reporting Period Cl					
Calculation	(Number of Orders Pendir	ng and Past the C				
	Note: For all orders pendi	ng and past the c	ommitted due	date.		
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	in the aggregate	, by ILEC, and	ILEC	1	
1	Affiliates		· • ·			
Reported By	By service group type				-	
Geographic Level	Statewide					
Measurable	Embarg is required to prov	vide a retail anal	og for this mea	surement	De	leted: Sprint
Standards	-moard is required to pro-					op.an
Stuntuurus	Disaggregation Level	CLEC	Retail Comparison	Standard	-	
			v		De	eted: Comparison Standard¶
	Resale Res POTS	Res POTS	Parity Res POTS	Benchmark		
	Bus POTS	Bus POTS	Bus POTS		-	
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX		_	
	PBX	PBX	PBX			
	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI		_	
	DS3	DS1/ISDIVI KI	DS1/ISD/VTRI		-	
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK					
	ELEMENTS UNE Loops			· · · · ·		
	UNE Loops Non-Designed	UNE Loops	Bus. POTS			
		Non-Designed	Dispatched			
	UNE Loops Designed	UNE Loops	DDS and			
	UNE Loops - xDSL	Designed UNE Loops - xDSL	VGPL/DS0 Retail xDSL	1	-	
-	Provisioned	Provisioned				· · · · · · · · · · · · · · · · · · ·
1	UNE Subloops – Voice Grade	UNE Subloops –	Bus. POTS			
	UNE Subloops – Data	Voice Grade UNE Subloops –	Dispatched Retail xDSL	+	-	<u>,</u>
-	A.	Data				
	UNE Ports	UNE Ports	DSI/ISDN PRI			[25
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0			
	UNE Dedicated Transport		D35, VOLL/D30		-	
	UNE DS1/ISDN PRI	UNE DS1/ISDN	DS1/ISDN PRI			
		PRI	DS3			
<b>.</b>	UNE DS3	UNE DS3	ILEC Dedicated	+		
	satereouncerton reality	Trunks	Trunks			
Business Rules	Excludes customer cau	used misses.				
			es.		De	eleted: Sprint
Notes	Embarg will provide d		Missed Appo	intment		eleted: XXXXXXXX eleted: January 1, 2004
110105	- <u>Elibert</u> win provide u	isaggregation by	, missed Appo	muncht		serted: XXXXXXXX

Florida Cookbook July 31, 2006

	Reason codes as diagnostic data upon raw data request.
•	For UNE Loop services, feature only orders are excluded from the
	retail analog.

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Florida Cookbook July 31, 2006

33

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### **Provisioning**

#### Measure 15

Title:	Provisioning Trouble Reports Prior to Service Order
	Completion

Area	Requ				
Description	Measures the percent of tr indirectly by CLEC) that				
Method of	[(Total number of trouble	e of service			
Calculation	order creation, up to and i completion) / (Total Num period)] x 100.				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs				
Reported By	• By Resale, UNE Loop Grade, and LNP				
	By Affecting Service	_			
Geographic Level	Statewide				
Measurable	Embarg is required to pro-	vide a retail ana	log for this mea	surement.	Deleted: Sprint
Standards	Disaggregation Level	CLEC	Retail Comparison	Standard	-
			τ		Deleted: Comparison Standard¶
	Resale ResPOTS, Bus POTS UNBUNDLED NETWORK ELEMENTS	Res POTS, Bus POTS	Parity Res POTS, Bus POTS	Benchmark	
	UNE Loops				-
	UNE Loops Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	UNE Subloops - Voice Grade	UNE Subloops – Voice Grade	B1 Dispatch Non- Designed		
	UNE Subloops – Voice Grade	UNE Subloops -			-
Business Rules	-	UNE Subloops – Voice Grade LNP C/IXC/CLEC c reports. ports (circuit re	Designed LNP aused troubles ports for which 2	ILEC has no	- - -

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Florida Cookbook July 31, 2006

#### **Provisioning**

#### Measure 17a

Area	Requ	lirement Des	cription			
Description	Measures the percent of r			eceived		
	within 5 calendar days of		•			
Method of	[(Total Number of Custor			in 5 calendar		
Calculation	days of service order com					
Curcinanon	change completed orders					
Report Period	Monthly	<u></u>				
	Individual CLEC, CLECs in	n the aggregate II	EC and ILEC Aff	iliates		
Report Structure		i uic agglegate, IL				
Reported By	By service group type					
Geographic Level	Statewide					······
Measurable	Embarg is required to pro	vide a retail anal	og for this measu	rement.		Deleted: Sprint
Standards						
	Disaggregation Level	CLEC	Retail Comparison St	tandard		
	Resale		V. Parity	Benchmark		Deleted: Comparison Standard¶
	Res POTS	Res POTS	Res POTS	4.		Formatted Table
	Bus POTS	Bus POTS	Bus POTS			······
	ISDN BRI	ISDN BRI	ISDN BRI	ļ		
	CENTREX PBX	CENTREX PBX	CENTREX PBX	<u> </u>		
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK					
	ELEMENTS UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed	<u>Res. and</u> Bus. POTS			Deleted: Dispatched
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0			
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL			······
	UNE Subloops – Voice Grade	UNE Subloops -	Res and Bus. POTS,			[ [2
	UNE Subloops – Data	Voice Grade UNE Subloops -	Retail xDSL			Deleted: Dispatched
	-	Data				
	UNE Ports	UNE Ports	DS1/ISDN PRI	I		
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0			<u></u>
	UNE Dedicated Transport	· · · · · · · · · · · · · · · · · · ·	VOLUD30			
	UNE DS1/ISDN PRI	UNE D\$1/ISDN	DS1/ISDN PRI			
		PRI	<u> </u>	ļ		
	UNE DS3	UNE DS3	DS3 LNP			1
<b>D</b> ' <b>D</b> '		LNP		<b>1</b>	· · · · ·	
Business Rules	Excludes CPE and IE				· · ·	Formatted Table
	<ul> <li>Excludes troubles ass</li> </ul>					
	Excludes Trouble Rep	ports Received or	n the Due Date (v	which instead		
	are reported in Measu					
	-					
	• Excludes Subsequent			EG1		Deleted: XXXXXXXX
	Excludes Message Re	ports (circuit rep	orts for which IL	EC has no	1	Deleted: January 1, 2004
	records).				- 17	Inserted: XXXXXXX

Florida Cookbook July 31, 2006

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	<ul> <li>Excludes ILEC employee generated reports.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>	
Notes	• <u>Embarq</u> will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	Deleted: Sprint

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Florida Cookbook July 31, 2006

#### **Provisioning**

#### Measure 18

Area	Require	ement Desc	cription			
Description	Measures the average time pe completed order.	er order to issu	e notification	to CLEC of a		
Method of Calculation	All Electronic: <u>Sum((Date and Time of Elect</u> (Date and Time of Work Con Electronically)	•		· · ·		
	Electronic/Manual Mix: [(Number of Manual Orders Completion Notification to C Completion < = 24)/ (Number	LEC)- (Date	and Time of W	<u>ork</u>	{	Deleted:
Report Period Report Structure	Manual Intervention)] X 100 Monthly Individual CLEC, CLECs in		<b>Deleted:</b> [((Date and Time of Electronic Completion Notification to CLEC) – (Date and Time of Work Completion))/(Number of Orders			
Reported By Geographic Level	Electronic and Electronic/Ma Statewide					Completed That Required Manual Intervention)]x 100
Measurable Standards		LEC	Retail Comparison	1. Standard	4	
		Completion Notice	Y Parity	Benchmark 20 minutes 95% within 24 hrs		Deleted: Comparison Standard¶
Business Rules	<ul> <li>24-hour clock is used to measure interval for electronic/manual process.</li> <li>For fully electronic completions that occur after 11pm (Eastern), the interval will start at 8am (Eastern) the next business day.</li> <li>Excludes weekends and ILEC published holidays<sub>1</sub></li> <li>Excludes Loop Pre-Qualification queries<sub>1</sub></li> </ul>					
Notes	Embarg will track fall ou		<u> </u>	· · ·	1	Deleted: Sprint

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-{	Inserted: XXXXXXXX

Florida Cookbook July 31, 2006

### <u>Maintenance</u>

#### Measure 19

Area	Re	quirement D	escription		1	
Description	Measures the total nun	<u> </u>		reports		
, and the second s	received within a caler					
Method of					-{	
Calculation / (Number of access lines/circuits/UNEs in service at the end of the						
	reporting period)] x 10	0				
eport Period	Monthly					
eport Structure	Individual CLEC, CLE	ECs in the aggreg	ate, ILEC, and II	EC Affiliates		
eported By	By service group type		,		-	
				1. <b>1.</b> 1.	-	
eographic Level	Statewide				_	
leasurable	Embarg is required to	provide a retail a	nalog for this me	asurement.		Deleted: Sprint
tandards						
	Disaggregation Level	CLEC	Retail Comparison St	tandard,		Deleted: Comparison Standard¶
						(
	Resale Res POTS	Res POTS	Parity Res POTS	Benchmark	-	
	Bus POTS	Bus POTS	Bus POTS		-	
	ISDN BRI	ISDN BRI	ISDN BRI		1	
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI DS3	DS1/ISDN PRI		-	
	DS3 VGPL/DS0	VGPL/DS0	DS3 VGPL/DS0		-	
	UNBUNDLED NETWORK	VOLUD30	VULLIDSV		-	
	ELEMENTS					
	UNE Loops					
	UNE Loops Non- Designed	UNE Loops Non-Designed	Res and Bus. POTS			Deleted: Bus. POTS Dispatched
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0		1	
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		]	
	Line Sharing	Line Sharing	Retail xDSL			
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTS			Deleted: Bus. POTS Dispatched
	UNE Subloops – Data	UNE Subloops -	Retail xDSL		-	
	UNE Ports	Data UNE Ports	DSI/ISDN PRI			- 1
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0		1	[
	UNE Dedicated Transport					
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI			
	UNE DS3	UNE DS3	DS3			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunk	(S		

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Florida Cookbook July 31, 2006

Business Rules	<ul> <li>Excludes CPE and IEC/IXC/CLEC caused troubles.</li> <li>Excludes Subsequent reports.</li> </ul>	
	<ul> <li>Excludes Message Reports (circuit reports for which ILEC has no records).</li> <li>Excludes ILEC employee generated reports.</li> </ul>	
Notes	• <u>Embarq</u> will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	Deleted: Sprint

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Florida Cookbook July 31, 2006

#### <u>Maintenance</u>

#### Measure 20

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

Area		uirement Des			
Description	Measures the percent of time.	trouble reports no	t cleared by the	commitment	
Method of	[(Total network trouble r	eports not cleared	by the commitr	nent time for	
Calculation	ILEC reasons) / (Total ne				
Report Period	Monthly				
Report Structure	Individual CLEC, CLEC	s in the aggregate	, ILEC, and ILE	C Affiliates	
Reported By	By service group type		·		
Geographic Level	By dispatch and no d     Statewide				
Measurable	Embarg is required to pro	vide a retail anal	og for this meas	urement	Deleted: Sprint
Standards			og for tills meds	urement.	Deneteen Sprint
Stuttudi us	Disaggregation Level	CLEC	Retail Comparison S	standard.	
					Deleted: Comparison Standard¶
	Resale Res POTS	Res POTS	Parity Res POTS	Benchmark	
	Bus POTS	Bus POTS	Bus POTS	T	Formatted Table
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX		
	PBX DDS	PBX DDS	PBX DDS		
	DS1/ISDN PRI	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI		
	DS3	DS3/ISD/VFRI	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK				
	ELEMENTS				
	UNE Loops UNE Loops Non-Designed	UNE Loops	Res and Bus. POTS		
		Non-Designed			Deleted: Dispatched
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0		
	UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops - Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTS		Deleted: Dispatched
•	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL		
	UNE Ports	UNE Ports	DS1/ISDN PRI		
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL /DS0		[ [32]
	UNE Dedicated Transport		200, 1012/200		
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI		
	UNE DS3	UNE DS3	DS3		
	Interconnection Trunks	Interconnection	ILEC Dedicated		[33]
	LNP	Trunks LNP	Trunks LNP		<u></u>
Business Rules	Excludes CPE and IE				
	Excludes Subsequent				Deleted: XXXXXXXX
	Excludes Message Re	eports (circuit repo	orts which ILEC	has no	Deleted: January 1, 2004
	records on).				Inserted: XXXXXXX

Florida Cookbook July 31, 2006

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	•	Excludes ILEC employee generated reports.	
	•	Excludes customer caused misses.	
	•	Includes LNP NXX Code Opening Troubles.	
Notes	•	Embarg will provide disaggregation by Maintenance Disposition	 Deleted: Sprint
		codes as diagnostic data upon a request for raw data.	

