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October 25, 2001

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

Re: Docket No. 000121-TP (OSS)

Dear Ms. Bayó:

Enclosed is an original and six copies, along with three CD Roms, of BellSouth Telecommunications, Inc.'s final proposed Performance Assessment Plan, pursuant to Order No. PSC-01-1819-FOF-TP, which we ask that you file in the captioned matter.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

James Meza III (KA)

James Meza III

Enclosures

cc: All parties of record
Marshall M. Criser, III
Nancy B. White
R. Douglas Lackey

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CERTIFICATE OF SERVICE
Docket No. 000121-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via Electronic Mail and (*) Federal Express this 25th day of October, 2001 to the following:

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#237366

BELLSOUTH®

BellSouth Service Quality Measurement Plan (SQM)

Florida Performance Metrics

Measurement Descriptions
Version 1.01

Issue Date: October 25, 2001

Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's customers both wholesale and retail. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1] and their Retail Customers. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. **This version of the SQM reflects the Florida Public Service Commission Order No PSC-01-1819-FOF-TP, issued September 10, 2001.**

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets for them develop and the processes stabilize. The measurements are also changed to reflect changes in systems, correct errors, and respond to both 3rd Party audit requirements and the Florida PSC.

This document is intended for use by someone with knowledge of telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurements and the reports that flow from them.

Once it is approved, the most current copy of this document can be found on the web at URL: https://pmap.bellsouth.com in the Help folder.

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM web site (https://www.pmap.bellsouth.com) by 8:00 A.M. EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 A.M. on the last day of the month. Reports not posted by this time will be considered late for SEEM payment purposes. Validated SEEM reports will be posted on the 15th of the following month. SEEM payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21. Final validated SQM reports will be posted on the last day of the month. Final validated SEEM reports will be posted and payments mailed on the 15th of the following month.

1. Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the web site. The Florida Public Service Commission (FPSC) has access to the web site. In addition, a copy of the Monthly State Summary reports will be filed with the FPSC as soon as possible after the last day of each month.

Revision History

Version	Issue Date	Changes
V0.01	Feb. 27, 2001	Initial BellSouth Proposal
V1.00 DRAFT	Sep. 20, 2001	This version reflects the Florida Public Service Commission Staff Recommendations, dated August 2, 2001, and approved by the Commission on August 14, 2001 in Docket No. 000121-TP.
V1.01	Oct. 25, 2001	This version reflects the changes based on the FPSC Workshop, Oct. 15, 2001 (Docket No. 000121-TP).

Contents

Section 1: Operations Support Systems (OSS)

OSS-1: Average Response Time and Response Interval (Pre-Ordering/ Ordering)

Definition

Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions

Syntactically incorrect queries.

Business Rules

The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The response interval starts when the client application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the number of accesses which take more than 6 seconds, and the number which are less than or equal to 6.3 seconds are also captured.

Calculation

Response Time = (a - b)

- a = Date & Time of Legacy Response
- b = Date & Time of Legacy Request

Average Response Time = c – d

- c = Sum of Response Times
- d = Number of Legacy Requests During the Reporting Period

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system. • **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.	• Parity + 2 seconds

Table 1: Legacy System Access Times For RNS

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤ 6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 2: Legacy System Access Times For R0S

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x

Table 2: Legacy System Access Times For R0S

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	CRSOCSR	CSR	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 3: Legacy System Access Times For LENS

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSECSRL	CSR	x	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x	x

Table 4: Legacy System Access Times For TAG*

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
ATLAS	ATLAS-MLH	TN	x	x	x	x	x
ATLAS	ATLAS-DID	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	TAG-CSR	CSR	x	x	x	x	x
P/SIMS	PSIM/ORB	Feature/Service	x	x	x	x	x

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

Note: CLEC specific data is not available in this measure. Queries of this sort do not have company specific signatures.

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system. • **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.	• Parity + 2 Seconds

SEEM OSS Legacy Systems

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
Atlas	RNS,ROS	TAG, LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRL		LENS
TAG-CSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB		LENS, TAG

OSS-2: Interface Availability (Pre-Ordering/Ordering)

Definition

Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured. ("Functional Availability" is the amount of time in hours during the reporting period that the legacy systems are available to users. The planned System Scheduled Availability is the time in hours per day that the legacy system is scheduled to be available.)

Scheduled availability is posted on the ICS Operations internet site: (www.interconnection.bellsouth.com/oss/osshour.html)

Exclusions

None

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full outages are included in the calculation for this measure. Full outages are defined as occurrences of either of the following:

- Application/Interface application is down or totally inoperative.
- Application is totally inoperative for customers attempting to access or use the application. This includes transport outages when they may be directly associated with a specific application.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BellSouth entities are given comparable opportunities for use of pre-ordering and ordering systems.

(Note: Scheduled maintenance will not be performed between the hours of 8:00 a.m through 9:00 p.m. Monday through Friday.)

Calculation

Interface Availability (Pre-Ordering/Ordering) = (a ÷ b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report Month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime	Report Month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level	• ≥ 99.5%

OSS Interface Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	x
LENS	CLEC	x
LEO	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x
LNP Gateway	CLEC	x
COG	CLEC	x
SOG	CLEC	x
DOM	CLEC	x
DOE	CLEC/BellSouth	x
CRIS	CLEC/BellSouth	x
ATLAS/COFFI	CLEC/BellSouth	x
BOCRIS	CLEC/BellSouth	x
DSAP	CLEC/BellSouth	x
RSAG	CLEC/BellSouth	x
SOCS	CLEC/BellSouth	x
SONGS	CLEC/BellSouth	x
RNS	BellSouth	x
ROS	BellSouth	x

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Regional Level	• ≥ 99.5%

SEEM OSS Interface Availability

OSS Interface	Applicable to	% Availability
EDI	CLEC	x
LENS	CLEC	x
LEO	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x

OSS Interface	Applicable to	% Availability
TAG	CLEC	x
TAG	CLEC	x
LNP Gateway	CLEC	x
COG	CLEC	x
SOG	CLEC	x
DOM	CLEC	x

OSS-3: Interface Availability (Maintenance & Repair)

Definition

This measures the percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BellSouth interface systems and for the legacy systems accessed by them are captured.

Scheduled availability is posted on the ICS Operations internet site: (www.interconnection.bellsouth.com/oss/osshour.html)

Exclusions

None

Business Rules

This measure is designed to compare the OSS availability versus scheduled availability of BellSouth's legacy systems.

Note: Only full outages are used in the calculation of Application Availability. A full outage is incurred when any of the following circumstances exists:

- The application or system is down.
- The application or system is inaccessible, for any reason, by the customers who normally access the application or system.
- More than one work center cannot access the application or system for any reason.
- When only one work center accesses an application or system and 40% or more of the clients in that work center cannot access the application.
- When 40% of the functions the clients normally perform or 40% of the functionality that is normally provided by an application or system is unavailable.

(Note: Scheduled maintenance will not be performed between the hours of 8:00 a.m through 9:00 p.m. Monday through Friday.)

Calculation

OSS Interface Availability (a ÷ b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM • ECTA	• Availability of BellSouth TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level	• ≥ 99.5%

OSS Interface Availability (M&R)

OSS Interface	% Availability
BellSouth TAFI	x
CLEC TAFI	x
CLEC ECTA	x
BellSouth & CLEC	x
CRIS	x
LMOS HOST	x
LNP	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Regional Level	• ≥ 99.5%

OSS Interface Availability (M&R)

OSS Interface	% Availability
CLEC TAFI	x
CLEC ECTA	x

OSS-4: Response Interval (Maintenance & Repair)

Definition

The response intervals are determined by subtracting the time a request is received on the BellSouth side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.

Exclusions

None

Business Rules

This measure is designed to monitor the time required for the CLEC and BellSouth interface system to obtain from BellSouth's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the response has been transmitted through that same point to the requester.

Note: The OSS Response Interval BellSouth Total Report is a combination of BellSouth Residence and Business Total.

Calculation

OSS Response Interval = (a - b)

- a = Query Response Date and Time
- b = Query Request Date and Time

Percent Response Interval (per category) = (c ÷ d) X 100

- c = Number of Response Intervals in category "X"
- d = Number of Queries Submitted in the Reporting Period

where, "X" is ≤ 4, $> 4 \leq 10$, ≤ 10, > 10, or > 30 seconds.

Average Interval = (e ÷ f)

- e = Sum of Response Intervals
- f = Number of Queries Submitted in the Reporting Period

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• CLEC Transaction Intervals	• BellSouth Business and Residential Transactions Intervals

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level	• Average Interval

Legacy System Access Times for M&R

System	BellSouth & CLEC	Count					
		≤ 4	> 4 ≤ 10	≤ 10	> 10	> 30	Avg. Int.
CRIS	x	x	x	x	x	x	x
DLETH	x	x	x	x	x	x	x
DLR	x	x	x	x	x	x	x
LMOS	x	x	x	x	x	x	x
LMOSupd	x	x	x	x	x	x	x
LNP	x	x	x	x	x	x	x
MARCH	x	x	x	x	x	x	x
OSPCM	x	x	x	x	x	x	x
Predictor	x	x	x	x	x	x	x
SOCS	x	x	x	x	x	x	x
NIW	x	x	x	x	x	x	x

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• Average Interval

PO-1: Loop Makeup - Response Time – Manual

Definition

This report measures the average interval and percent within the interval from the submission of a Manual Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Inquiries, which are submitted electronically.
- Designated Holidays are excluded from the interval calculation.
- Weekends are excluded from the interval calculation.
- Canceled Inquiries

Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes inquiries submitted via mail or FAX to BellSouth's Complex Resale Support Group (CRSG)

This measurement combines three intervals:

1. From receipt of a valid Service Inquiry for Loop Makeup to hand off to the Service Advocacy Center (SAC) for "Look-up."
2. From SAC start date to SAC complete date
3. From SAC complete date to date the Complex Resale Support Group (CRSG) distributes loop makeup information back to the CLEC.

