

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: June 23, 2010
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Jerry M. Hallenstein, Government Analyst II, Office of Auditing and Performance Analysis
RE: Docket 000121A-TP---Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies (AT&T Florida Track)

Please file the email correspondence with attachments in Docket No. 000121A-TP.

DOCUMENT NUMBER - DATE
5202 JUN 23 09
FPSC-COMMISSION CLERK

Jerry Hallenstein

From: SIRIANNI, MARYROSE (ATTSI) [ms8675@att.com]
Sent: Friday, June 18, 2010 2:48 PM
To: Jerry Hallenstein; Lisa Harvey
Cc: SIRIANNI, MARYROSE (ATTSI); PATE, RON (ATTOPS)
Subject: RE: 121A
Attachments: Florida Seem.xlsx

Jerry,

Attached is AT&T's response to your questions regarding our SQM/SEEM plan. Under the third tab of the worksheet I have included a legend that may be helpful in identifying the individual metrics in tab one of the worksheet.

Please let me know if you have questions, or would like to discuss.

thanks

MaryRose Sirianni
AT&T Florida
Area Manager - Regulatory Relations
Tel: (850) 577-5553
Fax: (850) 577-5537

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From: Jerry Hallenstein [mailto:JHallens@psc.state.fl.us]
Sent: Monday, June 14, 2010 9:14 AM
To: SIRIANNI, MARYROSE (ATTSI)
Subject: 121A

Mary Rose,

May have some more questions coming after our move, but in the meantime, I don't want to hold up the bus:

1. According to the Settlement Agreement between AT&T and CompSouth, the SEEM Tier 1 Fee Schedule would be increased by twenty percent on an individual remedied metric basis, commencing with the third consecutive month missed and continuing through the sixth consecutive month missed. For each month April, 2009 through March, 2010, please recalculate SEEM Tier 1 payments assuming payments were increased twenty percent after the third consecutive month missed.
2. From January 2007, through April 2010, please provide the total dollars paid for non-service impacting penalties. Please breakdown penalties by event type (e.g., penalties for late posting and penalties for reposting).