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Florida Cookbook July 31, 2006

### <u>Maintenance</u>

#### Measure 21

Area	Requ	irement Des	cription			
Description	Measures the average duration of customer trouble reports from the					
	receipt of the customer tro					
Method of	(Total duration of custome				-1	
5		er network troub	ie reports) / (10ta	al customer		
Calculation	network trouble reports)					
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	in the aggregate	, ILEC, and ILEC	C Affiliates		
Reported By	By service group type		·			
in Direction Di						
~		spatch			_	
Geographic Level	Statewide					
Measurable	Embarg is required to pro-	vide a retail anal	og for this measu	irement.		<b>Deleted:</b> Sprint
Standards						
	Disaggregation Level	CLEC	Retail Comparison S	tandard	-1	
			۲			Deleted: Comparison Standard¶
	Resale Res POTS	Res POTS	Parity Res POTS	Benchmark	_	
	Bus POTS	Bus POTS	Bus POTS			Formatted Table
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX	1		
	PBX	PBX	PBX		-	
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	-		
	DS3	DS3	DS3		-	
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops	Res and Bus. POTS			Deleted: Dispatched
	UNE Loops Designed	Non-Designed UNE Loops	DDS and VGPL/DS0		_	<u></u>
	UNE Loops Designed	Designed	DDS and VOPL/DS0			
	UNE Loops - XDSL	UNE Loops - xDSL	Retail xDSL		1	
	Provisioned	Provisioned				
	Line Sharing	Line Sharing	Retail xDSL		_	
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Res and Bus. POTS		····	Deleted: Dispatched
	UNE Subloops – Data	UNE Subloops -	Retail xDSL			
	1	Data				
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/ DS0			(
	UNE Dedicated Transport					
	UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI			
	UNE DS3	UNE DS3	DS3	1	-1	
	Interconnection Trunks	Interconnection	ILEC Dedicated		••••	·]
			Trunks	1		
	LNP	Trunks	Trunks			

ļ	Deleted: XXXXXXXX	
)	Deleted: January 1, 2004	
.{	Inserted: XXXXXXXX	

Florida Cookbook July 31, 2006

Business Rules	<ul> <li>Excludes CPE and IEC/IXC/CLEC caused troubles.</li> <li>Excludes Subsequent reports.</li> <li>Excludes Message Reports (circuit reports which ILEC has no records on).</li> <li>Excludes ILEC employee generated reports.</li> <li>Includes LNP NXX Code Opening troubles.</li> <li>Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.</li> </ul>	
Notes	Embarg will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	Deleted: Sprint

ł	Deleted: XXXXXXXX
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Florida Cookbook July 31, 2006

#### <u>Maintenance</u>

#### Measure 22

Area		uirement Des				
Description	Measures the percent of	POTS out-of-serv	vice trouble report	rts cleared in		
	less than 24 hours.				1	
Method of	[(Total number of out of					
Calculation	24 hours) / (Total number	er of out of servic	e network troubl	es reported)]		
	x 100					
	Note: For non-designed	services only				
Report Period	Monthly	services entry		_	1	
Report Structure	Individual CLEC, CLEC	s in the aggregat	e, ILEC, and ILE	C Affiliates	1	
Reported By	By POTS Residence and				1	
	Designed, and UNE Sub				1	
Geographic Level	Statewide					
Measurable	Embarg is required to pr	ovide a retail ana	log for this meas	urement.		Deleted: Sprint
Standards						
	Disaggregation Level	CLEC	Retail Comparison	Standard		Deleted: Comparison Standard¶
	Resale	P. DOTO D.	Parity Description	Benchmark	_	
	Res. POTS, Bus POTS	Res POTS, Bus POTS	Res POTS, Bus POTS			Formatted Table
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops UNE Loops Non-Designed	UNE Loops	Res and Bus. POTS,		-	Deleted:
	UNE Subloops - Voice Grade	Non-Designed UNE Subloops -	Res and Bus. POTS			Inserted: Res and
		Voice Grade				Deleted: Dispatched
Business Rules	<ul> <li>Residential and Business POTS only.</li> </ul>					Deleted: Dispatched
	Excludes no access.					
	<ul> <li>Interval for tickets re</li> </ul>					
	holiday begins no lat					
	<ul> <li>Excludes CPE and IEC/IXC/CLEC caused troubles.</li> </ul>					
	• Excludes Subsequent reports.					
	• Excludes Message Reports (circuit reports for which ILEC has no					
	records).					
	• Excludes ILEC employee generated reports.					
	• Excludes out of service tickets when the customer requests a commitment more than 24 hours from the time the trouble is					
	reported.					
Notes	Embarg will provide disaggregation by Maintenance Disposition					Deleted: Sprint
1,0100	codes as diagnostic data upon a request for raw data.					
						Deleted: XXXXXXXX
					2	Deleted: January 1, 2004
					1	Inserted: XXXXXXXX

Florida Cookbook July 31, 2006

#### <u>Maintenance</u>

#### Measure 23

Area Description	Requi					
cscription	Measures the percent of cu	stomer network	trouble reports re	ceived		
	within 30 calendar days of	a previous repor	t.			
Iethod of	[(Total customer network t	calendar				
Calculation	days of a previous custome	er report) / (Tota	l customer netwo	rk trouble		
acculation	reports)] x 100					
Denied	Monthly					
Report Period	Individual CLEC, CLECs	in the aggregate	ILEC and ILEC	Affiliates		
Report Structure		In the appregate.	TEEO, und TEEO			
Reported By	By service group type					
Geographic Level	Statewide	11 111	. C this monor	romant	. d	Deleted: Sprint
Ieasurable	Embarg is required to prov	ide a retail analo	og for this measu	rement.		Deleted. Spink
Standards			D ( H C Store Store St		ſ	
	Disaggregation Level	CLEC	Retail Comparison St	anoaru	1	Deleted: Comparison Standard
	Resale		Parity I	Benchmark	,	
	Res POTS	Res POTS	Res POTS	<b>_</b>	•••••••{	Formatted Table
	Bus POTS	Bus POTS ISDN BRI	Bus POTS ISDN BRI			
	ISDN BRI CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PR1	<u> </u>		
	DS3	DS3 VGPL/DS0	DS3 VGPL/DS0			
	VGPL/DS0 UNBUNDLED NETWORK ELEMENTS	VGPL/DS0	VGFL/D30			
	UNE Loops		-	<u> </u>		
	UNE Loops Non-Designed	UNE Loops Non-Designed UNE Loops	Res and Bus. POTS			Deleted: Dispatched
	UNE Loops Designed	Designed UNE Loops - xDSL	Retail xDSL			
	UNE Loops - xDSL Provisioned	Provisioned	Retail XDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	UNE Subloops – Voice Grade	UNE Subloops –	Res and Bus. POTS			Deleted: Dispatche
	UNE Subloops – Data	Voice Grade UNE Subloops – Data	Retail xDSL			Deleted: d
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0			L
	UNE Dedicated Transport UNE DS1/ISDN PRI	UNE DS1/ISDN PRI	DS1/ISDN PRI			
	UNE DS3	UNE DS3	DS3			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
	LNP	LNP	LNP			Formatted Table
<b>Business Rules</b>	Excludes CPE and IEC					
	• Excludes troubles associated with inside wiring.					
	<ul> <li>Excludes violates discontrate with interest of the second s</li></ul>					Deleted: XXXXXXXX
	<ul> <li>Excludes Message Re</li> </ul>				j.	Deleted: January 1, 2004
	Excludes ILEC emplo		norte		-b	Inserted: XXXXXXXX

Florida Cookbook July 31, 2006

# Embarg Performance Measurement Plan

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

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Florida Cookbook July 31, 2006

46

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#### Measure 24

Title: Perc	cent Blocking on Cor	nmon Trunk	S		_
Area	Red				
Description	Measures the total percer transport trunk groups ex	tage of blockage	across all cor	nmon and shared	
	Note: Includes list of trur	iks exceeding 1%	benchmark		
Method of	[(Total blocked calls acro				1
Calculation	groups)/(Total call attemptions)/(Total call attemption) trunk groups)] x 100	ots count across a	all common ar	nd shared transport	
Report Period	Monthly				]
Report Structure	Reported by common/shared transport trunk group State				
Reported By					
Geographic Level	Statewide	Statewide			
Measurable					
Standards				· · ·	
	Disaggregation Level	CLEC	Retail Comparis Parity	<u>on Standard</u> Benchmark	Deleted Constant
	State	Common Trunk Group	F	No more than 1%	Deleted: Comparison Standard
Business Rules	• Exclude 911 trunks er	-	-		-
	<ul> <li>Excludes the maintenance window (12am local time to 6am local time.</li> <li>Internal traffic data collection procedures exclude force majeure (Acts</li> </ul>				Deleted: r
	of God, Natural Disas				
	Measured by:     Total trunk group				
	<ul> <li>Total trunk group</li> <li>Percent Blocking</li> </ul>	5			
Notes	Common trunk group     is one result for both			ers, therefore, there	

Florida Cookbook July 31, 2006

### Network Performance

#### Measure 25

Title: Perce	ent Blocking on Int	erconnection T	Trunks				
Area	R						
Description	Measures the total pe interconnection trunk	ted					
Method of Calculation	[(Total blocked calls groups per CLEC)/(T interconnection trunk						
Report Period	Monthly	gloups per errer)					
Report Structure	Individual CLEC, CI	ECs in the aggrega	te, and ILEC	Affiliates			
Reported By	State						
Geographic Level Measurable Standards	Statewide						
Sturiuurus	Disaggregation Level	CLEC	Retail Compa	rison Standard	Deleted: Comparison Standard¶		
	State	Interconnection Trunks	Parity	Benchmark No more than 1% blockage			
Business Rules		force majeur <u>e</u> ne to 6am local entation control <u>.</u>	Formatted Table				
Notes	Measured by:     Total trunk gr     Threshold exc     ILEC end off	<ul> <li>Does not apply when trunks are provisioned as two-way trunks.</li> <li>Measured by: <ul> <li>Total trunk groups</li> <li>Threshold exceptions</li> <li>ILEC end office to CLEC end office</li> </ul> </li> </ul>					

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Florida Cookbook July 31, 2006

#### Network Performance

#### Measure 26

Title: NXX	Loaded by LER	G Effective Da	te		-		
Area		Requirement D					
Description	Measures the numb 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	Monthly					
Report Structure	Individual CLEC, C and by ILEC Affilia		gate, by ILEC (if a	analog applies)			
Reported By	Reported for all NX	X codes scheduled	to be loaded in re	porting period	1		
Geographic Level	Statewide				1		
Measurable Standards	Embarg is required	to provide a retail a	nalog for this me	asurement.		Deleted: Sprint	
	Disaggregation Level	CLEC CLEC NXXs loaded	Retail Comparison S: Parity ILEC NXXs loaded	Benchmark		Deleted: Comparison Standard¶	
Business Rules	<ul> <li>Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 calendar days).</li> <li>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.</li> </ul>						
Notes	NXX loading proce verification of trans			· · · · · · · · · · · · · · · · · · ·		Deleted: 1	

Florida Cookbook July 31, 2006

### <u>Billing</u>

#### Measure 28

Title: Usage	e Timeliness					
Area	Requ	irement De	scription			
Description	This measure captures the	elapsed time b	etween the recor	ding of usage		
•	data generated either by C	LEC retail cust	tomers or access	usage		
	associated with CLEC cus	tomers and the	time when the d	lata set, in a		
	compliant format, is availa	able for transm	ission to the CLI	EC.		
Method of	[(Count of all messages a					
Calculation	messages available for tran	nsmission in re	porting period)]	x 100		
Report Period	Monthly					
Report Structure	Individual CLECs, CLECs	s in the aggrega	ate, by ILEC (if a	analog		
	applies) and by ILEC Affi	liates				
Reported By	Resale					
	• UNE					
	<ul> <li>Jointly provided switch billing)</li> </ul>	hed access (ass	ociated with me	et point		
Geographic Level	Statewide					
Measurable	Embarg is required to prov	vide a retail and	alog for certain l	evels of		Deleted: Sprint
Standards	disaggregation for this me		nog for certain i			
Stantaaras	Disaggregation Level CLEC Retail Comparison Standard					
			v Parity	Benchmark		Deleted: Comparison Standard
	Resale	CLEC End user	Embarg End user	Benchmark		Deleted: Sprint
	UNE – Unbundled Network Element	messages CLEC billing	messages Embarg End user			
		messages	messages			Deleted: Sprint
	Access (Associated with Meet Point Billing Only)	CLEC access billing messages		95% within 5 days •		Formatted Table
<b>Business Rules</b>	• The reporting period u		endar month (ba	sed upon the		
	message process date).					
	Only Automated Mess					
	Embarg LTD are inclu		Deleted: Sprint			
	Connecting Company	mpanies are				
	excluded.					
	• 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		is that remain co	onnected		
	through two successive					
Notes	• This measurement assu					
	CLECs. If the CLECs					
	measurement still appl					
	however the actual tim					
	will vary depending up					
	transmissions (e.g. wee			es for CLECs		Deleted: XXXXXXX
	who receive copies of	ineir messages.	·		/	
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Florida Cookbook July 31, 2006

Measure 30

<u>Billing</u>

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Area	Re						
Description	This measure captures the scheduled close of availability of the asso						
Method of Calculation	[(Count of Invoices w) date is less than or equ within the Reporting F						
Report Period	Monthly				-		
Report Structure	Individual CLEC, CLI	ECs in the aggrega	te, and by ILI	EC Affiliates	_		
Reported By	<ul> <li>Resale</li> <li>UNE</li> <li>Facilities/Intercom</li> </ul>						
Geographic Level	Statewide						
Measurable Standards					_		
	Disaggregation Level	CLEC	Retail Compa	rison Standard	Deleterate Commission Standards		
			Parity	Benchmark	Deleted: Comparison Standard		
	Resale	CLEC Invoices		99% within 10 calendar days			
	UNE	CLEC Invoices		99% within 10 calendar days 99% within 10	-		
	Facilities/Interconnection						
Business Rules	<ul> <li>Includes only mec</li> <li>Excludes paper bil diskette bill.</li> </ul>						
Notes	None at this time.						