The "Receive Date" is defined as the date the Manual LMUSI is received by the CRSG. It is counted as day Zero. LMU "Return Date" is defined as the date the LMU information is sent back to the CLEC from BellSouth. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Manual LMU request.

Note: The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC.

Calculation

Response Interval = (a - b)

- a = Date the LMUSI returned to CLEC
- b = Date the LMUSI is received

Average Interval = (c ÷ d)

- c = Sum of all Response Intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e ÷ f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for manual LMUs:
  0 – ≤ 1 day
  >1 – ≤ 2 days
  >2 – ≤ 3 days
  0 - ≤ 3 days
  >3 – ≤ 6 days

>6 – ≤ 10 days
> 10 days
• Average Interval in days

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of Inquiries • SI Intervals • State and Region	

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Loops	Benchmark • 95% ≤ 3 Business Days

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Loops	Benchmark • 95% ≤ 3 Business Days

PO-2: Loop Make Up - Response Time - Electronic

Definition

This report measures the average interval and the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Manually submitted inquiries.
- Designated Holidays are excluded from the interval calculation.
- Canceled Requests.

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the Operational Support Systems interface, LENS, TAG or RoboTAG. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via LENS, TAG or RoboTAG Interfaces.

Note: The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC. EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.

Calculation

Response Interval = (a - b)

- a = Date and Time the LMUSI returned to CLEC
- b = Date and Time the LMUSI is received

Average Interval = (c ÷ d)

- c = Sum of all response intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e ÷ f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for electronic LMUs:
  0 – ≤ 1 minute
  >1 – ≤ 5 minutes
  0 - ≤ 5 minutes
  > 5 – ≤ 8 minutes
  > 8 – ≤ 15 minutes
  > 15 minutes
- Average Interval in minutes

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Legacy Contract • Response Interval • Regional Scope	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Loop	Benchmark • 95% ≤ 1 Minute

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Loop	• 95% ≤ 1 Minute

Section 2: Ordering

O-1: Acknowledgement Message Timeliness

Definition

This measurement provides the response interval from the time a Message/LSR is electronically submitted via EDI or TAG until an acknowledgement notice is sent by the system.

Exclusions

None

Business Rules

The process includes EDI & TAG system functional acknowledgements for all Local Service Requests (LSRs) which are electronically submitted by the CLEC. The start time is the receipt time of the LSR at BellSouth's side of the interface (gateway). The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway). For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented.

Calculation

Response Interval = (a - b)

- a = Date and Time Acknowledgement Notices returned to CLEC
- b = Date and Time Messages/LSRs electronically submitted by the CLEC via EDI or TAG respectively

Average Response Interval = (c ÷ d)

- c = Sum of all Response Intervals
- d = Total number of electronically submitted Messages/LSRs received, via EDI or TAG respectively, in the Reporting Period.

Reporting Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region
- Electronically Submitted LSRs
  0 – ≤10 minutes
  > 10 – ≤20 minutes
  > 20 – ≤30 minutes
  0 – ≤ 30 minutes
  > 30 – ≤45 minutes
  > 45 – ≤60 minutes
  > 60 – ≤120 minutes
  > 120 minutes
- Average interval for electronically submitted LSRs in minutes

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record of Functional Acknowledgements	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• EDI	• EDI – 95% ≤ 30 Minutes
• TAG	• TAG – 95% ≤ 30 Minutes

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• EDI	• EDI – 95% ≤ 30 Minutes
• TAG	• TAG – 95% ≤ 30 Minutes

O-2: Acknowledgement Message Completeness

Definition

This measurement provides the percent of Messages/LSRs received via EDI or TAG which are acknowledged electronically.

Exclusions

Manually submitted LSRs

Business Rules

EDI and TAG send Functional Acknowledgements for all LSRs, which are electronically submitted by a CLEC. For those CLECs using EDI, if more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. The Acknowledgement Message is returned prior to the determination of whether the LSR will be partially mechanized or fully mechanized.

Calculation

Acknowledgement Completeness = (a ÷ b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for Messages/LSRs electronically submitted by EDI or TAG respectively
- b = Total number of electronically submitted Messages/LSRs received in the reporting period by EDI or TAG respectively

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - Region

Note: Acknowledgement message is generated before the system recognizes whether this message (LSR) will be partially or fully mechanized.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record of functional acknowledgements	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• EDI • TAG	• Benchmark: 100%

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• EDI • TAG	• Benchmark: 100%

O-3: Percent Flow-Through Service Requests (Summary)

Definition

The percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout for Percent Flow-Through only
- CLEC System Fallout

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarification.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex*
2. Special pricing plans
3. Some Partial migrations
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Indentions and Captions)

* See "LSR Flow-Through Matrix" on page 15. for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = a ÷ [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = a ÷ [b-(c+d+e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

Report Structure

- CLEC Aggregate
  - Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of LSRs Received, by Interface, by CLEC - TAG - EDI - LENS • Total Number of Errors by Type, by CLEC - Fatal Rejects - Auto Clarification - CLEC Caused System Fallout • Total Number of Errors by Error Code • Total Fallout for Manual Processing	• Report Month • Total Number of Errors by Type - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark[a]
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

a. Benchmarks do not apply to the "Percent Achieved Flow Through."

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark[a]
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

a. Benchmarks do not apply to the "Percent Achieved Flow Through."

O-4: Percent Flow-Through Service Requests (Detail)

Definition

A detailed list, by CLEC, of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual or human intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout for Percent Flow-Through only
- CLEC System Fallout

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarification.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex*
2. Special pricing plans
3. Some Partial migrations
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type "T" (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Indentions and Captions)

* See "LSR Flow-Through Matrix" on page 15. for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = a ÷ [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = a ÷ [b-(c+d+e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

Report Structure

Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:

- CLEC (by alias designation)
- Number of fatal rejects
- Mechanized interface used
- Total mechanized LSRs
- Total manual fallout
- Number of auto clarifications returned to CLEC
- Number of validated LSRs
- Number of BellSouth caused fallout
- Number of CLEC caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of Lsrs Received, by Interface, by CLEC - TAG - EDI - LENS • Total Number of Errors by Type, by CLEC - Fatal Rejects - Auto Clarification - CLEC Errors • Total Number of Errors by Error Code • Total Fallout for Manual Processing	• Report Month • Total Number of Errors by Type - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark[a]
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%

SQM Level of Disaggregation	SQM Analog/Benchmark[a]
• LNP	• Benchmark: 85%

a. Benchmarks do not apply to the "Percent Achieved Flow Through."

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

O-5: Flow-Through Error Analysis

Definition

An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.

Exclusions

Each Error Analysis is error code specific, therefore exclusions are not applicable.

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

Calculation

Total for each error type.

Report Structure

Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following:

- Error Type (by error code)
- Count of each error type
- Percent of each error type
- Cumulative percent
- Error Description
- CLEC Caused Count of each error code
- Percent of aggregate by CLEC caused count
- Percent of CLEC caused count
- BellSouth Caused Count of each error code
- Percent of aggregate by BellSouth caused count
- Percent of BellSouth by BellSouth caused count.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of Lsrs Received • Total Number of Errors by Type (by Error Code) - CLEC caused error	• Report Month • Total Number of Errors by Type (by Error Code) - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Not Applicable	• Not Applicable

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-6: CLEC LSR Information

Definition

A list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period.

Exclusions

- Fatal Rejects
- LSRs submitted manually

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

Calculation

Not Applicable

Report Structure

Provides a list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period with an explanation of the of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR.