Jerry

6/23/2010

Row Labels	200904 Original Remedy	200904 Adjusted Remedy	200905 Original Remedy	200905 Adjusted Remedy	200906 Original Remedy	200906 Adjusted Remedy	200907 Original Remedy	200907 Adjusted Remedy	200908 Original Remedy	200908 Adjusted Remedy	200909 Original Remedy	200909 Adjusted Remedy	200910 Original Remedy	200910 Adjusted Remedy
CCC														
CCCHC-DLC			\$345.00	\$345.00										
CCCHC-NDLC							\$345.00	\$345.00						
CTRR-DSGN	\$73.33	\$73.33	\$60.00	\$60.00					\$120.00	\$120.00				
CTRR-POTS	\$35,501.66	\$42,288.33	\$13,685.00	\$15,772.67	\$21,448.32	\$25,435.99	\$25,393.35	\$29,091.35	\$36,433.33	\$42,142.00	\$30,978.34	\$36,905.67	\$48,853.33	\$56,645.00
CTRR-TRNK	\$119.17	\$143.00			\$75.00	\$75.00			\$450.00	\$450.00	\$45.00	\$45.00	\$37.50	\$37.50
CTRR-ULPD	\$632.50	\$632.50	\$671.67	\$671.67	\$172.50	\$172.50	\$172.50	\$172.50	\$4,714.99	\$4,714.99	\$421.67	\$421.67	\$562.50	\$562.50
CTRR-ULPN	\$3,124.17	\$3,124.17					\$249.17	\$249.17						
CTRR-UXDSL					\$172.50	\$172.50			\$210.83	\$210.83				
FOCRC-FM			\$30.00	\$30.00	\$37.50	\$37.50								
FOCRC-NM	\$30.00	\$30.00												
FOCT			\$30.00	\$30.00										
FOCT-NM														
FOCT-PM	\$1,005.00	\$1,200.00	\$1,620.00	\$1,908.00	\$1,747.50	\$2,031.00	\$997.50	\$1,173.00	\$517.50	\$585.00	\$75.00	\$75.00		
LNP-DTNT-USH	\$1,035.00	\$1,035.00	\$1,710.00	\$1,710.00	\$9,810.00	\$11,427.00	\$9,525.00	\$10,905.00	\$3,465.00	\$4,158.00	\$1,035.00	\$1,035.00	\$4,110.00	\$4,110.00
LNP-LAT	\$172.50	\$172.50			\$345.00	\$345.00			\$345.00	\$345.00			\$172.50	\$172.50
MAD-POTS	\$2,345.00	\$2,715.00	\$1,746.67	\$2,024.00	\$1,980.00	\$2,313.33	\$5,833.33	\$6,793.33	\$3,231.66	\$3,491.66	\$1,658.33	\$1,948.66	\$4,208.33	\$4,901.66
MAD-ULPD	\$345.00	\$345.00			\$555.83	\$555.83					\$728.33	\$728.33		
MAD-ULPN	\$10,618.33	\$11,661.00	\$5,873.33	\$6,847.00	\$14,545.01	\$17,300.68	\$16,143.33	\$18,421.33	\$844.16	\$970.83	\$5,750.00	\$5,750.00	\$210.83	\$210.83
MAD-UXDSL	\$210.83	\$210.83												
NCDD			\$690.00	\$690.00					\$690.00	\$690.00				
OCI-EEL					\$4,600.01	\$4,600.01	\$433.33	\$433.33	\$249.17	\$249.17			\$210.83	\$210.83
OCI-POTS	\$14,416.68	\$17,070.01	\$5,633.32	\$6,631.32	\$6,201.67	\$7,238.67	\$670.00	\$717.67	\$1,265.01	\$1,458.34	\$1,058.33	\$1,079.33	\$1,180.00	\$1,180.00
OCI-ULPD			\$1,188.34	\$1,188.34	\$1,125.00	\$1,125.00								
OCI-UXDSL	\$3,450.00	\$4,140.00	\$2,760.00	\$3,312.00	\$1,380.00	\$1,518.00	\$690.00	\$828.00	\$1,725.00	\$2,001.00	\$690.00	\$828.00		
OOS-POTS	\$1,451.66	\$1,502.99	\$1,266.67	\$1,266.67	\$3,036.67	\$3,470.67	\$2,766.67	\$2,993.34	\$5,180.00	\$6,094.67	\$2,653.33	\$3,060.00	\$2,091.67	\$2,382.00
OOS-ULPD	\$172.50	\$172.50			\$172.50	\$172.50								
OOS-ULPN			\$421.67	\$421.67			\$2,798.33	\$2,798.33	\$8,753.34	\$8,753.34	\$12,401.67	\$14,644.34	\$8,980.00	\$10,622.67
PBEC	\$768.18	\$768.18	\$8.62	\$8.62	\$15.44	\$15.44	\$152.69	\$152.69	\$29.09	\$29.09	\$283.61	\$283.61	\$1,274.70	\$1,274.70
PFTSR-BUS	\$2,362.50	\$2,457.00	\$2,610.00	\$2,973.00	\$960.00	\$1,102.50	\$292.50	\$312.00	\$600.00	\$684.00	\$1,987.50	\$2,085.00	\$990.00	\$1,054.50
PFTSR-LNP											\$120.00	\$120.00	\$60.00	\$60.00
PFTSR-RES	\$1,530.00	\$1,608.00	\$1,012.50	\$1,081.50	\$165.00	\$198.00	\$1,395.00	\$1,494.00	\$532.50	\$532.50	\$540.00	\$540.00	\$127.50	\$127.50
PFTSR-UOTH	\$135.00	\$150.00	\$82.50	\$99.00	\$150.00	\$168.00	\$195.00	\$234.00	\$157.50	\$177.00	\$997.50	\$1,173.00	\$1,207.50	\$1,344.00
PMIA-LNPS			\$210.83	\$210.83	\$172.50	\$172.50	\$285.00	\$285.00						