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Florida Cookbook July 31, 2006

#### <u>Billing</u>

#### Measure 31

Title: Usag	e Completeness				_	
Area	Re	quirement Des	cription			
Description	Measures the percentage *Correct bill = next av	ge of usage charges		e correct bill.		
Method of Calculation	[(Count of usage charge billing days) / (Total co					
Report Period	Monthly	Juin of usage charge	100	1		
Report Structure	Individual CLEC, CLE and by ILEC Affiliates		e, by ILEC (if ar	nalog applies)		
Reported By	<ul> <li>Resale</li> <li>UNE</li> <li>Facilities/Interconr</li> </ul>					
Geographic Level	Statewide					
Measurable	Embarg is required to		og for certain le	evels of		Deleted: Sprint
Standards	disaggregation for this measurement.					
	Disaggregation Level	CLEC	<u>Retail Comparison</u> v Parity	<u>Standard</u> Benchmark		Deleted: Comparison Standard¶
	Resale	IntraLATA toll messages sent-paid	Embarg IntraLATA toll messages sent-paid			Deleted: Sprint
	UNE	Minutes of use		95% complete	1	
Business Rules	Facilities/Interconnection     Excludes summarized	Minutes of use		95% complete	1	
	<ul> <li>Billing dataset will period and process billing month.</li> <li>Resale long duration does not accurately recorded. Long dur connected through</li> <li>Excludes usage recorded.</li> </ul>		Deleted: Sprint			
	and sent to Embarg			ac) companies		Deleted: Sprint
Notes	None at this time.	<u>۲</u>			1	
110100	- Hone at this time.				1	

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### <u>Billing</u>

#### Measure 32

Area	Re	Requirement Description							
Description	Measures the percenta	ge of fractional rec	urring charges a	ppearing on	1				
-	the correct bill.								
	* Correct bill = next av								
Method of		[(Count of fractional recurring charges that are on the correct bill*) /							
Calculation	(Total count of fraction	nal recurring charg	es that are on th	e bill)] x 100					
Report Period	Monthly								
Report Structure	Individual CLEC, CLI and by ILEC Affiliates		e, by ILEC (if a	nalog applies)					
Reported By	<ul><li>Resale</li><li>UNE</li></ul>								
	Facilities/Intercont								
Geographic Level	Statewide								
Measurable	Embarg is required to	provide a retail ana	log for certain l	levels of	Deleted: Sprint				
Standards	disaggregation for this								
	Disaggregation Level	CLEC	Retail Compariso	n Standard	Deleted: Comparison Standard¶				
			Parity	Benchmark	4				
	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	<ul> <li>Billing dataset will period and process billing month.</li> <li>Excludes late charge</li> </ul>								
	Embarg makes its	Deleted: Sprint							
Notes	None at this time.				↓ · · · · · · · · · · · · · · · · · · ·				

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Florida Cookbook July 31, 2006

#### <u>Billing</u>

#### Measure 33

Title: Non-	Recurring Charge Co	ompleteness			_	
Area	Req	uirement Desc				
Description	Measures the percentage correct bill. * Correct bill = next ava	_	ring on the			
Method of	[(Count of non-recurring	0	· ·	1		
Calculation	count of non-recurring c	harges that are on	the bill)] x 100	0	4	
Report Period	Monthly	<u></u>				
Report Structure	Individual CLEC, CLEC and by ILEC Affiliates	Cs in the aggregate	nalog applies)			
Reported By	<ul><li>Resale</li><li>UNE</li></ul>					
	Facilities/Interconne	ection			4	
Geographic Level	Statewide				4	
Measurable	Embarg is required to pr		og for certain	levels of	********	Deleted: Sprint
Standards	disaggregation for this r				4	
	Disaggregation Level	CLEC	Retail Compariso	<u>n Standard</u> Benchmark		Deleted: Comparison Standard¶
	Resale	Total number of non-recurring OCCs	Total number of non-recurring OCCs	Bencumark		
	UNE	% of charges on correct bill		90% complete	]	
	Facilities/Interconnection	% of charges on correct bill		90% complete		
Business Rules	<ul> <li>Billing dataset will be period and processed billing month.</li> <li>Excludes late charge Embarg makes its cl</li> </ul>	d within 3 calendar	days of the en	nd of the		Deleted: Sprint
Notes	None at this time.					·
	the at the time				<b>.</b> .	

Florida Cookbook July 31, 2006

### <u>Billing</u>

#### Measure 34

Title: Bill A	Accuracy				
Area	Requ				
Description	Measures the percentage				
-	correcting service orders				
Method of	(Total monies billed with				
Calculation	average) / (Total monies	billed on a rolling	six month aver	rage) x 100	
Report Period	Monthly				
Report Structure	Individual CLEC, CLEC and by ILEC Affiliates	s in the aggregate	, by ILEC (if an	alog applies)	
Reported By	<ul> <li>Resale <ul> <li>Usage</li> <li>Recurring Charge</li> <li>Non-Recurring C</li> </ul> </li> <li>UNE <ul> <li>Usage</li> <li>Recurring Charge</li> <li>Non-Recurring C</li> </ul> </li> <li>Facilities/Interconnec <ul> <li>Usage</li> <li>Recurring Charge</li> <li>Recurring Charge</li> <li>Non-Recurring C</li> </ul> </li> </ul>				
Geographic Level	Statewide			•···	Formatted Table
Measurable	Embarg is required to pro	ovide a retail anal	og for certain le	evels of	Deleted: Sprint
Standards	disaggregation for this m				
	Disaggregation Level	CLEC	Retail Comparison	Standard	
	Resale		v Parity	Benchmark	Deleted: Comparison Standard¶
	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	Tetel D - 11 1-11 - 1		TPD	
*	Usage	Total Dollars billed and adjustments for usage		TBD ← Diagnostic Only	Formatted Table
	Recurring Charge	Total Dollars billed		92%	Deleted: XXXXXXX
		and adjustments for recurring		Diagnostic Only	Deleted: January 1, 2004
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# Embarq Performance Measurement Plan

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	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring	95% Diagnostic Only
	Facilities/Interconnection		
	Usage	Total Dollars billed and adjustments for usage	92% Diagnostic Only
	Recurring Charges	Total Dollars billed and adjustments for recurring	TBD Diagnostic Only
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring	TBD • ····· Diagnostic Only
Business Rules	recurring charges refunds of deposit	ctable status accounts, restora billed in installments, non-re s, transfer of payments or ba es, and surcharges.	gulated charges,
	<b>U</b>	ents issued for reasons not re	lated to bill accuracy.
Notes	None at this time.		

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Florida Cookbook July 31, 2006

E	<u>mbarq</u> Performa	nce Measurem	ent Plan			Deleted: Sprint
, Database Upda Title: Perc	a <u>tes</u> cent Database Accu	racv	N	Aeasure 38		Deleted:       Database Updates       Measure         37¶       ¶         ¶       Title:       . Database Update Timeliness ¶         Area       [] [38]
Area		equirement Des	cription		]	
Description	The percentage of E91			by Embarg in		Deleted: Sprint
Description	error. The data require					Formatted Table
	the CLEC. The CLEC	will provide the num	ber of records t	transmitted and		
	the errors found. Emb					Deleted: Sprint
	to validate that the reco					Deleted: Sprint
	is completed without e					
	reflects the activity spe		ibmitted by the	CLEC.		
	•E911 Databases.					Formatted: Indent: Left: 0.25", Bulleted + Level: 1 + Aligned at: 0
Method of	[(Count of Updates Co	1	+ Tab after: 0.25" + Indent at: 0.25"			
Calculation	Completed)]x 100		Deleted: 1			
Report Period		Monthly Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies)				
Report Structure	and by ILEC Affiliates		by ILEC (II an	alog applies)		
Reported By	For E911 Database:	<u></u>			-	
Керопеч Бу		generated updates				
	<ul> <li>Direct gateway</li> </ul>	· •			•	Formatted: Indent: Left: 0.25",
Geographic Level	Statewide	11,0 40,0	<u> </u>			Bulleted + Level: 1 + Aligned at: 0" + Tab after: 0.25" + Indent at:
Measurable	Embarg is required to		-+ rab after: 0.25 + mdent at: 0.25"			
Standards	*		<u></u>			Deleted: ¶
	Disaggregation Level	CLEC	Retail Compariso	n Standard		For DA/Listings: Service Order generated updates
			v. Parity	Benchmark	- <u> </u>	Deleted: Sprint
	E911 Service Order	Number Updates	Number Updates		1	Deleted: Comparison Standard
	Direct Gateway	Trainder Opdates	Tunior opuates	TBD	1	Serveren comparison standard
Business Rules	Excludes CLEC ca	used errors				[] []
Notes	CLECs reserve the	right to request addit	ional databases	be included in	1	
	this measure.				1 .	
		t historical data to de		enchmark for		
	To Be Determined	(TBD) disaggregation	n levels.			

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Florida Cookbook July 31, 2006

### Database Updates

#### Measure 39

Area	Rea	uirement Des	cription			
Description	Measures the percentag			pleted within 48		
•	hours.					
Method of	(Number of records upo	lated within 48 hou	irs) / (Total ni	umber of		
Calculation	records updated) x 100					
Report Period	Monthly					
Report Structure	Individual CLECs, CL applies) and by ILEC A		te, by ILEC (	(if analog		
Reported By	Update types					
Geographic Level	Statewide					
Measurable	Embarg is required to p	rovide a retail anal	og for certain	levels of		Deleted: Sprint
Standards	disaggregation for this	measurement.				
	Disaggregation Level	CLEC	Retail Comparis	son Standard		
			Parity	Benchmark		Deleted: Comparison Standard¶
	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 ca	used delays due to	requests to pr	ut file on hold or		
	delays in processing formats (i.e. CLEC		alid data or i	nvalid file		
	Interval is measured	,				
Notes			ovido a rotail	analog for retail	<u>ا</u>	Deleted: Sprint
Notes	For this measureme to resale customers				******	
	carriers who use En					Deleted: Sprint
	carriers who lise En	IDALCE IN TRACE THEFT.	ALT IECOLOS I	U DE EGALS VIA	1	Perecedi, Sprint

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Florida Cookbook July 31, 2006