- CC
- PON
- Ver
- Timestamp
- Type
- Err #
- Note or Error Description

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record of LSRs Received by CC, PON and Ver • Record of Timestamp, Type, Err # and Note or Error Description for Each LSR by CC, PON and Ver	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Not Applicable	• Not Applicable

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

LSR Flow Through Matrix

	Product Type	Reqtype	ACT Type	F/T[3]	Complex Service	Complex Order	Planned Fallout For Manual Handling[1]	EDI	TAG[2]	LENS[4]
2 wire analog DID trunk port	U,C	A	N,T	No	UNE	Yes	NA	N	N	N
2 wire analog port	U	A	N,T	No	UNE	No	Yes	Y	Y	N
2 wire ISDN digital line	U,C	A	N,T	No	UNE	Yes	NA	N	N	N
2 wire ISDN digital loop	U,C	A	N,T	Yes	UNE	Yes	No	Y	Y	N
3 Way Calling	R,B	E,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
4 wire analog voice grade loop	U,C	A	N,T	Yes	UNE	Yes	No	Y	Y	N
4 wire DSO & PRI digital loop	U,C	A	N,T	No	UNE	Yes	NA	N	N	N
4 wire DS1 & PRI digital loop	U,C	A	N,T	No	UNE	Yes	NA	N	N	N
4 wire ISDN DSI digital trunk ports	U,C	A	N,T	No	UNE	Yes	NA	N	N	N
Accupulse	C	E	N,C,T,V,W	No	Yes	Yes	NA	N	N	N
ADSL	R,B,C	E	V,W	No	UNE	No	No	Y	Y	N
Area Plus	R,B	E,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
Basic Rate ISDN	U,C	A	N,T	No	Yes	Yes	Yes	Y	Y	N
Basic Rate ISDN 2 Wire	C	E	C, D,T,V,W	No	Yes	Yes	Yes	Y	Y	N
Basic Rate ISDN 2 Wire	C	E	N,T	No	Yes	Yes	N/A	N	N	N
Basic Rate ISDN 2 Wire UNE P	C	M	N,C,D,V	No	YES	Yes	N/A	N	N	N
Analog Data/Private Line	C	E	N, C, T, V, W, D, P, Q	No	Yes	Yes	N/A	N	N	N
Call Block	R,B	E,B,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
Call Forwarding	R,B	E,B,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
Call Return	R,B	E,B,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
Call Selector	R,B	E,B,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
Call Tracing	R,B	E,B,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
Call Waiting	R,B	E,B,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
Call Waiting Deluxe	R,B	E,B,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
Caller ID	R,B	E,B,M	N,C,T,V,W	Yes	No	No	No	Y	Y	Y
CENTREX	C	P	V,P	No	Yes	Yes	NA	N	N	N
DID ACT W	C	N	W	No	Yes	Yes	Yes	Y	Y	Y
Digital Data Transport	U	E	N,C,T,V,W	No	UNE	Yes	NA	N	N	N
Directory Listing Indentions	B,U	B,C,E,F, J,M,N	N,C,T,R,V,W,P,Q	No	No	No	Yes	Y	Y	Y
Directory Listings Captions	R,B,U	B,C,E,F, J,M,N	N,C,T,R,V,W,P,Q	No	No	Yes	Yes	Y	Y	Y
Directory Listings (simple)	R,B,U	B,C,E,F, J,M,N	N,C,T,R,V,W,P,Q	Yes	No	No	No	Y	Y	Y
DS3	U	A,M	N,C,V	No	UNE	Yes	NA	N	N	N
DS1Loop	U	A,M	N,C,V	Yes	UNE	Yes	No	Y	Y	N
DSO Loop	U	A, B	N,C,D,T,V	Yes	UNE	Yes	No	Y	Y	N
Enhanced Caller ID	R,B	E,M	C,D,N,T,V,W	Yes	No	No	No	Y	Y	Y

	Product Type	Reqtype	ACT Type	F/T[3]	Complex Service	Complex Order	Planned Fallout For Manual Handling[1]	EDI	TAG[2]	LENS[4]
ESSX	C	P	C,D,T,V,S,B,W,L ,P,Q	No	Yes	Yes	NA	N	N	N
Flat Rate/Business	B	E, M	C,D,N,T,V,W	Yes	No	No	No	Y	Y	Y
Flat Rate/Residence	R	E, M	C,D,N,T,V,W	Yes	No	No	No	Y	Y	Y
FLEXSERV	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N
Frame Relay	C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N	N
FX	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N
Ga. Community Calling	R,B	E, M	C,D,N,T,V,W	Yes	No	No	No	Y	Y	Y
HDSL	U	A	N,C,D	Yes	UNE	No	No	Y	Y	N
Hunting MLH	R,B	E, M	C,D,N,T,V,W	No	C/S4	C/S	Yes	Y	Y	N
Hunting Series Completion	R,B	E, M	C,D,N,T,V,W	Yes	C/S	C/S	No	Y	Y	Y
INP to LNP Conversion	U	C	C	No	UNE	Yes	Yes	Y	Y	N
LightGate	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N
Line Sharing	U	A	C,D	Yes	UNE	No	No	Y	Y	Y
Local Number Portability	U	C	C,D,P,V,Q	Yes	UNE	Yes	No	Y	Y	N
LNP With Complex Listing	C	C	P,V,Q,W	No	UNE	Yes	Yes	Y	Y	N
LNP with Partial Migration	U	C	D,P,V,Q	No	UNE	Yes	Yes	Y	Y	N
LNP with Complex Services	C	C	P,V,Q,W	No	UNE	Yes	Yes	Y	Y	N
Loop+INP	U	B	D,P,V,Q	Yes	UNE	No	No	Y	Y	N
Loop+LNP	U	B	C,D,N,V	Yes	UNE	No	No	Y	Y	N
Measured Rate/Bus	R,B	E,M	C,D,T,N,V,W	Yes	No	No	No	Y	Y	Y
Measured Rate/Res	R,B	E,M	C,D,T,N,V,W	Yes	No	No	No	Y	Y	Y
Megalink	C	E	N,V,W,T,D,C,P,Q	No	Yes	Yes	NA	N	N	N
Megalink-T1	C	E,M	N,V,W,T,D,C,P,Q	No	Yes	Yes	NA	N	N	N
Memory Call	R,B	E, M	C,D,N,T,V,W	Yes	No	No	No	Y	Y	Y
Memory Call Ans. Svc.	R,B	E, M	C,D,N,T,V,W	Yes	No	No	No	Y	Y	Y
Multiserv	C	P	N,C,D,T,V,S,B, W,L,P,Q	No	Yes	Yes	NA	N	N	N
Native Mode LAN Interconnec-tion (NMLI)	C	E	N,C,D,V,W	No	Yes	Yes	NA	N	N	N
Off-Prem Stations	C	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	NA	N	N	N
Optional Calling Plan	R,B	E, M	N	Yes	No	No	No	Y	Y	Y
Package/Complete Choice and Area Plus	R,B	E, M	N,T,C,V,W	Yes	No	No	No	Y	Y	Y
Pathlink Primary Rate ISDN	C	E	N,C,D,T,V,W,P,Q	No	Yes	Yes	NA	N	N	N
Pay Phone Provider	B	E	C,D,T,N,V,W	No	No	No	NA	N	N	N
PBX Standalone Port	C	F	N,C,D	No	Yes	Yes	Yes	Y	Y	N
PBX Trunks	R,B	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	Yes	Y	Y	N
Port/Loop PBX	U	M	A,C,D,V	No	No	No	Yes	Y	Y	N
Preferred Call Forward	R,B,U	E	C,D,T,N,V,W	Yes	No	No	No	Y	Y	Y
RCF Basic	R,B	E	N,D,W,T,F	Yes	No	No	No	Y	Y	Y
Remote Access to CF	R,B	E,M	C,D,T,N,V,W	Yes	No	No	No	Y	Y	Y

	Product Type	Reqtype	ACT Type	F/T[3]	Complex Service	Complex Order	Planned Fallout For Manual Handling[1]	EDI	TAG[2]	LENS[4]
Repeat Dialing	R,B	E,M	C,D,T,N,V,W	Yes	No	No	No	Y	Y	Y
Ringmaster	R,B	E,M	C,D,T,N,V,W	Yes	No	No	No	Y	Y	Y
Smartpath	R,B	E	C,D,T,N,V,W	No	Yes	Yes	NA	N	N	N
SmartRING	C	E	N,D,C,V,W	No	Yes	Yes	NA	N	N	N
Speed Calling	R,B	E	C,D,T,N,V,W	Yes	No	No	No	Y	Y	Y
Synchronet	C	E	N	Yes	Yes	Yes	Yes	Y	Y	N
Tie Lines	C	E	N,C,D,V,W,T,P,Q	No	Yes	Yes	NA	N	N	N
Touchtone	R,B	E	C,D,T,N,V,W	Yes	No	No	No	Y	Y	Y
Unbundled Loop-Analog 2W, SL1, SL2	U	A,B	C,D,T,N,V,W	Yes	UNE	No	No	Y	Y	Y
WATS	R,B	E	W,D	No	Yes	Yes	NA	N	N	N
XDSL	C,U	A,B	N,T,C,V,D	Yes	UNE	No	No	Y	Y	N
XDSL Extended LOOP	C,U	A,B	N,T,C,V,D	No	UNE	Yes	NA	N	N	N
Collect Call Block	R,B	E	N,T,C,V,W,D	Yes	No	No	No	Y	Y	Y
900 Call Block	R,B	E	N,T,C,V,W,D	Yes	No	No	No	Y	Y	Y
3rd Party Call Block	R,B	E	N,T,C,V,W,D	Yes	No	No	No	Y	Y	Y
Three Way Call Block	R,B	E	N,T,C,V,W,D	Yes	No	No	No	Y	Y	Y
PIC/LPIC Change	R,B	E	T,C,V,	Yes	No	No	No	Y	Y	Y
PIC/LPIC Freeze	R,B	E	N,T,C,V	Yes	No	No	No	Y	Y	Y

Note[1]: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow through due to the complexity of the service.

Note[2]: The TAG column includes those LSRs submitted via Robo TAG.

Note[3]: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. government, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listing indentions and captions, transfer of calls option for CLEC end user – new TN not yet posted to BOCRIS. Many are unique to the CLEC environment.

Note[4]: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple.

Note 5: EELs are manually ordered.