Row Labels	200904	200904	200905	200905	200906	200906	200907	200907	200908	200908	200909	200909	200910	200910
	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy
PMIA-POTS	\$1,303.33	\$1,366.33	\$810.00	\$840.00	\$703.33	\$742.33	\$521.66	\$521.66	\$580.00	\$580.00	\$180.00	\$180.00	\$300.00	\$300.00
PMIA-ULPD	\$1,035.00	\$1,035.00	\$1,546.67	\$1,546.67	\$1,311.67	\$1,418.00	\$1,650.00	\$1,842.00	\$570.00	\$684.00	\$1,380.00	\$1,380.00	\$1,380.00	\$1,380.00
PMIA-ULPN			\$287.50	\$287.50	\$172.50	\$172.50	\$172.50	\$172.50	\$805.00	\$805.00	\$172.50	\$172.50	\$172.50	\$172.50
PMIA-UXDSL			\$172.50	\$172.50					\$172.50	\$172.50	\$1,188.33	\$1,188.33		
PMRA-POTS	\$280.00	\$280.00	\$146.66	\$146.66	\$180.00	\$180.00	\$151.67	\$151.67	\$206.67	\$206.67	\$133.33	\$133.33	\$120.00	\$120.00
PMRA-ULPD	\$172.50	\$172.50			\$172.50	\$172.50								
PMRA-ULPN			\$383.33	\$383.33	\$172.50	\$172.50	\$210.83	\$210.83					\$172.50	\$172.50
PPT-POTS	\$280.00	\$280.00	\$1,833.34	\$1,833.34	\$2,901.66	\$2,901.66	\$4,246.67	\$4,953.67	\$3,453.33	\$4,006.66	\$5,076.67	\$5,902.34	\$986.67	\$1,076.67
PPT-ULPD	\$265.83	\$319.00			\$1,035.00	\$1,035.00	\$195.00	\$195.00	\$780.00	\$867.00	\$1,246.67	\$1,342.67	\$735.00	\$735.00
PPT-ULPN			\$210.83	\$210.83	\$195.00	\$195.00	\$265.83	\$319.00	\$240.00	\$288.00	\$2,836.67	\$2,836.67		
PPT-UXDSL	\$735.00	\$735.00	\$780.00	\$780.00	\$870.00	\$1,044.00	\$1,170.00	\$1,266.00	\$1,140.00	\$1,368.00	\$1,035.00	\$1,173.00		
PRT-POTS	\$165.00	\$165.00	\$60.00	\$60.00	\$283.33	\$283.33	\$133.33	\$133.33			\$133.33	\$133.33	\$73.33	\$73.33
PRT-ULPD	\$555.83	\$555.83			\$594.17	\$594.17	\$977.50	\$977.50	\$600.83	\$600.83			\$172.50	\$172.50
PRT-ULPN			\$172.50	\$172.50					\$210.83	\$210.83			\$210.83	\$210.83
PRT-UXDSL			\$210.83	\$210.83										
RI	\$382.50	\$382.50	\$105.00	\$114.00			\$60.00	\$60.00	\$30.00	\$30.00	\$840.00	\$840.00	\$30.00	\$30.00
RI-NM									\$30.00	\$30.00				
RI-PM			\$150.00	\$150.00	\$60.00	\$60.00	\$30.00	\$30.00			\$30.00	\$30.00		
SOAC-RSL	\$8,460.00	\$10,092.00	\$10,980.00	\$12,996.00	\$15,720.00	\$18,636.00	\$5,400.00	\$6,444.00	\$2,940.00	\$3,468.00	\$810.00	\$942.00	\$930.00	\$1,074.00
SOAC-UNE					\$120.00	\$120.00	\$60.00	\$60.00	\$120.00	\$120.00	\$60.00	\$60.00	\$60.00	\$60.00
TGP-2-CLEC														
UDDT	\$0.02	\$0.02			\$0.01	\$0.01					\$0.03	\$0.03	\$0.03	\$0.03
Grand Total	\$93,134.02	\$106,882.52	\$59,505.28	\$67,185.45	\$93,359.62	\$107,374.62	\$83,582.69	\$94,736.19	\$81,393.24	\$91,294.91	\$76,546.14	\$87,036.81	\$79,620.55	\$90,473.55