### **Collocation**

#### Measure 40

Title: Time	to Respond to a C	ollocation Requ	lest				
Area	R	equirement Des	cription				
Description	Measures the percent			a CLEC			
	complete collocation	complete collocation request, within the allotted time.					
Method of	Space Availability:						
Calculation	[(Count of Complete days) / (Count of requ						
	(Count of requ	desis returned for Sp	ace Avanabin	y)] x 100			
	Price and Schedule	Quote:					
	[(Count of Complete						
	days) / (Count of requ	lests returned for Pri	ce and Schedu	le Quote)] x			
	100						
	Right Of Way Requ	ired:					
	[(Count of complete s		quests requirir	ng ROW			
	permits returned with						
	requests returned that	required ROW perm	nits)] x 100	Í			
	ICB (Individual Cas			1 a 1			
	[(Count of complete ]						
	returned within 15 ca Quote requests due)]		of ICB Flice a	ind Schedule			
Report Period	Monthly	X 100					
Report Structure	Individual CLECs, C	LECs in the aggrega	te and by ILEC	CAffiliates			
Reported By		ypes: Caged, Cagele					
	Space Availability						
	Price and Schedu	le Quote					
	Space Availability	y Requests Requiring	g ROW Permit	s			
	Price and Schedu	le Quotes for non-Co	mmission App	proved Price			
	List requests with	Individual Case Bas	sis (ICB) requi	rements			
Geographic Level	Statewide						
Measurable	Benchmark						
Standards							
	Disaggregation Level	CLEC	Retail Compariso	on Standard			
			Parity	Benchmark			
	Space Availability: Physical Caged	Space Availability	- <u></u>	100% in 15			
		Requests		Calendar days			
	Physical Cageless	Space Availability Requests	1	100% in 15 Calendar days			
	Virtual	Space Availability		100 % in 15			
	Other	Requests Space Availability		Calendar days 100% in 15	<b></b>		
		Requests		Calendar days	Deleted: XXXXXXXX		
	ROW	Space Availability Requests		100% in 15 Calendar days	Deleted: January 1, 2004		
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Florida Cookbook July 31, 2006

# Embarg Performance Measurement Plan

	Price and Schedule Quote			
	Physical Caged	Price and Schedule Quotes	100% in 15 Calendar days	
	Physical Cageless	Price and Schedule Quotes	100% in 15 Calendar days	
	Virtual	Price and Schedule Quotes	100% in 15 Calendar days	
	Other	Price and Schedule Quotes	100% in 15 Calendar days	
	ICB Requests	ICB Price and Schedule Quotes	100% within 15 Calendar days	
Business Rules	<ul> <li>returned to CLEC to counts as a new red</li> <li>If an CLEC submit days the initial 15 devery additional 10</li> <li><u>Embarg will provide</u> the following comp</li> </ul>	applications that are incomp for completion. The new con- quest. s ten or more applications day response period will inc	ompleted version within ten calendar crease by 10 days for requests that provide ntacted, date ROW	Deleted: Sprint
Notes		ication is complete when be ion fee are received by <u>Em</u>		Deleted: Sprint

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Florida Cookbook July 31, 2006

### **Collocation**

#### Measure 41

Title: Time t	to Provide a Collo	cation Arrange	ement				
Area	Re	equirement De	scription				
Description	Measures the percent			the CLEC			
	approved* collocation						
	*Approved means ILF from CLEC, financial	payment or bond.	-				
Method of Calculation	[(Count of Collocation	New Arrangement (Physical Caged, Physical Cageless, Other): [(Count of Collocation Arrangements due and completed within 90 calendar days) / (Count of Collocation Arrangements Due)] x 100					
	New Arrangement ( [(Count of Collocation calendar days) / (Coun	n Arrangements du					
	Augment Arrangeme [(Count of Collocation calendar days) / (Coun	n Arrangements du			Deleted: ¶		
Report Period	Monthly						
Report Structure	Individual CLECs, CI	ECs in the aggreg	ate and by ILl	EC Affiliates			
Reported By	<ul> <li>All Collocation Ty</li> <li>New</li> <li>Augment</li> </ul>	/pes: Caged, Cagel	less, Virtual, a	nd Other			
Geographic Level	Statewide						
Measurable Standard	Disaggregation Level	CLEC	<u>Retail Compa</u>	rison Standard	Deleted: Comparison Standard¶		
			Parity	Benchmark			
	New Arrangement Physical Caged	Collocation Arrangements		100% within 90 days			
	Physical Cageless	Collocation		100% within 90			
		Arrangements		days			
	Virtual	Collocation		100% within 60			
	Virtual Other						
		Collocation Arrangements Collocation		100% within 60 days 100% within 90			
	Other	Collocation Arrangements Collocation		100% within 60 days 100% within 90			
	Other Augment Arrangement	Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation		100% within 60 days 100% within 90 days 100% within 45 days 100% within 45			
	Other Augment Arrangement Physical Caged	Collocation Arrangements Collocation Arrangements Collocation Arrangements		100% within 60 days 100% within 90 days 100% within 45 days 100% within 45 days 100% within 45			
	Other Augment Arrangement Physical Caged Physical Cageless	Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation		100% within 60 days 100% within 90 days 100% within 45 days 100% within 45 days 100% within 45 days 100% within 45			
Business Rules	Other Augment Arrangement Physical Caged Physical Cageless Virtual Other	Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements		100% within 60 days 100% within 90 days 100% within 45 days 100% within 45 days 100% within 45 days			
Business Rules	Other         Augment Arrangement         Physical Caged         Physical Cageless         Virtual         Other         • Excludes orders ca         • Excludes requests/	Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements anceled by CLEC.	re incomplete	100% within 60 days 100% within 90 days 100% within 45 days 100% within 45 days 100% within 45 days 100% within 45 days	Related: YYYYYYY		
Business Rules Notes	Other         Augment Arrangement         Physical Caged         Physical Cageless         Virtual         Other         • Excludes orders ca	Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements Collocation Arrangements anceled by CLEC.	re incomplete	100% within 60 days 100% within 90 days 100% within 45 days 100% within 45 days 100% within 45 days 100% within 45 days	Deleted: XXXXXXXX Deleted: January 1, 2004		

Florida Cookbook July 31, 2006

#### Interfaces

#### Measure 42

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Area	Regi	uirement Des	scription		
Description	Measures percent of time	ompared to			
Method of Calculation	scheduled availability. [((Number of Scheduled Unscheduled Interface U				
	Available Hours)] x 100				
Report Period	Monthly	<del>.</del>			
Report Structure	CLECs in the aggregate				
Reported By	By interface type accesse Statewide	ed by CLEUS			
Geographic Level	Disaggregation Level	CLEC	Retail Compa	arison Standard	
Measurable Standards			v		
Standarus	Ordering	IRES Availability	Parity	Benchmark 98.5% of scheduled hours	
Business Rules	<ul> <li>Outage hours are obta</li> <li>Any change requests period are added to th</li> <li>Scheduled interface a</li> <li>8AM - 8PM Easta</li> <li>Excludes non-bus</li> <li>CLECs are notified</li> </ul>	for extended ava ne scheduled hou availability hours ern (Monday-Fri siness days and I ed via e-mail in a	iilability dur rs. : day). LEC publish	ned holidays.	
Notes	<ul> <li>published availab</li> <li><u>Embarg</u> has one interboth of these function</li> <li>Any outage in a source performing pre-orderoutage.</li> </ul>	face for pre-ordens are reported up the system that in	nder orderin hibits the sy	g. stem from	Deleted: Sprint

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# Embarg Performance Measurement Plan

### <u>Interfaces</u>

#### Measure 44

Area	Red	Formatted Table			
Description	Measures the average tin				
	call.				
Method of	(Date and Time of Call	answer – (Date a	nd Time of Call	Receipt)/ (Total	
Calculation	calls answered by center	r))			
Report Period	Monthly				
Report Structure	CLECs in the aggregate.	, and by ILEC (if	analog applies)		
Reported By	ILEC Ordering Cent				
	ILEC Repair Center				
Geographic Level	Statewide				
Measurable					
Standards					
	Disaggregation Level	CLEC	Retail Compariso	n Standard	
			v. Parity	Benchmark	Deleted: Comparison Standard¶
	Ordering Center	ACD Inc Calls		80% within 20 Sec	Deleted: 20 Sec
	Repair Center (Designed)	ACD Inc Calls	Parity by design		<u> </u>
	Repair Center (Non-Designed)	ACD Inc Calls		20 Sec	
Business Rules	<ul> <li>Does not include aba</li> </ul>	andoned calls.			
	Measured by individ	lual queue, if app	licable, in each	ILEC center.	
Notes	• None at this time.			_	

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Florida Cookbook July 31, 2006

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# **REPORTING PROCESS**

Performance reports will be provided by the twentieth calendar day of the month succeeding the reporting period, unless otherwise approved by the Commission. 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.

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

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

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, <u>Embarg will perform analysis of the data upon CLEC request. This analysis</u> 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. <u>Embarg will provide the</u> analysis within 45 days of the request.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, and <u>Embarg Retail data</u>. The Public Service Commission will have access to reports for all entities, including <u>Embarg Affiliate data</u>. <u>Embarg Affiliate data</u> will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, upon request <u>Embarq</u> 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 <u>Embarq</u> (for the CLEC) with its own internal data. Furthermore, data that relates to <u>Embarq</u>'s own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

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

If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, <u>Embarg</u> shall provide to the Commission a report of root cause analysis on a

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Florida Cookbook July 31, 2006

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<u>Embarq</u> Performance Measurement Plan

monthly basis. <u>Embarg</u>'s root-cause analysis shall include a plan for corrective action with key activities and critical completion dates for implementation.

<u>Embarg</u> will report affiliate results to the Commission, Bureau of Consumer Protection and CLECs under proprietary information provisions.

#### **General Exclusions**

Published results will not include the following:		Deleted: es
• Queries, orders, or maintenance tickets initiated by Embarg for administrative purposes.		Deleted: Sprint
Data impacted by customer-caused reasons.		
• Data impacted by Embarg dependence on a third party (not including Embarg affiliates or		Deleted: Sprint
agents within Embarg's control).		Deleted: Sprint
• Service results for products and services outside of Interconnection and Resale Agreements		Deleted: Sprint
between Embarg and CLEC's		Deleted: ¶ Service
<u>Embarq</u> dependence on a third party If <u>Embarq</u> dependence on a third party is not specifically noted in this document, <u>Embarq</u> will contact parties of record from Docket No. 000121B-TP ( <u>EMBARQ</u> -FLORIDA TRACK) to discuss implementation of the data exclusion. <u>Embarq</u> will request a meeting within 30 days and		<b>Inserted:</b> ¶ Service results for products and services outside of Interconnection and Resale Agreements between Embarq and CLEC's
propose 5 potential meeting times to occur during business hours. If any party does not respond		Deleted:
within 10 days, the meetings will be scheduled without their input.	())()	Deleted: Sprint
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Embarg will propose two meeting dates/times based on maximum availability of parties and		Deleted: Sprint
request attendance at both. Any party who cannot make one or both meetings and wishes to	11	Deleted: SPRINT
request an alternate date/time must contact Embarg within 5 days. Contingent upon the	- 't'	Deleted: Sprint
willingness of parties to schedule meetings in a timely manner, <u>Embarg will make every attempt</u>	lan de de	Deleted: Sprint
to schedule meeting dates/times that are amenable to all parties.	و مر مر مر مر مر مر مر	Deleted: Sprint
At least 10 days prior to the first scheduled meeting, Embarg will distribute relevant		Deleted: Sprint
documentation/information to parties.		Deleted: Sprint
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During the first meeting, Embarg will describe the situation and answer questions from parties.		Deleted: Sprint
If parties agree this constitutes a valid case of dependence on a third party, Embarq will		Deleted: Sprint
<ul><li>implement this exclusion in the reporting system and communicate the intended implementation date.</li><li>If parties are not in agreement at the end of the first meeting, the second meeting will be utilized to resolve open issues. Additional meetings may be scheduled if parties are willing.</li></ul>		
If parties cannot reach agreement, and Embarg wishes to pursue the exclusion, Embarg will		Deleted: Sprint
initiate an expedited hearing process in accordance with the Commission's rules.		Deleted: Sprint
	م مرجع	Deleted: Sprint
At least 30 days prior to implementation of a new exclusion, Embarg will publish a notification		Deleted: XXXXXXXX
on the reporting website.	-//	Deleted: January 1, 2004
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Florida Cookbook July 31, 2006

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

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Florida Cookbook July 31, 2006