Note: The Flow Through Matrix is continually being updated and expanded with additional information about the listed products and services. BellSouth will not change any "Yes" designation to "No" without commission approval. The most current pre-approved matrix will be posted to the PMAP web site (www.pmap.bellsouth.com).

O-7: Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] received which are rejected due to error or omission. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Fatal Rejects
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.

Business Rules

Fully Mechanized: An LSR/Service Request is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, LENS, TAG, LESOG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.

Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

An **Auto Clarification** occurs when a valid LSR is electronically submitted but rejected from LESOG or LAUTO because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

Non-Mechanized: LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BellSouth service representative.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Calculation

Percent Rejected Service Requests = (a ÷ b) X 100

- a = Total Number of Service Requests Rejected in the reporting period
- b = Total Number of Service Requests Received in the reporting period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Product Specific percent Rejected
- Total percent Rejected

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of LSRs • Total Number of Rejects • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Mechanized, Partially Mechanized and Non-Mechanized • Resale - Residence • Resale - Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop with INP Design • 2W Analog Loop with INP Non-Design • 2W Analog Loop with LNP Design • 2W Analog Loop with LNP Non-Design • UNE Digital Loop < DS1 • UNE Digital Loop ≥ DS1 • UNE Loop + Port Combinations • UNE Combination Other • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • UNE Line Splitting • EELs • Switch Ports • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • Local Interoffice Transport • Local Interconnection Trunks	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-8: Reject Interval

Definition

Reject Interval is the average reject time from receipt of Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] to the distribution of a Reject. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Fatal Rejects
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

  Local Interconnection Service Center (LISC) - Monday through Friday 4:30 P.M. until 8:00 A M.
  From 4:30 P.M.Friday until 8:00 A.M. Monday

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

Business Rules

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI or TAG) is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until the LSR is rejected (date and time stamp or reject in EDI translator, or TAG). Auto Clarifications are considered in the Fully Mechanized category.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via EDI translator, or TAG.

Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Calculation

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c – d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

Reject Interval Distribution = (e ÷ f) X 100

- e = Service Requests Rejected in reported interval
- f = Total Number of Service Requests Rejected in Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  0 - ≤ 4 minutes
  > 4 - ≤ 8 minutes
  >8 - ≤ 12 minutes
  > 12 - ≤ 60 minutes
  0 - ≤ 1 hour
  > 1 - ≤ 4 hours
  > 4 - ≤ 8 hours
  > 8 - ≤ 12 hours
  > 12 - ≤ 16 hours
  > 16 - ≤ 20 hours
  > 20 - ≤ 24 hours
  > 24 hours
- Partially Mechanized:
  0 - ≤ 1 hour
  > 1 - ≤ 4 hours
  > 4 - ≤ 8 hours
  > 8 - ≤ 10 hours
  0 - ≤ 10 hours
  > 10 - ≤ 18 hours
  0 - ≤ 18 hours
  > 18 - ≤ 24 hours
  > 24 hours
- Non-mechanized:
  0 - ≤ 1 hour
  > 1 - ≤ 4 hours
  > 4 - ≤ 8 hours
  > 8 - ≤ 12 hours
  > 12 - ≤ 16 hours
  > 16 - ≤ 20 hours
  > 20 - ≤ 24 hours
  0 - ≤ 24 hours
  > 24 hours
- Trunks:
  0 - ≤ 36 hours
  > 36 hours
- Average Interval is reported in business hours.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report Month • Reject Interval • Total Number of LSRs • Total Number of Rejects • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale – Residence • Resale – Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop with INP Design • 2W Analog Loop with INP Non-Design • 2W Analog Loop with LNP Design • 2W Analog Loop with LNP Non-Design • UNE Digital Loop < DS1 • UNE Digital Loop ≥ DS1 • UNE Loop + Port Combinations • UNE Combination Other • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • UNE Line Splitting • EELs • Switch Ports • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • Local Interoffice Transport	• Fully Mechanized: - 97% ≤ 1Hour • Partially Mechanized: - 95% ≤ 10 Hours • Non-Mechanized: - 95% ≤ 24 Hours
• Local Interconnection Trunks	• Trunks: 95% ≤ 36 Hours

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	• 97% ≤ 1 hour

SEEM Disaggregation	SEEM Analog/Benchmark
• Partially Mechanized	• 95% ≤ 10 hours
• Non-Mechanized	• 95% ≤ 24 hours
• Local Interconnection Trunks	• 95% ≤ 36 hours

O-9: Firm Order Confirmation Timeliness

Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a Firm Order Confirmation.

Exclusions

- Service Requests canceled by CLEC prior to being confirmed.
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

  Local Interconnection Service Center (LISC) - Monday through Friday 4:30 P.M. until 8:00 A M.
  From 4:30 P.M. Friday until 8:00 A.M. Monday

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

Business Rules

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator or TAG.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI translator, or TAG.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.
- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and Time of Firm Order Confirmation
- b = Date and Time of Service Request Receipt

Average FOC Interval = (c ÷ d)

- c = Sum of all Firm Order Confirmation Times
- d = Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution = (e ÷ f) X 100

- e = Service Requests Confirmed in Designated Interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  0 - ≤ 15 minutes
  > 15 - ≤ 30 minutes
  > 30 - ≤ 45 minutes
  > 45 - ≤ 60 minutes
  > 60 - ≤ 90 minutes
  > 90 - ≤ 120 minutes
  > 120 - ≤ 180 minutes
  0 - ≤ 3 hours
  > 3 - ≤ 6 hours
  > 6 - ≤ 12 hours
  > 12 - ≤ 24 hours
  > 24 - ≤ 48 hours
  > 48 hours
- Partially Mechanized:
  0 - ≤ 4 hours
  > 4 - ≤ 8 hours
  > 8 - ≤ 10 hours
  0 - ≤ 10 hours
  > 10 - ≤ 18 hours
  0 - ≤ 18 hours
  > 18 - ≤ 24 hours
  > 24 - ≤ 48 hours
  > 48 hours
- Non-mechanized:
  0 - ≤ 4 hours
  > 4 - ≤ 8 hours
  > 8 - ≤ 12 hours
  > 12 - ≤ 16 hours
  0 - ≤ 24 hours
  > 16 - ≤ 20 hours
  > 20 - ≤ 24 hours
  > 24 - ≤ 36 hours
  0 - ≤ 36 hours
  > 36 - ≤ 48 hours
  > 48 hours
- Trunks:
  0 - ≤ 48 hours
  > 48 hours
- Average Interval is reported in business hours

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report month • Interval for FOC • Total number of LSRs • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale – Residence • Resale – Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop with INP Design • 2W Analog Loop with INP Non-Design • 2W Analog Loop with LNP Design • 2W Analog Loop with LNP Non-Design • UNE Digital Loop < DS1 • UNE Digital Loop ≥ DS1 • UNE Loop + Port Combinations • UNE Combination Other • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • UNE Line Splitting • EELs • Switch Ports • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • Local Interoffice Transport	• Fully Mechanized: - 95% ≤3 Hours • Partially Mechanized: - 95% ≤ 10 Hours • Non-Mechanized: - 95% ≤ 24 Hours
• Local Interconnection Trunks	• Trunks: 95% ≤ 48 Hours

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	• 95% ≤ 3 Hours
• Partially Mechanized	• 95% ≤ 10 Hours
• Non-Mechanized	• 95% ≤ 24 Hours
• Local Interconnection Trunks	• 95% ≤ 48 Hours

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[1]

Definition

This report measures the interval and the percent within the interval from the submission of a Service Inquiry (SI) with Firm Order LSR to the distribution of a Firm Order Confirmation (FOC).

Exclusions

- Designated Holidays are excluded from the interval calculation.
- Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation of the Service Inquiry.
- Canceled Requests
- Electronically Submitted Requests

Business Rules

This measurement combines four intervals:

1. From receipt of a valid Service Inquiry with LSR to hand off to the Service Advocacy Center (SAC) for Loop 'Look-up'.
2. From SAC start date to SAC complete date.
3. From SAC complete date to the Complex Resale Support Group (CRSG) complete date with hand off to LCSC.
4. From receipt of a valid SI/LSR in the LCSC to Firm Order Confirmation.

Calculation

FOC Timeliness Interval = (a - b)

- a = Date and Time Firm Order Confirmation (FOC) for SI with LSR returned to CLEC
- b = Date and Time SI with LSR received

Average Interval = (c ÷ d)

- c = Sum of all FOC Timeliness Intervals
- d = Total number of SIs with LSRs received in the reporting period

Percent Within Interval = (e ÷ f) X 100

- e = Total number of Service Inquiries with LSRs received by the CRSG to distribution of FOC by the Local Carrier Service Center (LCSC)
- f = Total number of Service Inquiries with LSRs received in the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Intervals
  0 – ≤ 3 days
  > 3 – ≤ 5 days
  0 – ≤ 5 days
  > 5 – ≤ 7 days
  > 7 – ≤ 10 days
  > 10 – ≤ 15 days
  >15 days
- Average Interval measured in days

1. See O-9 for FOC Timeliness

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of Requests • SI Intervals • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops) • Unbundled Interoffice Transport	• 95% Returned ≤ 5 Business Days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-11: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every Local Service Request transaction (version). Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified.

Business Rules

Mechanized – The number of FOCs or Auto Clarifications sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs.