Row Labels	200911 Original Remedy	200911 Adjusted Remedy	200912 Original Remedy	200912 Adjusted Remedy	201001 Original Remedy	201001 Adjusted Remedy	201002 Original Remedy	201002 Adjusted Remedy	201003 Original Remedy	201003 Adjusted Remedy	Total Original Remedy	Total Adjusted Remedy
CCC			\$345.00	\$345.00			\$690.00	\$690.00			\$1,035.00	\$1,035.00
CCCHC-DLC					\$345.00	\$345.00			\$172.50	\$172.50	\$862.50	\$862.50
CCCHC-NDLC			\$1,725.00	\$1,725.00	\$1,170.00	\$1,170.00					\$3,240.00	\$3,240.00
CTRR-DSGN	\$73.33	\$73.33	\$60.00	\$60.00			\$120.00	\$120.00			\$506.66	\$506.66
CTRR-POTS	\$40,119.99	\$48,034.66	\$28,041.67	\$33,321.00	\$7,009.99	\$8,191.99	\$10,781.68	\$11,311.68	\$15,508.33	\$15,798.66	\$313,754.99	\$364,938.99
CTRR-TRNK	\$75.00	\$75.00					\$37.50	\$37.50	\$112.50	\$112.50	\$951.67	\$975.50
CTRR-ULPD	\$1,597.49	\$1,640.99	\$2,894.17	\$2,894.17	\$784.17	\$856.67	\$1,066.67	\$1,280.00	\$2,365.00	\$2,631.00	\$16,055.83	\$16,651.16
CTRR-ULPN					\$249.17	\$249.17					\$3,622.51	\$3,622.51
CTRR-UXDSL	\$210.83	\$210.83							\$210.83	\$210.83	\$804.99	\$804.99
FOCRC-FM	\$30.00	\$30.00							\$30.00	\$30.00	\$127.50	\$127.50
FOCRC-NM											\$30.00	\$30.00
FOCT									\$2,130.00	\$2,130.00	\$2,160.00	\$2,160.00
FOCT-NM					\$60.00	\$60.00					\$60.00	\$60.00
FOCT-PM	\$120.00	\$120.00	\$60.00	\$60.00	\$60.00	\$60.00	\$90.00	\$90.00	\$390.00	\$390.00	\$6,682.50	\$7,692.00
LNP-DTNT-USH			\$4,485.00	\$4,485.00	\$3,990.00	\$3,990.00	\$4,965.00	\$5,889.00	\$20,700.00	\$24,564.00	\$64,830.00	\$73,308.00
LNP-LAT							\$517.50	\$517.50	\$457.50	\$457.50	\$2,010.00	\$2,010.00
MAD-POTS	\$1,660.00	\$1,953.33	\$225.00	\$225.00	\$73.33	\$73.33	\$60.00	\$60.00	\$383.33	\$383.33	\$23,404.98	\$26,882.65
MAD-ULPD			\$1,418.33	\$1,418.33	\$1,125.00	\$1,125.00	\$210.83	\$210.83	\$345.00	\$345.00	\$4,728.32	\$4,728.32
MAD-ULPN	\$1,533.34	\$1,533.34					\$210.83	\$210.83	\$210.83	\$210.83	\$55,939.99	\$63,116.66
MAD-UXDSL											\$210.83	\$210.83
NCDD											\$1,380.00	\$1,380.00
OCI-EEL							\$172.50	\$172.50	\$210.83	\$210.83	\$5,876.67	\$5,876.67
OCI-POTS	\$515.01	\$515.01	\$460.00	\$460.00	\$308.33	\$308.33	\$761.66	\$899.33	\$390.00	\$453.33	\$32,860.01	\$38,011.34
OCI-ULPD							\$690.00	\$690.00			\$3,003.34	\$3,003.34
OCI-UXDSL											\$10,695.00	\$12,627.00
OOS-POTS	\$2,520.00	\$2,979.00	\$493.33	\$580.00	\$473.32	\$473.32	\$146.66	\$146.66	\$295.00	\$295.00	\$22,374.98	\$25,244.31
OOS-ULPD			\$690.00	\$690.00	\$555.83	\$555.83			\$210.83	\$210.83	\$1,801.66	\$1,801.66
OOS-ULPN	\$13,641.66	\$16,086.33	\$6,381.66	\$6,381.66	\$2,430.83	\$2,798.16	\$390.00	\$390.00			\$56,199.16	\$62,896.49
PBEC	\$334.95	\$334.95					\$44.84	\$44.84			\$2,912.12	\$2,912.12
PFTSR-BUS	\$465.00	\$484.50	\$525.00	\$544.50	\$1,072.50	\$1,137.00	\$750.00	\$828.00	\$982.50	\$1,002.00	\$13,597.50	\$14,664.00
PFTSR-LNP	\$60.00	\$60.00			\$60.00	\$60.00	\$67.50	\$67.50	\$435.00	\$450.00	\$802.50	\$817.50
PFTSR-RES	\$60.00	\$60.00	\$60.00	\$60.00	\$360.00	\$360.00	\$60.00	\$60.00			\$5,842.50	\$6,121.50
PFTSR-UOTH	\$525.00	\$603.00	\$75.00	\$90.00	\$322.50	\$339.00	\$157.50	\$175.50			\$4,005.00	\$4,552.50
PMIA-LNPS			\$172.50	\$172.50			\$421.67	\$421.67	\$172.50	\$172.50	\$1,435.00	\$1,435.00