# **III. SERVICE GROUP TYPES**

Embarg	CLEC		Deleted: Sprint
Residential POTS	Residential POTS		
Business POTS	Business POTS		
ISDN BRI	ISDN BRI		
Centrex	Centrex		
PBX	PBX		
DDS	DDS		
DS1/ISDN PRI	DS1/ISDN PRI		
DS3	DS3		
VGPL/DS0	VGPL/DS0	-	
DDS, VGPL/DS0	UNE Loops Designed		
Retail xDSL	UNE Loops xDSL Provisioned		
Provisioning- Bus. POTS Dispatched	UNE Loops Non-Designed		Formatted: English (U.S.)
Maintenance-Res and Bus. POTS			Deleted: Dispatched
DS1/ISDN PRI	UNE Ports		Deleted: UNE Platform (i.e., loop –
Provisioning- Bus. POTS	UNE Sub Loops – Voice		port + transport)
Dispatched			Formatted Table
Maintenance, Res and Bus POTS			Formatted: English (U.S.)
	UNF Sub Loops – Data		Formatted: English (U.S.)
		·····	Deleted: Bus. POTS Dispatched
DS1/ISDN PRI	LINE DS1/ISDN PRI		
entaturan kana anta ana kana kana kana kana kan			
and an international states in the second second second states in the second second second second second second	a sama anta sa ana ana ana ana ana ana ana ana ana		
			Deleted: Dark Fiber
นและมีปลังชันและสมพัฒน์มีสีมากการการการการการการการการการการการการกา	a la manda da ante conserva da conserva		
LNP	LNP		
Projects as defined below.	Projects as defined below.		
	Residential POTS         Business POTS         ISDN BRI         Centrex         PBX         DDS         DS1/ISDN PRI         DS3         VGPL/DS0         Retail xDSL         Provisioning- Bus. POTS         Dispatched         Maintenance-Res and Bus. POTS,         DS1/ISDN PRI         Provisioning- Bus. POTS         Dispatched         Maintenance-Res and Bus. POTS,         DS1/ISDN PRI         Provisioning- Bus. POTS         Dispatched         Maintenance-Res and Bus. POTS,         Dispatched         Maintenance-Res and Bus. POTS,         Dispatched         Maintenance-Res and Bus. POTS,         Dispatched         DS1/ISDN PRI         DS3         Retail xDSL         DS1/ISDN PRI, DS3, VGPL/DS0         ILEC Dedicated Trunks         LNP	Residential POTSResidential POTSBusiness POTSBusiness POTSBusiness POTSISDN BRICentrexCentrexPBXPBXDDSDDSDS1/ISDN PRIDS1/ISDN PRIDS3VGPL/DS0VGPL/DS0VGPL/DS0Retail xDSLUNE Loops xDSL ProvisionedProvisioning- Bus. POTSUNE Loops Non-DesignedDS1/ISDN PRIUNE Loops Non-DesignedProvisioning- Bus. POTSUNE Loops Non-DesignedDispatchedUNE Sub Loops - VoiceDispatchedUNE Sub Loops - VoiceDispatchedUNE Sub Loops - DataMaintenance-Res and Bus. POTS, DS1/ISDN PRIUNE Sub Loops - DataDS1/ISDN PRIUNE DS3Retail xDSLLine SharingDS1/ISDN PRILine SharingDS1/ISDN PRILine SharingDS1/ISDN PRILine SharingDS1/ISDN PRILine SharingDS1/ISDN PRI, DS3, VGPL/DS0EELSILEC Dedicated TrunksInterconnection TrunksLNPLNP	Residential POTSResidential POTSBusiness POTSBusiness POTSISDN BRIISDN BRICentrexCentrexPBXPBXDDSDDSDS1/ISDN PRIDS1/ISDN PRIDS3DS3VGPL/DS0VGPL/DS0Retail xDSLUNE Loops xDSL ProvisionedProvisioning- Bus. POTSUNE Loops Non-DesignedDSI/ISDN PRIUNE Loops xDSL ProvisionedProvisioning- Bus. POTSUNE Sub Loops - VoiceDispatchedUNE Sub Loops - VoiceDispatchedUNE Sub Loops - VoiceDispatchedUNE Sub Loops - DataDSI/ISDN PRIUNE DSI/ISDN PRIDS3UNE DS3Retail xDSLLine SharingDSI/ISDN PRI, DS3, VGPL/DS0EELSILEC Dedicated TrunksInterconnection TrunksLNPLNP

**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 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:

Florida Cookbook July 31, 2006 67

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<u>Embarq</u>	Performance	Measurement .	Pian

"Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, <u>Embarg</u> and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type."

# SERVICE ORDER TYPES

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

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Florida Cookbook July 31, 2006

## **IV. AUDITING**

ITING	
ordered at least one annual independent	

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

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

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

In addition to an audit, Embarg and the CLECs agree that the CLECs would have the right to mini-audits of individual performance measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with Embarg about the requested mini-audit. If, 45 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing <u>Embarg</u> 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 Embarg's reasonable associated costs and expenses, unless <u>Embarg</u> is found to be misreporting or misrepresenting data or to have non-compliant procedures, in which case, Embarg 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 <u>Embarg</u>. 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.

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Florida Cookbook July 31, 2006 69

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# **V. REVIEW PROCEDURES**

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

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Florida Cookbook July 31, 2006

# **VI. DEFINITION OF TERMS**

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

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Florida Cookbook July 31, 2006

TERM	DEFINITION	
Delayed Order	An order which has been completed after the scheduled due date and/or time	
Diagnostic Measurable Standards	This indicates that the results per the measurement will be reported for analysis purposes only and are not subject to determination of compliance or non- compliance.	
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.	
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.	
DS-0 Digital Service Level 0. Service provided at a digital signal speed commonl 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 pas 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 local exchange carriers		
Interface Outage A planned or unplanned failure resulting in the unavailability or access 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.	

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Florida Cookbook July 31, 2006

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

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Florida Cookbook July 31, 2006

TERM	DEFINITION
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Projects	Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC. Embarg and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timeline must meet the overall objectives of the project. The timeline must met the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Florida PSC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occurs if required fields are not included in the LSR and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and resubmitted 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.

**Deleted:** Service requests that exceed the line size and/or level of complexity that 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.

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Florida Cookbook July 31, 2006

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

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Florida Cookbook July 31, 2006

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

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Florida Cookbook July 31, 2006

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

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Florida Cookbook July 31, 2006

# VII. Performance Measurement Plan Attachments

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Florida Cookbook July 31, 2006

# **A. JEOPARDY CODES** Embarq Due Date - Specials

Jeopardy Code	Description
1	Incorrect or Late 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/Incorrect Info from Connecting Company
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- LTD Work Complete
23	Customer Order Issues
24	No Access to End User Premise
25	Customer Not Ready LTD Work Not Complete,
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

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Deleted: to Test or Accept Service Deleted: Customer Reason/Other than

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Code #22

Customer

Florida Cookbook July 31, 2006

79

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36	Overtime/budget Restriction		
30	Order/tech not dispatched		
38	Dark Fiber LAM interval		
39	Maintenance resource priority		
40	Date not signed off by owner		
41	No Response to Escalation		
42	HDSL Status Not Provided		Deleted: Worked on Time Admin
43	Late Engineering Order Confirmation (EOC)/Estimated Completion Date (ECD)		Change
<u>44</u>	To be Worked by Intergrated Tech on PTD		
<u>45</u>	Switched Conversion Delayed		
46	CDDD Less than DVA- Short Interval		
<u>47</u>	Live CKTS on Higher Level CKT being Disc.		<b>Deleted:</b> 50
Note: Polded and	les are exclusion reasons outside of Embara's control including customer-		Deleted: Suriet

Note: Bolded codes are exclusion reasons outside of <u>Embarg</u>'s control, including customercaused reasons.

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Florida Cookbook July 31, 2006

Code Customer Reasons - Description	
AB	This code will indicate working service was found at the time of installation and delayed the original due date installation.
CL	The due date was not met due to inaccurate or incomplete information received from the customer to work the service order.
PO	The port was not activated by the CLEC on the due date
RD	The customer called and requested a different date prior to the appointed due date.
SA Plant employee attempted to complete order on appointed date bu 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).

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#### MISSED APPOINTMENT REASON CODES Embarg - Retail

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

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Florida Cookbook July 31, 2006 81

# C. **DISPOSITION CODES**

	Embarg	Deleted: Sprint
Code	Description	
CAN	Cancellation of ticket at customer request	
СС	Came Clear	
СО	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.	
СРЕ	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.	
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.	
INF	Ticket created for informational purposes only	
HSD	High Speed Data	
OTH	Other – <u>Embarq</u> LTD Network	Deleted: Sprint
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon	
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc	
ток	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.	
TRN	Transport – Troubles isolated to an outage caused by a transport issue in the <u>Embarg</u> network. These outages are generally isolated to DS3 or higher service types.	Deleted: Sprint
XCC	IXC/CLEC/CLEC	
ССО	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.	
TT	Translations Trouble	
UNK	Unknown	
PRV	Provisioning Trouble	1

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Florida Cookbook July 31, 2006

caused reasons.

82

# VIII. Performance Measurement Plan Compliance Methodology

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Florida Cookbook July 31, 2006

#### Overview

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

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

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Florida Cookbook July 31, 2006

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#### 1. General Principles

- 1.1 The Compliance Methodology described herein is to be associated with the Commission approved <u>Embarg</u> Performance Measurement Plan (the "PMP").
- 1.2 The Compliance Methodology describes the method for determining compliance for parity measures (those measurements where the level of service that <u>Embarg</u> provides to CLECs can be compared to the level of service <u>Embarg</u> provides to its retail customers), and for benchmark measures (those measurements for which there is no comparable level of service between the service <u>Embarg</u> provides to CLECs and the service <u>Embarg</u> provides to its retail customers).
- 1.3 <u>Embarq</u> will calculate compliance on a submeasure basis under the provisions of this methodology. A submeasure is the individual, disaggregated reported result for each measurement defined in <u>Embarq</u>'s PMP.
- 1.4 For parity measurements, <u>Embarg</u> will use statistical testing to determine whether any submeasure differences between <u>Embarg</u>'s retail results and <u>Embarg</u>'s results for the individual CLEC, are statistically significant. Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates.
  - 1.4.1 For parity measurements, where a submeasurement difference between <u>Embard's</u> retail results and the results for the individual CLEC is found to be statistically significant, a measure of severity (see Attachment B) will be calculated.
- 1.5 For benchmark measurements, <u>Embarg</u>'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 <u>Embarg</u>'s performance results for the CLEC are observed to be at a level of service that does not meet the benchmark, the result will be considered noncompliant.
  - 1.5.1 For benchmark measurements, if the result is found to be noncompliant, a measure of severity (see Attachment B) will be calculated.
- 1.6 The determination of compliance is further subject to certain Compliance Accuracy Provisions as described in this document.
- 1.7 Compliance will not be calculated 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".
  - 1.7.2 For any result that contains 4 or fewer <u>Embarg</u> or CLEC transactions. These results will be reported but no compliance will be assessed.

Florida Cookbook July 31, 2006

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#### 2. Compliance Methodology for Benchmark Measurements

- 2.1 Embarg service performance levels that do not achieve the benchmarks will be Deleted: Sprint considered noncompliant. No statistical evaluation is performed for benchmark submeasures to determine compliance.
- 2.2 A measure of severity, D<sub>B</sub> (called "D sub B", see Attachment B), will be calculated for each noncompliant benchmark submeasure, based upon the difference between the service performance levels Embarg provides to each individual CLEC, and the benchmark standard.
  - The following table sets forth the severity level for benchmark proportion 2.2.1 measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK PROPORTION MEASURES		
Performance Level	Severity Level	
$0 < D_{\rm B} < 5$	Minor	
$5 \le D_{\rm B} \le 15$	Moderate	
$D_B >= 15$	Severe	

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

BENCHMARK MEAN MEASURES			
Performance Level	Severity Level		
$0 < D_{\rm B} < 25$	Minor		
$25 \le D_B \le 50$	Moderate		
$D_{\rm B} >= 50$	Severe		

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

- 3.1 Statistical testing will be conducted when the CLEC result is "worse" than the Embarg Deleted: Sprint result and there are at least 5 transactions each for Embarg retail and individual CLEC. Deleted: Sprint Results for 4 or fewer transactions will be reported for diagnostic purposes.
- 3.2 The general statistical testing methodology is to conduct a hypothesis test with Deleted: Sprint H<sub>0</sub>: CLEC performance is "better than or equal to" Embarg performance. Deleted: Sprint H<sub>1</sub>: CLEC performance is "worse than" <u>Embarg</u> performance. Deleted: XXXXXXXX Calculations are made under the assumption that larger performance measurement 3.2.1 Deleted: January 1, 2004 values indicate worse service. For measures where this assumption does not hold Inserted: XXXXXXXX