Partially Mechanized – The number of FOCs or Rejects sent to the CLEC from EDI, or TAG in response to electronically submitted LSRs which fall out for manual handling by the LCSC personnel.

Non-Mechanized: The number of FOCs or Rejects sent to the CLECs by FAX server.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

For CLEC Results:

Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Calculation

Firm Order Confirmation / Reject Response Completeness = (a ÷ b) X 100

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

Report Structure

Fully Mechanized, Partially Mechanized, Non-Mechanized and Interconnection Trunks

- State and Region
- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report month • Total number of LSRs • Total number of rejects • Total number of ASRs (Trunks) • Total number of FOCs	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence • Resale Business • Resale Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop with INP Design • 2W Analog Loop with INP Non-Design • 2W Analog Loop with LNP Design • 2W Analog Loop with LNP Non-Design • UNE Digital Loop < DS1 • UNE Digital Loop ≥ DS1 • UNE Loop + Port Combinations • UNE Combination Other • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • UNE Line Splitting • EELs • Switch Ports • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • Local Interoffice Transport • Local Interconnection Trunks	• 95% Returned

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized • Partially Mechanized • Non-Mechanized • Local Interconnection Trunks	• 95% Returned

O-12: Speed of Answer in Ordering Center

Definition

Measures the average time a customer is in queue.

Exclusions

None

Business Rules

The clock starts when the appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BellSouth service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.

Calculation

Speed of Answer in Ordering Center = (a ÷ b)

- a = Total seconds in queue
- b = Total number of calls answered in the Reporting Period

Report Structure

Aggregate

- CLEC – Local Carrier Service Center
- BellSouth
  - Business Service Center
  - Residence Service Center

Note: Combination of Residence Service Center and Business Service Center data under development

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Mechanized Tracking Through LCSC Automatic Call Distributor	• Mechanized Tracking Through BellSouth Retail Center Support System

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
Aggregate • CLEC – Local Carrier Service Center • BellSouth - Business Service Center - Residence Service Center	• Parity with Retail

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC Local Carrier Service Center • BellSouth - Business Service Center - Residence Service Center	• Parity With Retail

Section 3: Provisioning

P-1: Mean Held Order Interval & Distribution Intervals

Definition

When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed orders. Calculation of the interval is the total days orders are held and pending but not completed that have passed the currently committed due date; divided by the total number of held orders. This report is based on orders still pending, held and past their committed due date. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval.)

Exclusions

- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N, R, or T.
- Disconnect (D) & From (F) orders
- Orders with appointment code of 'A' for Rural orders.

Business Rules

Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order and identifying all orders that have been reported as completed in SOCS after the currently committed due date for the order. For each such order, the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. The interval is by calendar days with no exclusions for Holidays or Sundays.

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (Orders counted in >90 days are also included in > 15 days).

Calculation

Mean Held Order Interval = a ÷ b

- a = Sum of held-over-days for all Past Due Orders Held for the reporting period
- b = Number of Past Due Orders Held and Pending But Not Completed and past the committed due date

Held Order Distribution Interval (for each interval) = (c ÷ d) X 100

- c = # of Orders Held for ≥ 15 days or # of Orders Held for ≥ 90 days
- d = Total # of Past Due Orders Held and Pending But Not Completed)

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Circuit Breakout < 10, ≥ 10 (except trunks)
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Hold Reason • Total line/circuit count • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Total line/circuit count • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	• Retail Residence and Business - Dispatch In - Switch Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• EELs	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-2: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices

Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

Exclusions

- Orders held for CLEC end user reasons
- Disconnect (D) & From (F) orders

Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date.

Calculation

Jeopardy Interval = a - b

- a = Date and Time of Jeopardy Notice
- b = Date and Time of Scheduled Due Date on Service Order

Average Jeopardy Interval = c ÷ d

- c = Sum of all jeopardy intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

Percent of Orders Given Jeopardy Notice = (e ÷ f) X 100

- e = Number of Orders Given Jeopardy Notices in Reporting Period
- f = Number of Orders Confirmed (due) in Reporting Period)

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	• Retail Residence and Business - Dispatch In - Switch Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• EELs	• Retail DS1/DS3 Interoffice
• Average Jeopardy Notice Interval (Electronic only)	• 95% ≥ 48 Hours

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-3: Percent Missed Installation Appointments

Definition

"Percent missed installation appointments" monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for Total misses and End User Misses.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.)
- Disconnect (D) & From (F) orders
- End User Misses

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.

Calculation

Percent Missed Installation Appointments = (a ÷ b) X 100

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits ≥ 10 lines/circuits (except trunks)
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • BellSouth Order Number • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	• Retail Residence and Business - Dispatch In - Switch Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL) - Without Conditioning - With Conditioning	• ADSL Provided to Retail
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• EELs	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-3A: Percent Missed Installation Appointments Including Subsequent Appointments

Definition

"Percent missed installation appointments" monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for Total misses and End User Misses.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.) Order types may be C, N, R, or T.
- Disconnect (D) & From (F) orders
- End User Misses

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be excluded and reported separately. The "due date" is the commitment time (if applicable) on the confirmed due date.

Calculation

Percent Missed Installation Appointments = (a ÷ b) X 100

- a = Number of Appointments in Reporting Period past the Original (Date/Time as applicable) Committed and Subsequent Committed Due Date
- b = Number of Appointments on Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits ≥ 10 lines/circuits (except trunks)
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	• Retail Residence and Business - Dispatch In - Switch Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL) - Without Conditioning - With Conditioning	• ADSL Provided to Retail - Without Conditioning
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• EELs	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

P-4: Average Completion Interval (OCI) & Order Completion Interval Distribution

Definition

The "average completion interval" measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The "Order Completion Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on service orders.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- Disconnect (D&F) orders (Except "D" orders associated with LNP Standalone)
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- End user-caused misses

Business Rules

The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth's actual order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

The interval breakout for UNE and Design is: 0-5 = 0-< 5, 5-10 = 5-<10, 10-15 = 10-< 15, 15-20 = 15- < 20, 20-25 = 20-< 25, 25-30 = 25-< 30, ≥ 30 = 30 and greater.

Calculation

Completion Interval = (a - b)

- a = Completion Date
- b = FOC/SOCS date time-stamp (application date)

Average Completion Interval = (c ÷ d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

Order Completion Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Service Orders Completed in "X" days
- f = Total Service Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- Residence & Business reported in day intervals = 0,1,3,4,5,5+
- UNE and Design reported in day intervals =0-5,5-10,10-15,15-20,20-25,25-30,≥ 30
- All Levels are reported <10 line/circuits; ≥ 10 line/circuits (except trunks)
- ISDN Orders included in Non-Design

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • Order Number (PON) • Application Date & Time • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≤ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	• Retail Residence and Business - Dispatch In - Switch Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL) - Without Conditioning - With Conditioning	• ADSL Provided to Retail - ≤ 5 Days - ≤ 12 Days
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• EELs	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	• Retail Residence and Business - Dispatch In - Switch Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL) - Without Conditioning - With Conditioning	• ADSL Provided to Retail - ≤ 5 Days - ≤ 12 Days
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Disaggregation	SEEM Analog/Benchmark
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• EELs	• Retail DS1/DS3 Interoffice

P-4A: Average Order Completion and Completion Notice Interval (AOCCNI) Distribution

Definition

The "Order Completion And Completion Notice Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers and notice of completion to the CLEC on service orders.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N, R, or T.
- Disconnect (D&F) orders (Except "D" orders associated with LNP Standalone)
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- End user-caused misses

Business Rules

The interval is determined for each order processed during the reporting period. The completion interval for AOCCNI is the elapsed time from when BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth's actual order completion date. The clock starts when a valid order number is assigned by SOCS and stops for mechanized orders when the timestamp notice was transmitted to the CLEC interface (EDI or TAG) and for non-mechanized orders when the time stamp of order upgrade to C-SOTS system. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

The interval breakout for UNE and Design is: 0-5 = 0-< 5, 5-10 = 5-<10, 10-15 = 10-< 15, 15-20 = 15- < 20, 20-25 = 20-< 25, 25-30 = 25-< 30, ≥ 30 = 30 and greater.

Calculation

Completion Interval = (a - b)

- a = Date and Time of Notice of Completion
- b = FOC/SOCS date time-stamp (application date)

Average Completion Interval = (c ÷ d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

Order Completion Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Service Orders Completed in "X" days
- f = Total Service Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch/Non-Dispatch categories applicable to all levels except trunks
- Residence & Business reported in day intervals = 0,1,2,3,4,5,5+
- UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, ≥ 30
- All Levels are reported <10 line/circuits; ≥ 10 line/circuits (except trunks)
- ISDN Orders included in Non-Design
- Mechanized/Non-Mechanized (Non-Mechanized is not applicable to BellSouth)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • Order Number (PON) • Application Date & Time • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≤ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	• Retail Residence and Business - Dispatch In - Switch Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL) - Without Conditioning - With Conditioning	• ADSL Provided to Retail - ≤ 5 Days - ≤ 12 Days
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SQM Level of Disaggregation	SQM Analog/Benchmark
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• EELs	• Retail DS1/DS3 Interoffice

SEEM Measure

No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-5: Average Completion Notice Interval

Definitions

The Completion Notice Interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N, R, or T.
- D&F orders (Exception: "D" orders associated with LNP Standalone)

Business Rules

Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BellSouth of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was transmitted to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders the end timestamp will be timestamp of order update to C-SOTS system or from the FAX server via LON.