Row Labels	200911	200911	200912	200912	201001	201001	201002	201002	201003	201003	Total Original	Total Adjusted
	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Original Remedy	Adjusted Remedy	Remedy	Remedy
PMIA-POTS	\$240.00	\$240.00	\$330.00	\$330.00	\$206.67	\$206.67	\$60.00	\$60.00	\$195.00	\$195.00	\$5,429.99	\$5,561.99
PMIA-ULPD			\$345.00	\$345.00	\$1,515.00	\$1,515.00			\$690.00	\$690.00	\$11,423.34	\$11,835.67
PMIA-ULPN							\$172.50	\$172.50			\$1,955.00	\$1,955.00
PMIA-UXDSL	\$1,188.33	\$1,188.33							\$421.67	\$421.67	\$3,143.33	\$3,143.33
PMRA-POTS	\$133.33	\$133.33	\$180.00	\$180.00	\$206.66	\$206.66	\$180.00	\$180.00	\$240.00	\$240.00	\$2,158.32	\$2,158.32
PMRA-ULPD			\$690.00	\$690.00	\$555.83	\$555.83			\$210.83	\$210.83	\$1,801.66	\$1,801.66
PMRA-ULPN	\$383.33	\$383.33			\$210.83	\$210.83					\$1,533.32	\$1,533.32
PPT-POTS	\$1,113.33	\$1,200.00	\$426.66	\$426.66	\$644.99	\$644.99	\$1,278.34	\$1,350.67	\$706.66	\$799.99	\$22,948.32	\$25,376.65
PPT-ULPD	\$735.00	\$735.00	\$766.67	\$766.67	\$172.50	\$172.50	\$735.00	\$735.00			\$6,666.67	\$6,902.84
PPT-ULPN					\$440.83	\$440.83	\$172.50	\$172.50	\$172.50	\$172.50	\$4,534.16	\$4,635.33
PPT-UXDSL	\$690.00	\$690.00	\$345.00	\$345.00	\$1,380.00	\$1,380.00	\$1,170.00	\$1,170.00	\$345.00	\$345.00	\$9,660.00	\$10,296.00
PRT-POTS	\$120.00	\$120.00	\$193.33	\$193.33	\$266.66	\$266.66					\$1,428.31	\$1,428.31
PRT-ULPD			\$900.83	\$900.83	\$195.00	\$195.00	\$607.50	\$694.50	\$195.00	\$195.00	\$4,799.16	\$4,886.16
PRT-ULPN					\$555.83	\$555.83					\$1,149.99	\$1,149.99
PRT-UXDSL											\$210.83	\$210.83
RI			\$4,440.00	\$4,440.00	\$112.50	\$112.50			\$2,010.00	\$2,010.00	\$8,010.00	\$8,019.00
RI-NM											\$30.00	\$30.00
RI-PM	\$150.00	\$150.00							\$30.00	\$30.00	\$450.00	\$450.00
SOAC-RSL	\$180.00	\$186.00	\$180.00	\$186.00	\$180.00	\$192.00	\$360.00	\$372.00	\$240.00	\$246.00	\$46,380.00	\$54,834.00
SOAC-UNE			\$30.00	\$30.00	\$60.00	\$60.00	\$60.00	\$60.00	\$90.00	\$90.00	\$660.00	\$660.00
TGP-2-CLEC			\$1,312.50	\$1,312.50							\$1,312.50	\$1,312.50
UDDT	\$0.01	\$0.01	\$0.01	\$0.01	\$0.02	\$0.02					\$0.13	\$0.14
Grand Total	\$68,474.93	\$79,820.26	\$58,251.66	\$63,658.16	\$27,153.29	\$28,868.13	\$27,208.18	\$29,280.51	\$51,259.14	\$55,876.64	\$799,488.74	\$902,487.75