Florida Cookbook July 31, 2006

86

		Embarg Performance Measurement Plan	Deleted: Sprint
		true (i.e. larger values indicate better service), the calculation of a test statistic will be reversed. In other words, a difference between <u>Embarg</u> and <u>CLEC</u> service will always be shown as a numerically negative difference when CLEC service is worse.	Deleted: Sprint
		tatistical test yielding a p-value will be converted to a z-score for purposes of ing consistency, and to enable calculation of the severity value.	
3.4	A sign	nificance level, or Type I error rate, of 10% will be used for testing purposes.	
	3.4.1	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 <sub>0</sub> .	
	3.4.2	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 <u>Embarg</u> retail and CLEC observations, only using <u>Embarg</u> 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	Deleted: Sprint
		density function.	
3.5	All sta		
	All sta 3.5.1	density function.	
		density function. atistical tests will be performed at the submeasure level, per CLEC. Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.	
3.6	3.5.1 3.5.2 When retail c	density function. attistical tests will be performed at the submeasure level, per CLEC. Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level. Attachment A outlines all statistical techniques utilized for any cell-level	Deleted: Sprint
3.6	3.5.1 3.5.2 When retail c	<ul> <li>density function.</li> <li>atistical tests will be performed at the submeasure level, per CLEC.</li> <li>Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.</li> <li>Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.</li> <li>approved by the Commission on a measurement/submeasurement basis, <u>Embarg's data and CLEC data will be compared at levels that provide the most accurate</u></li> </ul>	Deleted: Sprint
3.6	3.5.1 3.5.2 When retail c parity 3.6.1	<ul> <li>density function.</li> <li>attistical tests will be performed at the submeasure level, per CLEC.</li> <li>Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.</li> <li>Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.</li> <li>approved by the Commission on a measurement/submeasurement basis, <u>Embarg's data and CLEC data will be compared at levels that provide the most accurate comparisons (i.e., wire center, etc).</u></li> <li>For statistical validity, the parity comparison between CLEC and <u>Embarg retail data will be made with data generated from similar processes and conditions.</u> 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.</li> <li>5.1.1 This level of comparison is to ensure a "like-to-like" comparison, and is</li> </ul>	Deleted: Sprint
3.6	3.5.1 3.5.2 When retail c parity 3.6.1	<ul> <li>density function.</li> <li>atistical tests will be performed at the submeasure level, per CLEC.</li> <li>Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.</li> <li>Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.</li> <li>approved by the Commission on a measurement/submeasurement basis, <u>Embarg's</u> data and CLEC data will be compared at levels that provide the most accurate comparisons (i.e., wire center, etc).</li> <li>For statistical validity, the parity comparison between CLEC and <u>Embarg retail</u> 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.</li> <li>5.1.1 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</li> </ul>	Deleted: Sprint Deleted: Sprint
3.6	3.5.1 3.5.2 When retail c parity 3.6.1	<ul> <li>density function.</li> <li>attistical tests will be performed at the submeasure level, per CLEC.</li> <li>Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.</li> <li>Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.</li> <li>approved by the Commission on a measurement/submeasurement basis, <u>Embarg's data and CLEC data will be compared at levels that provide the most accurate comparisons (i.e., wire center, etc).</u></li> <li>For statistical validity, the parity comparison between CLEC and <u>Embarg retail data will be made with data generated from similar processes and conditions.</u> 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.</li> <li>5.1.1 This level of comparison is to ensure a "like-to-like" comparison, and is</li> </ul>	Deleted: Sprint

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	wire cer CLEC's <u>Embara</u> Change, erroneou orders. J	imple, suppose a new CLEC starts operations around a sing nter. For some period of time, a large percentage of the service orders are 'N' (New) orders. When compared to is retail service orders that included 'N', 'C' and 'T' (New, and Transfer) orders, <u>Embarg</u> may be called out of parity usly because 'N' orders typically take longer than 'C' or 'T' By comparing only the <u>Embarg</u> 'N' orders to CLEC 'N' ord esult can be obtained.	Deleted: Sprint Deleted: Sprint
	necessit	vel comparisons are for statistical accuracy, and do not tate additional detail in the reported submeasure level as in the PMP.	
3.6.		sons will be proposed by <u>Embarq</u> and submitted for approven on a per-submeasure or per-measure basis.	Val Deleted: Sprint
		submeasurements with Commission-approved cell-level re listed in Attachment C.	
	submeasure, res	ike comparisons are approved for a specific measure or sults will be calculated using various statistical techniques cell level comparisons (see Attachment A for detailed	;
	level will be ag score" (see Atta significant diffe single cell will t	nore than one cell for a submeasure, the z-scores at the cel gregated into one overall test statistic, called the "truncate achment A), which is used to determine whether a statistic erence exists at the submeasure level. A submeasure with not be aggregated into the truncated z-score, but will simp as calculated for the cell.	ed z- cally a
	aggregated inde covariate had no <u>Embarq</u> retail an relative perform	nparison cells are exactly proportional over a covariate, th ex should be very nearly the same as if comparisons on the ot been done. In other words, if relative performance betw and CLEC service at the cell level is equivalent (for all cell nance at the reporting level, then the aggregated z-score sh same as a modified z-score applied at the reporting level.	e ween Is) to <b>Deleted:</b> Sprint
	3.6.2.5 The contribution observations in	on of each comparison cell should depend on the number o the cell.	of
		etween comparison cells will be limited. In other words, nes should not be allowed to cancel negative ones.	Deleted: XXXXXXXX Deleted: January 1, 2004

Embarg Performance Measurement Plan

- 3.7 A measure of severity, D<sub>P</sub> (called "D sub P", see Attachment B) will be associated with a difference between the service performance levels Embarg provides to each individual CLEC and the service performance levels Embarg provides to its retail customers when service is determined to be out of parity.
  - The following table sets forth the parity severity levels, per affected CLEC per 3.7.1 submeasure, when the result is found to be noncompliant:

PARITY MEASUREMENTS		
Measure of severity	Severity Level	
$0 <  D_P  < .5$	Minor	
$.5 \le  D_P  \le 2$	Moderate	
$ \mathbf{D}_{\mathbf{P}}  \ge 2$	Severe	

#### 4. Compliance Accuracy Provisions

4.1 The use of statistical testing for parity measures helps to mitigate the risk of noncompliance due simply to random variation in processes. However, due to the nature of the statistical tests, the expectation is that noncompliance will periodically be assessed even when a state of consistent parity exists (called a Type I error). To compensate for the impact of Type I errors, Embarg will utilize the following forgiveness plan to improve the accuracy of Deleted: Sprint compliance assessment. This forgiveness plan is applied separately for each submeasure and each CLEC as follows: 4.2 Embarg's noncompliance will be forgiven on a submeasure basis only when certain criteria Deleted: Sprint are met. These criteria are: 4.2.1 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. 4.2.2 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. 4.2.3 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, Embarg will not track inactivity Deleted: Sprint beyond twenty-four (24) months for the purpose of accruing forgivenesses. A forgiveness can only be used to offset noncompliance for the same submeasure, 4.2.4 and CLEC, for which the forgiveness was originally accrued. Deleted: XXXXXXXX If a forgiveness is available to be used, it must be used at the first opportunity, 4.2.5 Deleted: January 1, 2004 with the following exception: Inserted: XXXXXXXX 89 Florida Cookbook

July 31, 2006

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- 4.2.6 A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.
- 4.2.7 Available forgivenesses may not offset a severe non-compliance.

#### 4.3 <u>Embarg</u> will implement materiality thresholds:

- 4.3.1 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:
  - 4.3.1.1 Small samples for parity measures. For measures typically associated with small samples, the measure itself can be highly sensitive to small differences in service. Similar to the small sample adjustment used for benchmark proportion measures, small samples for parity measures (especially proportion and rate measures) can result in the need for perfect or near-perfect service in order to be deemed compliant. For example, the measure *Trouble Report Rate* is defined as the number of trouble tickets per month divided by the number of access lines the customer has. Due to small CLEC transaction sizes, a single trouble report for a CLEC with few access lines can produce non-compliance. Since one trouble report for a month does not have a significant impact on the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

#### Measurement 19

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

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

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

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Florida Cookbook July 31, 2006 90

4.3.1.2 Large samples for parity measures. Submeasures with a high volume of CLEC transactions produce statistical comparisons that are overly sensitive to small differences between Embarg and CLEC results. This can produce noncompliance when the actual difference in Embarg and CLEC results is very small. For example, if a CLEC has thousands of submeasure transactions in a month, there may be a statistically significant difference, but only a slight

difference in results (i.e., a difference of 0.4% on Usage Completeness). Since this type of difference does not significantly impact the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

- 4.4 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.
  - 4.4.1 <u>Embarq</u> will implement the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

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

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

- 4.5.1 Examples of these exceptional conditions include, but are not limited to the following:
  - 4.5.1.1 Significant activity by a third party external to and not controlled by Embarg (e.g., damaged facilities, third party systems, bomb threats)
  - 4.5.1.2 Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)

Florida Cookbook July 31, 2006

91

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

4.5.1.4 Force majeure events

4.5.2	Embarg will not be required to utilize a forgiveness if it is determined that	Deleted: Sprint
	noncompliance is not warranted due to an exceptional condition under this	
	section.	

- 4.5.3 If <u>Embarg</u> finds that an exceptional condition had a significant impact on <u>Embarg</u>'s ability to provide compliant service, <u>Embarg</u> will exclude the affected data from results and publish a notification and full justification on the reporting website.
  - 4.5.3.1 If the exceptional condition was identified after the affected results were reported, <u>Embarg</u> will exclude the affected data from results, publish a notification and full justification on the reporting website, and repost the results in accordance with the Reporting Obligations section of this Methodology.
- 4.5.4 Commission Staff or a CLEC may initiate a request for a review of differences associated with the assessment of exceptional conditions. If modification of reports is found to be appropriate, <u>Embarg will repost the</u> results in accordance with the Reporting Obligations section of this Methodology.
  - 4.5.4.1 If the review process does not yield a mutually acceptable outcome, Commission Staff or a CLEC may initiate a request for an expedited hearing process in accordance with the Commission's rules to resolve differences. If modification of reports is requested by the Commission, <u>Embarg</u> will repost the recommended results in accordance with the Reporting Obligations section of this Methodology.

#### 5. Reporting Obligations

- 5.1 The due date for reporting performance measurements will be no later than the 20<sup>th</sup> calendar day of the month, unless otherwise approved by the Commission.
- 5.2 <u>Embarq</u> must publish results for all "reportable" CLECs. Reportable CLECs meet one **Deleted:** Sprint or more of the following criteria:
  - 5.2.1 The CLEC must have placed one (1) or more CLEC product orders in the reporting month.
  - 5.2.2 The CLEC must have one (1) or more CLEC access lines.

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Florida Cookbook July 31, 2006

- 5.2.3 The CLEC must utilize an electronic ordering interface (i.e., IRES, FTP) to submit orders.
- 5.3 If stated in the Performance Measurement Plan, additional reporting obligations will apply.

#### 6. Uniform Business Rules

- 6.1 To ensure a unified plan across <u>Embarg LTD states</u>, <u>Embarg will propose to the Florida</u> Commission changes to measurement business rules ordered in other <u>Embarg LTD states</u> if applicable to the Florida PMP.
  - 6.1.1 When other <u>Embarg LTD</u> states issue an order approving changes to the <u>Embarg</u> PMP measurement business rules, and those changes are applicable to the Florida PMP, <u>Embarg</u> will notify the Commission of performance measurement changes by other states, and file such changes in the appropriate docket. Such changes will be filed within 15 days of the order being issued in other states. Interested CLECs and Commission Staff shall be allowed an opportunity to review such changes before a recommendation is brought before the FPSC.

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Florida Cookbook July 31, 2006

#### Attachment A

#### **Statistical Calculations for Parity Submeasurements**

#### **Statistical methods:**

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

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#### **Statistical functions definitions:**

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

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Florida Cookbook July 31, 2006

## Embarg Performance Measurement Plan

CHG(q,m,n,k) C

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 j $n_{1j}$	=	The total number of occupied cells. <sup>1</sup> An index counter indicating cell number. The number of <u>Embarg</u> transactions in cell j.	Deleted: Sprint
	$n_{2j}$	=	The number of CLEC transactions in cell j.	
	$n_i$	=	The total number of transactions in cell j.	
	$X_{1jk}$	=	Individual Embarg transactions in cell j.	Deleted: Sprint
	$X_{2jk}$	=	Individual CLEC transactions in cell j.	
	$\Phi^{-1}$	=	Inverse cumulative standard normal distribution function.	

#### Mean Performance Measures<sup>2</sup>

At this time, the following calculations will apply to parity submeasures contained in measures 6, 7, 13, 14, 21, and 44. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

#### Variable definitions:

<b>STATISTIC</b> $-1$ $\frac{m_{1}}{2}$	<b>DEFINITION</b> <u>Embarq</u> sample mean of cell j.	EXPLANATION Add observations and	Deleted: Sprint
$\overline{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{2} X_{1jk}$		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.	

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

<sup>2</sup> 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).