Calculation

Completion Notice Interval = (a - b)

- a = Date and Time of Notice of Completion
- b = Date and Time of Work Completion

Average Completion Notice Interval = c ÷ d

- c = Sum of all Completion Notice Intervals
- d = Number of Orders with Notice of Completion in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Reporting intervals in Hours; 0,1-2,2-4,4-8,8-12,12-24, ≥ 24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1 = 0.99; 1-2 =1-1.99; 2-4 = 2-3.99, etc.)
- Reported in categories of <10 line / circuits; ≥ 10 line/circuits (except trunks)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≤ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch Based	• Retail Residence and Business - Dispatch In - Switch Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• EELs	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-6: % Completions/Attempts without Notice or < 24 hours Notice

Definition

This Report measures the interval from the FOC end timestamp on the LSR until 5:00 P.M. on the original committed due date of a service order. The purpose of this measure is to report if BellSouth is returning a FOC to the CLEC in time for the CLEC to notify their customer of the scheduled date.

Exclusions

- Cancelled Orders
- Expedited Orders
- "0" dated orders or any request where the subscriber requested an earlier due date of < 24 hours prior to the original commitment date, or any LSR received < 24 hours prior to the original commitment date.

Business Rules

For CLEC Results:

Calculation would exclude any successful or unsuccessful service delivery where the CLEC was informed at least 24 hours in advance. BellSouth may also exclude from calculation any LSRs received from the requesting CLEC with less than 24 hour notice prior to the commitment date.

For BellSouth Results:

BellSouth does not provide a FOC to its retail customers.

Calculation

Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = (a ÷ b) X 100

- a = Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received < 24 Hours of Original Committed Due Date
- b = All Completions

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch /Non-Dispatch
- Total Orders FOC < 24 Hours
- Total Completed Service Orders
- % FOC < 24 Hours

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Committed Due Date (DD) • FOC End Timestamp • Report Month • CLEC Order Number and PON • Geographic Scope - State / Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP (Standalone) • INP (Standalone) • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop Design With LNP • 2W Analog Loop Non-Design With LNP • 2W Analog Loop Design With INP • 2W Analog Loop Non-Design With INP • UNE Digital Loop < DS1 • UNE Digital Loop ≥DS1 • UNE Loop + Port Combinations - Dispatch In - Switch Based • UNE Switch ports • UNE Combo Other • UNE xDSL (HDSL, ADSL and UCL) • UNE ISDN (Includes UDC) • UNE Line Sharing • UNE Line Splitting • Local Transport (Unbundled Interoffice Transport) • Local Interconnection Trunks • EELS	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-7: Coordinated Customer Conversions Interval

Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch and cross connect it to CLEC equipment. This measurement applies to service orders with INP and LNP, and where the CLEC has requested BellSouth to provide a coordinated cutover.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.

Business Rules

Where the service order includes LNP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the link back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per-item interval for each service order.

Calculation

Coordinated Customer Conversions Interval = (a - b)

- a = Completion Date and Time for Cross Connection of a Coordinated Unbundled Loop
- b = Disconnection Date and Time of an Coordinated Unbundled Loop

Percent Coordinated Customer Conversions (for each interval) = (c ÷ d) X 100

- c = Total number of Coordinated Customer Conversions for each interval
- d = Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- The interval breakout is - 0-5 = 0-≤5, 5-15 = >5-≤15, ≥15 = 15 and greater, plus Overall Average Interval.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability Start and Completion Times (INP orders) • Total Conversions (Items) **Note:** Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP	• 95% ≤ 15 minutes
• Unbundled Loops with LNP	• 95% ≤ 15 minutes

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Unbundled Loops With INP • Unbundled Loops With LNP	• 95% ≤ 15 minutes • 95% ≤ 15 minutes

P-7A: Coordinated Customer Conversions – Hot Cut Timeliness % Within Interval and Average Interval

Definition

This category measures whether BellSouth begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. It measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order and the average interval.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays caused by the CLEC
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.
- All unbundled loops on multiple loop orders after the first loop.

Business Rules

This report measures whether BellSouth begins the cutover of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered on time if it starts 15 minutes before or after the requested start time. Using the scheduled time and the actual cutover start time, the measurement will calculate the percent within interval and the average interval. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the interval. ≤ 15 minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time; >15 minutes, ≤30 minutes includes cuts within 15:00 – 30:00 minutes either prior to or after the scheduled cut time; >30 minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time. If IDLC is involved, a four hour window applies to the start time. (8 A.M. to Noon or 1 P.M. to 5 P.M.) This only applies if BellSouth notifies the CLEC by 10:30 A.M. on the day before the due date that the service is on IDLC.

A Hot Cut is considered complete when one of the following occurs:

1. BellSouth performs the hot cut, notifies the CLEC by telephone.
2. BellSouth performs the hot cut and attempts to notify the CLEC by telephone, but receives no answer and leaves a phone message.

Calculation

% within Interval = (a ÷ b) X 100

- a = Total Number of Coordinated Unbundled Loop Orders for the interval
- b = Total Number of Coordinated Unbundled Loop Orders for the reporting period

Interval = (c - d)

- c = Scheduled Time for Cross Connection of a Coordinated Unbundled Loop Order
- d = Actual Start Date and Time of a Coordinated Unbundled Loop Order

Average Interval = (e ÷ f)

- Sum of all Intervals
- Total Number of Coordinated Unbundled Loop Orders for the reporting period.

Report Structure

- CLEC Specific
- CLEC Aggregate
  Reported in intervals of early, on time and late cuts %≤ 15 minutes; % >15 minutes, ≤30 minutes; % >30 minutes, plus Overall Average Interval

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number (so_nbr) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Scheduled Start Time • Cutover Actual Start Time • Total Conversions Orders **Note:** Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Product Reporting Level - SL1 Time Specific - SL1 Non-Time Specific - SL2 Time Specific - SL2 Non-Time Specific	• 95% Within + or – 15 Minutes of Scheduled Start Time
- SL1 IDLC - SL2 IDLC	• 95% Within 4-hour Window

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
- SL1 Time Specific - SL1 Non-Time Specific - SL2 Time Specific - SL2 Non-Time Specific	• 95% Within + or – 15 Minutes of Scheduled Start Time
- SL1 IDLC - SL2 IDLC	• 95% Within 4-hour Window

P-7B: Coordinated Customer Conversions – Average Recovery Time

Definition

Measures the time between notification and resolution by BellSouth of a service outage found that can be isolated to the BellSouth side of the network. The time between notification and resolution by BellSouth must be measured to ensure that CLEC customers do not experience unjustifiable lengthy service outages during a Coordinated Customer Conversion. This report measures outages associated with Coordinated Customer Conversions prior to service order completion.

Exclusions

- Cutovers where service outages are due to CLEC caused reasons when the CLEC agrees
- Cutovers where service outages are due to end-user caused reasons when the CLEC agrees

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration.

Calculation

Recovery Time = (a - b)

- a = Date & Time That Trouble is Closed by CLEC
- b = Date & Time Initial Trouble is Opened with BellSouth

Average Recovery Time = (c ÷ d)

- c = Sum of all the Recovery Times
- d = Number of Troubles Referred to the BellSouth

Report Structure

- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • CLEC Order Number (so_nbr) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • CLEC Acceptance Conflict (CLEC_CONFLICT) • CLEC Conflict Resolved (CLEC_CON_RES) • CLEC Conflict MFC (CLEC_CONFLICT_MFC) • Total Conversion Orders **Note:** Code in parentheses is the corresponding header found in the raw data file.	• None

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Unbundled Loops with INP • Unbundled Loops with LNP	• Diagnostic (To Be Established at The 6 Month Review Period)

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-7C: Hot Cut Conversions - % Provisioning Troubles Received Within 7 days of a completed Service Order

Definition

The Percent Provisioning Troubles received within 7 days of a completed service order associated with a Hot Cut Conversion (CCC) measures the quality and accuracy of Coordinated Customer Conversion Activities.

Exclusions

- Any order canceled by the CLEC
- Troubles caused by Customer Provided Equipment

Business Rules

Measures the quality and accuracy of completed service orders associated with Coordinated and Non-coordinated Customer Conversions. The first trouble report received on a circuit ID within 7 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed Coordinated Customer Conversion service orders and following 7 days after the completion of the service order for a trouble report issue date.

Calculation

% Provisioning Troubles within 7 days of service order completion = (a ÷ b) X 100

- a = The sum of all CCC Circuits with a trouble within 7 days following service order(s) completion
- b = The total number of CCC service order circuits completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number (so_nbr) • PON • Order Submission Date (TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope • Total Conversion Circuits **Note:** Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• UNE Loop Design • UNE Loop Non-Design	• ≤ 5% (To be reviewed after six month period)

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• UNE Loop Design • UNE Loop Non-Design	• ≤ 5% (To be reviewed after six month period)

P-8: Cooperative Acceptance Testing - % of xDSL Loops Successfully Tested

Definition

The loop will be considered successfully cooperatively tested when the BellSouth technician places a call to the CLEC representative to initiate cooperative testing and jointly performs the tests with the CLEC. A loop will be considered successfully cooperatively tested when both the CLEC and ILEC representatives agree that the loop has passed the cooperative testing.