Remedy	Month	Remedy Amount	Remedy Description
PSC-FEE-LATE-SM	200801	\$2,000.00	PSC-FEE-LATE-SEEM
PSC-FEE-LATE-SM	200802	\$6,000.00	PSC-FEE-LATE-SEEM
		\$8,000.00	Late Payment of fees
PSC-FEE-REPOST	200804	\$12,000.00	PSC Fee for Reposting Reports
PSC-FEE-REPOST	200804	\$24,400.00	PSC Fee for Reposting Reports
PSC-FEE-REPOST	200805	\$15,600.00	PSC Fee for Reposting Reports
PSC-FEE-REPOST	200806	\$12,000.00	PSC Fee for Reposting Reports
PSC-FEE-REPOST	200805	\$8,800.00	PSC Fee for Reposting Reports
PSC-FEE-REP-IT	200905	\$24,000.00	PSC Fee for Reposting IT Reports
		\$96,800.00	Reposting
		\$104,800.00	

* \$66,000 Paid in March 2007. Payment was a settlement regarding interpretation of Section 4.4.3 of SEEM plan from a 2004 audit by PWC- see Order PSC-07-0298-PAA-TP Docket 000121A-TP

Row Labels	SEEM DESCRIPTION	SQM#
CCC	Coordinated Customer Conversions - UNE Loop	P-7-CCI
CCCHC-DLC	Coordinated Customer Conversions Hot Cuts Timeliness - UNE Loops IDLC	P-7A-CCT
CCCHC-NDLC	Coordinated Customer Conversions Hot Cuts Timeliness - UNE Loops w/o IDLC	P-7A-CCT
CTRR-DSGN	Customer Trouble Report Rate - Design	M&R-2-CTRR
CTRR-POTS	Customer Trouble Report Rate - POTS	M&R-2-CTRR
CTRR-TRNK	Customer Trouble Report Rate - IC-Trunks	M&R-2-CTRR
CTRR-ULPD	Customer Trouble Report Rate -- 2 w Analog Loop Design	M&R-2-CTRR
CTRR-ULPN	Customer Trouble Report Rate - UNE Loops Non-Design	M&R-2-CTRR
CTRR-UXDSL	Customer Trouble Report Rate - UNE XDSL	M&R-2-CTRR
FOCRC-FM	Firm Order Confirmation Timeliness and Reject Completeness (full mech)	O-11-FOCRC-FM
FOCRC-NM	Firm Order Confirmation Timeliness and Reject Completeness (non-mech)	O-11-FOCRC-NM
FOCT	Firm Order Confirmation Timeliness (Fully Mechanized)	O-9-FOCT-FM
FOCT-NM	Firm Order Confirmation Timeliness (Non Mechanized)	O-9-FOCT-NM
FOCT-PM	Firm Order Confirmation Timeliness (Partially Mechanized)	O-9-FOCT-PM
LNP-DTNT-USH	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours	P-13-D-LNP-DTNT
LNP-LAT	Percent of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date	P-13-C-LNP-LAT
MAD-POTS	Maintenance Average Duration - POTS	M&R-3-MAD
MAD-ULPD	Maintenance Average Duration - UNE Loops Design	M&R-3-MAD
MAD-ULPN	Maintenance Average Duration - UNE Loops Non-Design	M&R-3-MAD
MAD-UXDSL	Maintenance Average Duration - UNE XDSL	M&R-3-MAD