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Florida Cookbook 95 July 31, 2006

$1$ $n_{1j}$ $r = \frac{1}{r}$	Embarg sample variance in cell	Subtract each observation	Deleted: Sprint	
$s_{1j}^{2} = \frac{1}{n_{1j} - 1} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^{2}$	j. May be NA for very small	by its mean, square the		
$\kappa_{1j} = \kappa_{\pm 1}$	sample sizes.	difference, add them all up,		
		and divide by the number of		
		observations minus 1.		
$_{2}$ 1 $\sum_{j=1}^{n_{2j}} (x_{j} - \overline{x}_{j})^{2}$	CLEC sample variance in cell j.	Subtract each observation		
$s_{2j}^{2} = \frac{1}{n_{2j} - 1} \sum_{k=1}^{n_{2j}} (X_{2jk} - \overline{X}_{2j})^{2}$	May be NA for very small	by its mean, square the		
j = 2j $k=1$	sample sizes.	difference, add them all up,		
		and divide by the number of		
		observations minus 1.		
$\frac{1}{\Sigma} \left( \mathbf{Y} - \overline{\mathbf{Y}} \right)^3$	The Embarg sample skewness	Subtract each observation	Deleted: Sprint	]
$\gamma_{1j} = \frac{\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^3}{\left[\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^2\right]^{3/2}}$	in cell j. May be NA for very	by its mean, cube the		
$\gamma_{1j} = \frac{\gamma_{1j}}{\Gamma_{1j}}$	small sample sizes.	difference, add them all up,		
$\left \frac{1}{2}\sum_{j=1}^{n_{ij}}\left(X_{ij}-\overline{X}_{ij}\right)^{2}\right $		and divide by the number of		
$n_{1j} = \frac{\sum_{k=1}^{j} (1 - 1jk)}{k}$		observations. Then divide		
		that number by the cubed		
		square root of the		
		population variance.		
$\gamma_{2j} = \frac{\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} (X_{2jk} - \overline{X}_{2j})^3}{\left[\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} (X_{2jk} - \overline{X}_{2j})^2\right]^{3/2}}$	The CLEC sample skewness in	Subtract each observation		
$n_{2j} \underset{k=1}{\overset{\sum}{k=1}} (2 2 j k 2 2 j)$	cell j. May be NA for very	by its mean, cube the		
$\gamma_{2j} = \frac{\gamma_{2j}}{\Gamma_{2j}}$	small sample sizes.	difference, add them all up,		
$\left  \frac{1}{1-1} \sum_{j=1}^{n_{2j}} (X_{2j} - \overline{X}_{2j})^2 \right $		and divide by the number of		
$n_{2j} \stackrel{\sim}{k=1} (1 - 2jk - 2j)$		observations. Then divide		
		that number by the cubed		
		square root of the		
1		population variance.	<u></u>	
$  XY_j$	Combined Embarg and CLEC	Concatenate the Embarg	Deleted: Sprint	$ \longrightarrow $
	samples.	and CLEC samples into a	Deleted: Sprint	
		single variable.		

#### STEP 1: Calculate Cell Weights

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

For each cell, multiply the <u>Embarg</u> sample size and the CLEC sample size, divide by	Deleted: Sprint
their sum, and take a square root.	

If all <u>Embarg</u> 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  $s_{1j}^2 > 0$

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Florida Cookbook July 31, 2006

## Embarg Performance Measurement Plan

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

where

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

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

- i)  $\gamma_{1j} > 0$
- 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<sup>3</sup> as  $Z_j = \Phi^{-1}(P_j)$ .

- c. If [min(n<sub>1j</sub>, n<sub>2j</sub>) ≤ 6 OR s<sup>2</sup><sub>1j</sub> = 0] AND W<sub>j</sub> > 0 (from part 1):
  1) Calculate the number of possible permutations
  - Nperms =  $choose(n_j, n_{1j})$  $\int 0.6744898 \quad X > X$

2) If 
$$n_{1j} = n_{2j} = 1$$
, then  $Z_j = \begin{cases} 0.0744898 & X_{1j} > X_{2j} \\ 0 & X_{1j} = X_{2j} \\ -0.6744898 & X_{1j} < X_{2j} \end{cases}$ 

<sup>3</sup> Set the z-score to  $T_j$  if the p-value is 0 or 1.

Florida Cookbook July 31, 2006

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3) If only  $n_{1j} = 1$  then let  $R_0$  equal the rank of the <u>Embarg</u> observation in the combined

sample  $XY_j$ . Calculate  $Z_j = \Phi^{-1} \left( \frac{R_0 - 0.5}{n_j} \right)$ .

4) If only  $n_{2j} = 1$  then let  $R_0$  equal the rank of the CLEC observation in the combined

sample 
$$XY_j$$
. Calculate  $Z_j = -\Phi^{-1}\left(\frac{R_0 - 0.5}{n_j}\right)$ 

- 5) If  $\min(n_{1j}, n_{2j}) \ge 2$  and Nperms  $\le 1000$  then
  - i) Generate all possible permutations of sizes  $n_{1j}$  and  $n_{2j}$  from the combined sample  $XY_j$ .
  - ii) For each permuted sample, calculate the sum of sample of size  $n_{1j}$ .
  - 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  $\min(n_{1i}, n_{2i}) \ge 2$  and Nperms > 1000 then
  - Generate 1,000 random permutations of sizes n<sub>1j</sub> and n<sub>2j</sub> from the combined sample XY<sub>j</sub>.
  - ii) For each permuted sample, calculate the sum of the sample of size  $n_{1i}$ .
  - iii) Let  $R_0$  equal the rank of the observed sum within the 1000 permuted sums

and calculate 
$$Z_{j} = \Phi^{-1} \left( \frac{R_{0} - 0.5}{1001} \right).$$

STEP 3: Truncate Z-statistic for each cell

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

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

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

- If for cell j, W<sub>j</sub> = 0, set ExpectedMean<sup>parity</sup>, ExpectedVariance<sup>parity</sup>, and ExpectedSkew<sup>parity</sup> all equal to 0.
- 2. If  $\min(n_{1j}, n_{2j}) > 6$  and  $s_{1j}^2 > 0$

a. ExpectedMean<sub>j</sub><sup>parity</sup> = 
$$-\frac{1}{\sqrt{2\pi}}$$
.  
b. ExpectedVariance<sub>j</sub><sup>parity</sup> =  $\frac{1}{2} - \frac{1}{2\pi}$ 

Florida Cookbook July 31, 2006 98

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# Embarq Performance Measurement Plan

c. ExpectedSkew<sub>j</sub><sup>parity</sup> = 
$$-\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$

If 
$$\min(n_{ij}, n_{2j}) \le 6$$
 OR  $s_{1j}^2 = 0$   
a. Let  $N_j = \min(Nperms, 1000)$   
b. For  $i = 1, ..., N_j; z_{ji} = \min\left\{0, \Phi^{-1}\left(\frac{i-0.5}{N_j}\right)\right\}$ .  
c.  $\Theta_{ji} = \frac{1}{N_j}$   
d.  $ExpectedMean_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$   
e.  $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$   
 $ExpectedSkew_j^{parity} =$   
f.  $\sum_i \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - \left[ExpectedMean_j^{parity}\right]^3$ 

STEP 5: Calculate the initial aggregate test statistic.

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

STEP 6: Calculate the final aggregate test statistic.

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

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

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Florida Cookbook July 31, 2006

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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

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

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Florida Cookbook July 31, 2006 100

### **Proportion Performance Measures**<sup>4</sup>

The following calculations will apply to parity submeasures contained in measures 5, 8, 11, 12, 15, 17a, 20, 22, 23, 26, 28, 31, 32, 33, 34, 37, 38, and 39. Any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

### Variable definitions:

$a_{1i}$	=	Number of Embarg cases possessing an Deleted: Sprint
• • •		attribute of interest in cell j.
$a_{2j}$	-	Number of CLEC cases possessing an attribute of interest in cell j.
$a_i$	=	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 <u>Embarg</u> 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.

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STEP 2<sup>5</sup>: Calculate a Z-statistic for each cell.

If  $W_i = 0$  then set  $Z_i = 0$ .

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

STEP 3: Truncate Z-statistic for each cell.

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

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

activity, then perform STEP 4). <sup>5</sup> If L = 1 and W<sub>j</sub> = 0, then skip STEP 5, STEP 6 and STEP 7 and  $Z^T \approx 0$ .  $Z^T \approx 0$  in the following cases: (1)  $P_{\underline{\text{Embarg}}} \approx P_{\text{CLEC}} = 100\%$  (when high values are "better"); (2)  $P_{\underline{\text{Embarg}}} \approx P_{\text{CLEC}} = 0\%$  (when low values are "better").

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Florida Cookbook July 31, 2006

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*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>parity</sup>, and

*ExpectedSkew*<sup>*parity*</sup> 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<sub>j</sub><sup>parity</sup> =  $-\frac{1}{\sqrt{2\pi}}$ .

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

3. Else, if 
$$\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \le 9$$
.

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

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<sub>j</sub><sup>parity</sup> = 
$$\sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$$
.

e. ExpectedVariance 
$$p_{j}^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$$
.  
ExpectedSkew; =

f. 
$$\sum_{i} \Theta_{ji} Z_{ji}^{3} - 3ExpectedMean_{j}^{parity} \times ExpectedVariance_{j}^{parity} - \left[ExpectedMean_{j}^{parity}\right]^{2}$$

STEP 5: Calculate the initial aggregate test statistic.

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

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Florida Cookbook July 31, 2006 102

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

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

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

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

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

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

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Florida Cookbook July 31, 2006 103

# Rate Performance Measures<sup>6</sup>

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

### Variable definitions:

$b_{1i}$	=	:	Number of Embarg base elements in cell j.	{	Deleted: Sprint
$b_{2i}$	=	:	Number of CLEC base elements in cell j.		
$b_i$	=	:	Total number of base elements cell j.		
$ r_{1j} $	$= n_{1j} / b_{1j} =$	· .	Embarg sample rate of cell j.	(	Deleted: Sprint
$r_{2j}$	$= n_{2j} / b_{2_j} =$		CLEC sample rate of call j.		
$  q_j$	$= b_{1j} / b_j =$		Relative proportion of <u>Embarg</u> elements for cell j.	(	Deleted: Sprint

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 Embarg 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.

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STEP 2<sup>7</sup>: Calculate a Z-statistic for each cell.

If 
$$W_i = 0$$
 then set  $Z_i = 0$ .

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

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<sup>6</sup> 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). <sup>7</sup> If L = 1 and W<sub>j</sub> = 0, then skip STEP 5, STEP 6 and STEP 7 and Z<sup>T</sup> = 0. Z<sup>T</sup> = 0 in the following cases: (1)  $P_{\underline{cmbarg}} = P_{CLEC} = 100\%$  (when high values are "better"); (2)  $P_{\underline{cmbarg}} = P_{CLEC} = 0\%$  (when low values are "better").

Florida Cookbook July 31, 2006

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.

If for cell *j*,  $W_i = 0$ , set *ExpectedMean*<sup>parity</sup>, *ExpectedVariance*<sup>parity</sup>, and 1. *ExpectedSkew*<sup>*parity*</sup> all equal to 0.

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

a. ExpectedMean<sup>parity</sup> = 
$$-\frac{1}{\sqrt{2}}$$

a. ExpectedMean<sub>j</sub><sup>parity</sup> = 
$$-\frac{1}{\sqrt{2\pi}}$$
.  
b. ExpectedVariance<sub>j</sub><sup>parity</sup> =  $\frac{1}{2} - \frac{1}{2\pi}$ 

c. ExpectedSkew<sub>j</sub><sup>parity</sup> = 
$$-\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$

- 3. If  $\min(n_{1j}, n_{2j}) \le 15$  or  $n_j q_j (1 q_j) \le 9$ 
  - a. Let  $i = 0, ..., n_i$ .
  - 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<sup>parity</sup><sub>j</sub> = 
$$\sum_{i=1}^{N_j} \Theta_{ji} Z_{ji}$$

e. Expected Variance 
$$p_{j}^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (Expected Mean_j^{parity})^2$$
.

f.

$$ExpectedSkew_{j}^{parity} =$$

$$\sum_{i} \Theta_{ji} Z_{ji}^{3} - 3 Expected Mean_{j}^{parity} \times Expected Variance_{j}^{parity} - \left[ Expected Mean_{j}^{parity} \right]$$

STEP 5: Calculate the initial aggregate test statistic.

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

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

Florida Cookbook July 31, 2006 ľ

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

STEP 6: Calculate the final aggregate test statistic.

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

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

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Florida Cookbook July 31, 2006

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# Attachment B

## Measures of Severity (parity and benchmark)

### Benchmark Measurements:

Definition:

 $\mathbf{D}_{\mathrm{B}} = \frac{\mathbf{I} - B}{B} \times 100\%$ 

where **I** is <u>Embarq</u> 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 <u>Embarg</u> performance (in service to a CLEC) is not meeting the Deleted: Sprint 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 <u>Embarg</u> performance is 5 Deleted: Sprint hours, then  $D_B = \frac{5.0 - 4.0}{4.0} \times 100\%$ , or  $D_B = 25\%$ . For a benchmark mean measure, this result

would be considered a "moderate" deviation from the benchmark. Such a measure for compliance is only valid if the benchmark is set appropriately; set as a tolerance limit as opposed to a target.