Exclusions

- Testing failures due to CLEC (incorrect contact number, CLEC not ready, etc.)
- xDSL lines with no request for cooperative testing

Business Rules

When a BellSouth technician finishes delivering an order for an xDSL loop where the CLEC order calls for cooperative testing at the customer's premise, the BellSouth technician is to call a toll free number to the CLEC testing center. The BellSouth technician and the CLEC representative at the center then test the line. As an example of the type of testing performed, the testing center may ask the technician to put a short on the line so that the center can run a test to see if it can identify the short. ALEC caused failures will be captured in the raw data files.

Calculation

Cooperative Acceptance Testing - % of xDSL Loops Successfully Tested = (a ÷ b) X 100

- a = Total number of successful xDSL cooperative tests for xDSL lines where cooperative testing was requested in the reporting period
- b = Total Number of xDSL line tests requested by the CLEC and scheduled in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop tested

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name (OCN) • CLEC Order Number (so_nbr) and PON (PON) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Acceptance Testing Completed (ACCEPT_TESTING) • Acceptance Testing Declined (ACCEPT_TESTING) • Total xDSL Orders • Missed Appointments Code (SO_MISSED_CMMT_CD) **Note**: Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• UNE xDSL - ADSL - HDSL - UCL - OTHER	• 95% of Lines Successfully Tested

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• UNE xDSL - ADSL - HDSL - UCL - Other	• 95% of Lines Successfully Tested

P-9: % Provisioning Troubles within 30 days of Service Order Completion

Definition

Percent Provisioning Troubles within 30 days of Service Order Completion measures the quality and accuracy of Service order activities.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N, R, or T.
- D & F orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)

Business Rules

Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.

D & F orders are excluded as there is no subsequent activity following a disconnect.

Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

% Provisioning Troubles within 30 days of Service Order Activity = (a ÷ b) X 100

- a = Trouble reports on all completed orders 30 days following service order(s) completion
- b = All Service Orders completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of <10 line/circuits; ≥ 10 line/circuits (except trunks)
- Dispatch /Non-Dispatch (except trunks)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON • Order Submission Date (TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP Non-Design	• Retail Residence and Business (POTS - Excluding Switch-Based Orders)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN (Includes UDC)	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Loop + Port Combinations - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• UNE Other Non-Design	• Retail Residence and Business
• UNE Other Design	• Retail Design
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• EELs	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop With INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP Non-Design	• Retail Residence and Business (POTS - Excluding Switch-Based Orders)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In)
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN (Includes UDC)	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Non-Design	• Retail Residence and Business
• UNE Other Design	• Retail Design
• EELs	• Retail DS1/DS3 Interoffice

P-10: Total Service Order Cycle Time (TSOCT)

Definition

This report measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC Interface.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N, R, or T.
- D (Disconnect - Except "D" orders associated with LNP Standalone.) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.

Business Rules

The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval.

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI). Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.

Calculation

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c ÷ d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Total Number of Service Requests Completed in "X" minutes/hours
- f = Total Number of Service Requests Received in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- Report in categories of <10 line/circuits; ≥ 10 line/circuits (except trunks)
- Dispatch /Non-Dispatch categories applicable to all levels except trunks
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, ≥ 30 Days. The interval breakout is: 0-5 = 0-<5, 5-10 = 5-<10, 10-15 = 10-<15, 15-20 = 15-<20, 20-25 = 20-<25, 25-30 = 25-<30, ≥ 30 = 30 and greater.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file	• Report Month • BellSouth Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP (Standalone) • INP (Standalone) • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop With LNP Design • 2W Analog Loop With LNP Non-Design • 2W Analog Loop With INP Design • 2W Analog Loop With INP Non-Design • UNE Switch Ports • UNE Loop + Port Combinations - Dispatch In - Switch Based • UNE Combo Other • UNE xDSL (HDSL, ADSL and UCL) • UNE ISDN (Includes UDC) • UNE Line Sharing • UNE Other Design • UNE Other Non -Design • UNE Digital Loops < DS1 • UNE Digital Loops ≥ DS1 • Local Transport (Unbundled Interoffice Transport) • Local Interconnection Trunks • UNE Line Splitting • EELs	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of a sample of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Calculation

Percent Service Order Accuracy = (a ÷ b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; > = 10 line/circuits
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark:
• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-12: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution

Definition

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable.

Business Rules

The Disconnect Timeliness interval is determined for each number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number ported until each number on the service order is disconnected in the Central Office switch. Elapsed time for each ported number is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.

Calculation

Disconnect Timeliness Interval = (a - b)

- a = Completion Date and Time in Central Office switch for each number on disconnect order
- b = Valid 'Number Ported' message received date & time

Average Disconnect Timeliness Interval = (c ÷ d)

- c = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

Disconnect Timeliness Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Disconnected numbers completed in "X" days
- f = Total disconnect numbers completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State, Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Order Number • Telephone Number / Circuit Number • Committed Due Date • Receipt Date / Time (ESI Number Manager) • Date/Time of Recent Change Notice	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation:	SQM Analog/Benchmark
• LNP	• 95% ≤ 15 Minutes

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 4: Maintenance & Repair

M&R-1: Missed Repair Appointments

Definition

The percent of trouble reports not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
- LMOS - Code 7 (Test OK), Code 8 (Found OK - In), Code 9 (Found OK - Out)
- WFA - No Trouble Found (NTF)

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BellSouth personnel clear the trouble and closes the trouble report in his/her Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. (No access reports are not part of this measure because they are not a missed appointment.)

Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

Percentage of Missed Repair Appointments = (a ÷ b) X 100

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Trouble reports closed in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	• Retail Residence

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

M&R-2: Customer Trouble Report Rate

Definition

Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/circuits in service.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
- LMOS - Code 7 (Test OK), Code 8 (Found OK - In), Code 9 (Found OK - Out)
- WFA - No Trouble Found (NTF)

Business Rules

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination that exist for the CLECs and BellSouth respectively at the end of the report month.

Calculation

Customer Trouble Report Rate = (a ÷ b) X 100

- a = Count of Initial and Repeated Trouble Reports closed in the Current Period
- b = Number of Service Access Lines in service at End of the Report Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN

SQM Level of Disaggregation	SQM Analog/Benchmark
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

M&R-3: Maintenance Average Duration

Definition

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
- LMOS - Code 7 (Test OK), Code 8 (Found OK - In), Code 9 (Found OK - Out)
- WFA - No Trouble Found (NTF)

Business Rules

For Average Duration the clock starts on the date and time of the receipt of the correct report information, i.e. correct telephone number, correct circuit identification, trouble description, etc. for the repair request. The clock stops on the date and time the service is restored and the BellSouth or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

Calculation

Maintenance Duration = (a - b)

- a = Date and Time of Service Restoration
- b = Date and Time Trouble Ticket was Opened

Average Maintenance Duration = (c ÷ d)

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Troubles in the reporting period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience:	Relating to BellSouth Performance:
• Report month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business

SEEM Disaggregation	SEEM Analog/Benchmark
• UNE Switch ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

M&R-4: Percent Repeat Troubles within 30 Days

Definition

Closed trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles closed reported

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
- LMOS - Code 7 (Test OK), Code 8 (Found OK - In), Code 9 (Found OK - Out)
- WFA - No Trouble Found (NTF)

Business Rules

Includes Customer trouble reports received within 30 days of an original Customer trouble report

Calculation

Percent Repeat Troubles within 30 Days = (a ÷ b) X 100

- a = Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days
- b = Total Trouble Reports Closed in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail

SEEM Disaggregation	SEEM Analog/Benchmark
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

M&R-5: Out of Service (OOS) > 24 Hours

Definition

For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Exclusions

- Trouble Reports canceled at the CLEC request
- BellSouth Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.
- LMOS - Code 7 (Test OK), Code 8 (Found OK - In), Code 9 (Found OK - Out)
- WFA - No Trouble Found (NTF)

Business Rules

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS/WFA and the trouble is counted if the elapsed time exceeds 24 hours.

Calculation

Out of Service (OOS) > 24 hours = (a ÷ b) X 100

- a = Total Cleared Troubles OOS > 24 Hours
- b = Total OOS Troubles in Reporting Period

Report Structure

- Dispatch/Non-Dispatch
- CLEC Specific
- BellSouth Aggregate
- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of • Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non-Design/Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of switch-based feature troubles)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL provided to Retail

SEEM Disaggregation	SEEM Analog/Benchmark
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

M&R-6: Average Answer Time – Repair Centers

Definition

This report measures the average time a customer is in queue.

Exclusions

None

Business Rules

The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call (abandoned calls are not included).

Note: The Total Column is a combined BellSouth Residence and Business number.