NCDD	Non-Coordinated Customer Conversions	P-7D NCDD
OCI-EEL	Order Completion Interval - EELs Combined	P-4-OCI
OCI-POTS	Order Completion Interval - POTS	P-4-OCI
OCI-UXDSL	Order Completion Interval -UNE XDSL without Conditioning	P-4-OCI
OOS-POTS	Out of Service (OOS) > 24 Hours - POTS	M&R-5-OOS
OOS-ULPD	Out of Service (OOS) > 24 hours - UNE Loops Design	M&R-5-OOS
OOS-ULPN	Out of Service (OOS) > 24 Hours - UNE Loops Non Design	M&R-5-OOS
PBEC	Percent Billing Errors Corrected in X Days	B-10-BEC
PFTSR-BUS	Percent Flow-Through Service Request (Detail) -Business	O-3-PFT
PFTSR-LNP	Percent Flow-Through Service Request (Detail) -LNP	O-3-PFT
PFTSR-RES	Percent Flow-Through Service Request (Detail) -Residence	O-3-PFT
PFTSR-UOTH	Percent Flow-Through Service Request (Detail) - UNE Other	O-3-PFT
PMIA-LNPS	Percent Missed Installation Appointments - LNP Standalone	P-3-MIA

PMIA-POTS	Percent Missed Installation Appointments - POTS	P-3-MIA
PMIA-ULPD	Percent Missed Installation Appointments - UNE Loops - Design	P-3-MIA
PMIA-ULPN	Percent Missed Installation Appointments - UNE Loops - Non-Design	P-3-MIA
PMIA-UXDSL	Percent Missed Installation Appointments -UNE XDSL	P-3-MIA
PMRA-POTS	Percent Missed Repair Appointments - POTS	M&R-1-MRA
PMRA-ULPD	Percent Missed Repair Appointment - UNE Loops Design	M&R-1-MRA
PMRA-ULPN	Percent Missed Repair Appointment - UNE Loops Non-Design	M&R-1-MRA
PPT-POTS	Percent Provisioning Troubles within 30 Days - POTS	P-9-PPT
PPT-ULPD	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design	P-9-PPT
PPT-ULPN	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Non-Design	P-9-PPT
PPT-UXDSL	Percent Provisioning Troubles within 30 Days - UNE XDSL	P-9-PPT
PRT-POTS	Percent Repeat Troubles within 30 Days - POTS	M&R-4-PRT
PRT-ULPD	Percent Repeat Customer Troubles within 30 Days - UNE Loops Design	M&R-4-PRT
PRT-ULPN	Percent Repeat Customer Troubles within 30 Days - UNE Loops Non-Design	M&R-4-PRT
PRT-UXDSL	Percent Repeat Troubles within 30 Days - UNE XDSL	M&R-4-PRT
RI	Reject Interval (Fully Mechanized)	O-8-RI-FM
RI-NM	Reject Interval (Non Mechanized)	O-8-RI-NM
RI-PM	Reject Interval (Partially Mechanized)	O-8-RI-PM
SOAC-RSL	Service Order Accuracy -- Resale	P-11-SOA
SOAC-UNE	Service Order Accuracy -- UNE	P-11-SOA
TGP-2-CLEC	Trunk Group Performance -- CLEC specific	TGP-2
UDDT	Usage Data Delivery Timeliness	B-5-BUDT