### Parity Measurements:

Definition:

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

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

where  $N_1$  and  $N_2$  are the number of <u>Embarg</u> 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 <u>Embarg</u>'s retail and <u>Embarg</u>'s CLEC service. The statistical

Florida Cookbook July 31, 2006 107

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# Embarq Performance Measurement Plan

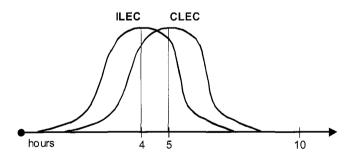
tests performed to determine whether service is in parity, provide the "yes" or "no" answer to the question of parity service. Further, the z-score itself provides a measure for the degree of certainty as to whether parity service exists. However, this degree of certainty does not indicate the severity 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 <u>Embarq</u>'s retail and <u>Embarq</u>'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 <u>Embarq</u>'s CLEC service is from that of <u>Embarq</u>'s service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to <u>Embarq</u>'s retail customers, the measure of severity should indicate the difference between <u>Embarq</u>'s retail and <u>Embarq</u>'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<sup>T</sup>; 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<sub>P</sub> is simply the difference in mean performance between the <u>Embarg</u>'s retail and <u>Embarg</u>'s CLEC service, measured relative to the dispersion (or standard deviation) of <u>Embarg</u>'s retail service. As an equation, this yields:  $D_{P} = \frac{\overline{X_{1} - \overline{X}_{2}}}{\sum_{i=1}^{N_{1}}}$ , where  $\overline{X_{1}}$  is the mean <u>Embarg</u> retail service,  $\overline{X}_{2}$  is the mean <u>Embarg</u> service to

CLECs, and  $s_1$  is the standard deviation of <u>Embarq</u>'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 <u>Embarg</u>'s retail customers has a standard deviation of 1.2 hours, then

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Florida Cookbook July 31, 2006 108

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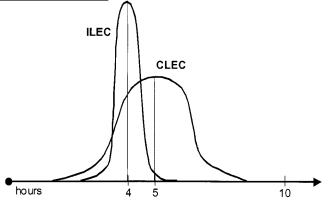
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 $D_{P} = \frac{4.0 - 5.0}{1.2}$ , or  $D_{P} = -0.83$ .

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

# Submeasurement B



If the service provided to Embarg's re	tail customers on submeasurement B has a standard	Deleted: Sprint
deviation of 0.4 hours, then		
-4.0-5.0 $-5.0$		

 $D_{P} = \frac{4.0 - 5.0}{0.4}$ , or  $D_{P} = -2.50$ .

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

Notice that the difference in the mean service is the same for both submeasurements. However,	
because Embarg's service to its retail customers on submeasurement B has a lower dispersion (or	Deleted: Sprint
standard deviation) than Embarg's service on submeasurement A, the severity of the mean	Deleted: Sprint
difference is higher for submeasurement B.	<u></u>

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Florida Cookbook July 31, 2006

# Parity Measures and Submeasures with Cell-level Comparisons

Cell-level comparisons (using the statistical methodology described in Attachment A) will be applied to the following measurements:

Measurement	Cell Level (i.e., wire center, etc)	
Number / Description		
5 - Percentage of Orders Jeopardized	Wire Center, Company Number	
6 - Average Jeopardy Notice Interval	Wire Center, Company Number	
7 - Average Completed Interval	CLLI Code, Wire Center, Company Number	
8 - Percent Completed Within Standard	CLLI Code, Wire Center, Company Number	
Interval	CEEP Code, whe center, company rumber	
11 - Percent of Due Dates Missed	CLLI Code, Wire Center, Company Number	
12 - Percent Due Dates Missed Due to Lack	CLLI Code, Wire Center, Company Number	
of Facilities		
13 - Delay Order Interval to Completion Date (For Lack of Facilities)	CLLI Code, Wire Center, Company Number	
14 - Held Order Interval	Wire Center, Company Number	
15 - Provisioning Trouble Reports Prior to Service Order Completion	Company Number	
17a - Percentage Troubles in 5 Days for     CLLI Code, Wire Center, Company Nu       New Orders     CLLI Code, Wire Center, Company Nu		
19 - Customer Trouble Report Rate	Wire Center, Company Number	
0 - Percentage of Customer Trouble Not CLLI Code, Wire Center, Company Number		
Resolved Within Estimated Time		
21 - Average Time to Restore CLLI Code, Wire Center, Company Nu		
22 - POTS Out of Service Less Than 24	Wire Center, Company Number	
Hours		
23 – Frequency of Repeat Troubles in 30 Day Period	CLLI Code, Wire Center, Company Number	
28 - Usage Timeliness	Company Number	
31 - Usage Completeness	Company Number	
32 - Recurring Charge Completeness	Company Number	
33 - Non-Recurring Charge Completeness	Company Number	
34 - Bill Accuracy	Company Number	
37 - Database Update Timeliness Company Number		
38 - Percent Database Accuracy	Company Number	
39 - E911MS Database Update Interval	Company Number	

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Florida Cookbook July 31, 2006

	Embarq Performance Measurement Plan		Deleted: Sprint	
	Definitions:			
	Company Number – <u>Embarg LTD</u> has two operating companies in FL. Therefore we calculate results at the company level to establish parity before aggregating the results into one FL result.		Deleted: Sprint	
	Wire Center – A building housing one or more end office and/or tandem switches.			
)	CLLI Code - (Common Language Location Identifier) An 11-digit code that Embarg LTD	*******	Deleted: Sprint	

CLLI Code - (Common Language Location Identifier) An 11-digit code that Embarg LTD	Deleted: Sprint
assigns to a Carrier's location to designate the central office or area served by a central office.	

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Florida Cookbook July 31, 2006

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Area	Requirement Description	
Description	Measures the percentage of Directory A Listings updates to databases within 24	
Method of Calculation	(Count of updates completed within 241) (Count of updates completed in reportin	1 01 /
Report Period	Monthly	
Report Structure	Individual CLECs, CLECs in the aggreg	gate, ILEC and ILEC Affiliates
Reported By	Service Order generated updates	
Geographic Level	Statewide	
Measurable Standards	SprintEmbarq: Service Order Updates – Parity	
Page 57: [39] Deleted	sao3704	8/16/2006 3:11 PM

Page 57: [39] Deleted			8/16/2006 3:11 PM		
	Directory Assistance / Directory Listing				
	Service Order	Number Updates	Number Updates		
		· · · · · · · · · · · · · · · · · · ·			

UNE Platform (i.e., loop + transport)	port + Res POTS, Bus POTS, ISDN E Centrex, PBX	BRI, UNE Platform	
Page 67: [41] Deleted	jjh1573	7/13/2006 2:43 PM	
Dark Fiber	DS3	Dark Fiber	
Page 80: [42] Deleted	jjh1573	7/18/2006 12:35 PM	
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		

# 2006 Embarq Performance Measurement Plan (PMP) and Change Appendix

# PERFORMANCE MEASUREMENT PLAN

### **General Changes to the Measures**

### **Eliminate UNE-P**

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Pursuant to the Triennial Review Remand Order (TRRO) Incumbent Local Exchange Carriers ("ILECs") are no longer required to offer UNE-P as a UNE as of 3/11/05. Existing UNE-P access lines were grandfathered for 12-months and those access lines must be converted to new products by 3/11/06. Until 3/11/06, Embarq will continue to provide service results for UNE-P in the maintenance and billing measures. For 3/11/06 reporting and beyond, Embarq recommends eliminating UNE-P from the plan in all measures (Measures: 2,4,5,6,7,8,11,12,13,14,17a,19,20,21,23).

## **Eliminate Line Sharing**

Pursuant the Triennial Review Order (TRO), ILECs are no longer required to offer Line Sharing as a UNE as of October 2003. Therefore, Embarq proposes eliminating Line Sharing from the ordering and provisioning measures in the PMP. Since line sharing access lines already in service are grandfathered, Embarq will continue to report service results for Line Sharing in the maintenance measures (Measures: 2,4,5,6,7,9,11,12,13,14,17a).

# **Eliminate Dark Fiber**

Per the TRRO, ILECs are no longer required to offer Dark Fiber loops as a UNE. Embard has not sold any UNE Dark Fiber services in Nevada and proposes eliminating Dark Fiber from the PMP in all applicable measures. (Measures: 2,4,5,6,7,8,11,12,13,14,17a,19,20,21,23).

## **Changes within Sections of PMP**

# Reporting Process - Eliminate "with the exception of Measure 2" from the third paragraph.

Embarq recommends this change to ensure consistent exclusions from both the numerator and denominator of the service results (Section: Reporting Process paragraph 3).

### **General Exclusions – New rule for Commercial Agreements**

This exclusion is recommended to address non-regulated products that CLECs may order under Commercial Agreements outside of the Interconnection & Resale Agreements (Section: General Exclusions paragraph 1).

# Service Group Types - Delete UNE Platform and Dark Fiber

Since these products have been eliminated from the measurements, they are no longer necessary in the list of service types (Section: Service Group Types).

# Missed Appointment Reason Codes - Add, Delete and Update Codes

These lists have been updated to add new codes that have been created, to eliminate old codes that are no longer used by Embarq, and to update the descriptions of codes that have new uses (Section: Missed Appointment Reason Codes).

# CHANGES TO SPECIFIC MEASURES

### Measure 1- Establishment of new benchmark for Service Appointment Scheduling

The submeasure for Service Appointment Scheduling was previously to be determined (TBD) due to lack of service data. Since service data now exists for 10 of the last 12 months, Embarq is proposing a benchmark in place of TBD for this submeasure. Embarq recommends a benchmark of 3 seconds for this submeasure based on the following: (1) historical data, (2) system data, and (3) using the methodology established for setting other benchmarks in Embarq's plan.

# Measure 1- Establishment of new submeasure for Electronic Loop Prequal

The plan currently only has a submeasure for manual Loop Prequalification. Embarq now performs Loop Prequalification electronically and proposes to add a submeasure to report the electronic service results.

# Measures 2, 7, 8- Service Group Types - Eliminate Duplicate Definition of Projects

Delete the projects definition from the Notes section because it is already defined in Section III.

### Measure 6

# • Add Projects Submeasure

Embarq recommends that Projects be reported in a separate submeasure and as diagnostic, because projects are managed outside of normal processes under terms and conditions which are agreed to by both Embarq and CLEC customers. Projects are already reported separately in all of the measures that disaggregate by product, and this change is consistent with what was previously approved in other measures.

### • Business Rule Change

Embarq recommends a business rule change from "Excludes delays for customer reasons" to "Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons" because in many situations customers will request a due date beyond the standard interval, particularly where new construction is performed. In these instances, orders are jeopardized due to lack of facilities which results in a long jeopardy notice intervals. Embarq's CLEC and retail service results do not contain a proportionate number of orders with requested due dates longer than the intervals offered, so Embarq proposes the business rule change to allow for more accurate comparisons.

# • Clarification of measurement calculation

Embarq recommends changes to the calculation for this measure for clarification purposes. Additional mathematical notations are proposed (adding the word sum and corrections to parentheses) to clarify the current calculation. There are no impacts due to this change.

# 17a and Maintenance Measures- UNE Loops and Sub Loops Voice Comparison Change

The proposed change to Measure 17a and the Maintenance Measure will change the comparison for UNE Loops and Sub Loops to Residential and Business POTS. Currently, UNE Loops and Sub Loops Voice are compared to Business POTS Dispatched. Embarq's proposal provides for a more accurate comparison since customers purchase UNE Loops for both residential and business services.

### Measure 18- Clarification of Measurement Calculation

Embarq recommends changes to the calculation for this measure for clarification purposes. The current service results are being calculated per the intent of the measure. However, the description of the calculation in the PMP does not reflect the intent of the measure. The recommended change describes a method to achieve a result that is a percentage within 24 hours. There are no impacts to the service results due to this change.

# Measure 37 – Eliminate Measure

Embarq recommends eliminating this measure because Embarq's database update process is the same for CLEC and retail updates, and is therefore parity by design. Specifically, CLEC and retail database updates are sent to the database in the same file and are processed identically.

### Measure 38 – Eliminate Directory Assistance/Listings Submeasure

Embarq recommends eliminating the Directory Assistance/Listings submeasure. Embarq implemented a new interface in 2003 that allows CLECs to enter their own directory information. Since CLECs enter their information directly, Embarq does not perform database update functions and should no longer measure database updates for directory assistance/listings.

### Measure 44 Ordering Center Submeasure – Benchmark Change

Embarq proposes a change to Measure 44 to make it consistent with Embarq's retail benchmark for the same service. In Docket 95-8034, Nevada's standard service level for retail Business Office Answer time is 75% within 20 seconds. Similarly, the CLEC service benchmark should bet set at 80% within 20 second to match the Embarq retail benchmark.