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth Repair Attendant Answers Call
- b = Time of entry into queue after ACD Selection

Average Answer Time for BellSouth Repair Centers = (c ÷ d)

- c = Sum of all Answer Times
- d = Total number of calls by reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• CLEC Average Answer Time	• BellSouth Average Answer Time

SQM Disaggregation - Analog / Benchmark

SQM Level of Disaggregation	Retail Analog / Benchmark
• Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.	• For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

M&R-7: Mean Time To Notify CLEC of Network Outages

Definition

BellSouth will inform the CLEC of any Network outages (key customer accounts)

Exclusions

None

Business Rules

The time it takes for BellSouth to notify the CLEC and appropriate BellSouth personnel of a customer impacting network incident in equipment that may be utilized by the CLEC. When BellSouth becomes aware of a network incident, the CLEC and appropriate BellSouth personnel will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. The CLECs will be notified the same way and at the same time as BellSouth personnel. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

Calculation

Time to Notify CLEC = (a - b)

- a = Date and Time BellSouth Notified CLEC
- b = Date and time BellSouth detected network incident

Mean Time to Notify CLEC = (c ÷ d)

- c = Sum of all Times to Notify CLEC
- d = Count of Network Incidents

Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific

Data Retained

• Report Month • Major Network Events • Date/Time of Incident • Date/Time of Notification	• Report Month • Major Network Events • Date/Time of Incident • Date/Time of Notification

SQM Disaggregation - Analog / Benchmark

• BellSouth Aggregate • CLEC Aggregate • CLEC Specific	• Parity by Design

SEEM Measure

No	Tier I	
	Tier II	

ERROR: typecheck
OFFENDING COMMAND: restore

STACK:

0.0086
0.008
0.0075
0.007
0.0065
0.006
0.0056
0.0052
0.0048
0.0044
0.004
0.0037
0.0034
0.003
0.0027
0.0024
0.968628
0.0086
0.008
0.0075
0.007
0.0065
0.006
0.0056
0.0052
0.0048
0.0044
0.004
0.0037
0.0034
0.003
0.0027
0.0024
0.968628
0.0086
0.008
0.0075
0.007
0.0065
0.006
0.0056
0.0052
0.0048
0.0044
0.004
0.0037
0.0034
0.003
0.0027
0.0024
0.0
0.0086
0.008
0.0075
0.007
0.0065
0.006
0.0056
0.0052
0.0048
0.0044
0.004
0.0037
0.0034
0.003
0.0027
0.0024

BELLSOUTH®

Self-Effectuating Enforcement Mechanism Administrative Plan

Florida Plan

Issued October 25, 2001

Administrative Plan

Appendix A: Fee Schedule

Appendix B: SEEM Submetrics

Appendix C: Statistical Properties and Definitions

Appendix D: Statistical Formulas and Technical Description

Appendix E: BST SEEM Remedy Calculation Procedures

Administrative Plan

1. Scope

1.1 This Administrative Plan ("Plan") includes Service Quality Measurements ("SQM") with corresponding Self Effectuating Enforcement Mechanisms ("SEEM") to be implemented by BellSouth pursuant to the Order issued by the Florida Public Service Commission (the "Commission") on September 10, 2001 in Docket 000121-TP

1.2 Upon the Effective Date of this Plan, all appendices referred to in this Plan will be located on the BellSouth Performance Measurement Reports website at: https://pmap.bellsouth.com

2. Reporting

2.1 In providing services pursuant to the Interconnection Agreements between BellSouth and each ALEC, BellSouth will report its performance to each ALEC in accordance with BellSouth's SQMs.

2.2 BellSouth will make performance reports available to each ALEC on a monthly basis. The reports will contain information collected in each performance category and will be available to each ALEC via the Performance Measurements Reports website. BellSouth will also provide electronic access to the available raw data underlying the SQMs.

2.3 Final validated SQM reports will be posted no later than the last day of the month after the month in which the activity is incurred, or the first business day thereafter. Final validated SQM reports not posted by this time will be considered late.

2.4 Final validated SEEM reports will be posted on the 15th day of the month, following the final validated SQM report or the first business day thereafter.

2.5 BellSouth shall pay penalties to the Commission, in the aggregate, for all late SQM reports in the amount of $2000 per day. Such penalty shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the actual publication date of the report.

2.6 BellSouth shall pay penalties to the Commission, in the aggregate, for all incomplete or inaccurate SQM reports in the amount of $400 per day. Such penalty shall be made to the Commission for deposit into the state General Revenue Fund within fifteen (15) calendar days of the final publication date of the report or the report revision date.

3. Modification to Measures

3.1 During the first two years of implementation, BellSouth will participate in six-month review cycles starting six months after the date of the Commission order. A collaborative work group, which will include BellSouth, interested ALECs and the Commission will review the Performance Assessment Plan for additions, deletions or other modifications. After two years from the date of the order, the review cycle may, at the discretion of the Commission, be reduced to an annual review.

3.2 BellSouth and the ALECs shall file any proposed revisions to the SEEM plan one month prior to the beginning of each review period.

3.3 From time to time, BellSouth may be ordered by the Florida Public Service Commission to modify or amend the SQMs or SEEMs. Nothing will preclude any party from participating in any proceeding involving BellSouth's SQMs or SEEMs from advocating that those measures be modified.

3.4 In the event a dispute arises regarding the ordered modification or amendment to the SQMs or SEEMs, the parties will refer the dispute to the Florida Public Service Commission.

4. Enforcement Mechanisms

4.1 **Definitions**

4.1.1 Enforcement Measurement Elements means the performance measurements identified as SEEM measurements within the SEEM plan.

4.1.2 Enforcement Measurement Benchmark means a competitive level of performance established by the Commission used to evaluate the performance of BellSouth and each ALEC for penalties where no analogous retail process, product or service is feasible.

4.1.3 Enforcement Measurement Compliance means comparing performance levels provided to BellSouth retail customers with performance levels provided by BellSouth to the ALEC customer for penalties.

4.1.4 Test Statistic and Balancing Critical Value is the means by which enforcement will be determined using statistically valid equations. The Test Statistic and Balancing Critical Value properties are set forth in Appendix C, incorporated herein by this reference.

4.1.5 Cell is a grouping of transactions at which like-to-like comparisons are made. For example, all BellSouth retail ISDN services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to ALEC resold ISDN services for residential customers, requiring a dispatch, in the same wire center, at a similar point in time. When determining compliance, these cells can have a positive or negative Test Statistic. See Appendix C, incorporated herein by this reference.

4.1.6 Delta is a measure of the meaningful difference between BellSouth performance and ALEC performance. For individual ALECs the Delta value shall be determined using Ford's Delta Function as ordered by the Florida Public Service Commission. See Appendix C, incorporated herein by this reference.

4.1.7 Tier-1 Enforcement Mechanisms means self-executing liquidated damages paid directly to each ALEC when BellSouth delivers non-compliant performance of any one of the Tier-1 Enforcement Measurement Elements for any month as calculated by BellSouth.

4.1.8 Tier-2 Enforcement Mechanisms means Assessments paid directly to the Florida Public Service Commission or its designee. Tier 2 Enforcement Mechanisms are triggered by three consecutive monthly failures in Tier 2 enforcement measurement elements in which BellSouth performance is out of compliance or does not meet the benchmarks for the aggregate of all ALEC data as calculated by BellSouth for a particular Tier-2 Enforcement Measurement Element.

4.1.9 Affiliate means a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term "own" means to own an equity interest (or the equivalent thereof) of more than 10%.

4.2 **Application**

4.2.1 The application of the Tier-1 and Tier-2 Enforcement Mechanisms does not foreclose other legal and regulatory claims and remedies available to each ALEC.

4.2.2 Payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or culpability in any legal, regulatory or other proceeding relating to BellSouth's performance and the payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be used as evidence that BellSouth has not complied with or has violated any state or federal law or regulation. The payment of any Tier-1 Enforcement Mechanisms to each ALEC shall be credited against any liability associated with or related to BellSouth's service performance.

4.2.3 BellSouth shall not be liable for both Tier-2 Enforcement Mechanisms and any other assessments or sanctions imposed by the Commission in connection with BellSouth's performance. BellSouth shall be permitted to set off Tier-2 Enforcement Mechanisms from any additional assessment imposed by the Commission.

4.3 **Methodology**

4.3.1 Tier-1 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for each ALEC for the State of Florida for a given Enforcement Measurement Element in a given month. Enforcement Measurement Compliance is based upon a Test Statistic and Balancing Critical Value calculated by BellSouth utilizing BellSouth generated data. The method of calculation is set forth in Appendix D, incorporated herein by this reference.

4.3.1.1 All OCNs and ACNAs for individual ALECs will be consolidated for purposes of calculating measure-based failures.

4.3.1.2 When a measurement has five or more transactions for the ALEC, calculations will be performed to determine remedies according to the methodology described in the remainder of this document.

4.3.1.3 Tier-1 Enforcement Mechanisms apply on a per measurement basis and will escalate based upon the number of consecutive months that BellSouth has reported non-compliance.

4.3.1.4 Fee Schedule for Tier-1 Enforcement Mechanisms is shown on the Performance Measurement Reports in Table-1 of Appendix A, incorporated herein by this reference. Failures beyond Month 6 will be subject to Month 6 fees.

4.3.2 Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State for given Enforcement Measurement Elements for three consecutive months based upon the method of calculation set forth in Appendix D, incorporated herein by this reference.

4.3.2.1 Tier- 2 Enforcement Mechanisms apply, for an aggregate of all ALEC data generated by BellSouth, on a per measurement basis for a particular Enforcement Measurement Element.

4.3.2.2 Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is shown in Table-2 of Appendix A, incorporated herein by this reference.

4.4 **Payment of Tier-1 and Tier-2 Amounts**

4.4.1 If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to a ALEC or an obligation to remit Tier-2 Enforcement Mechanisms to the Commission or its designee, BellSouth shall make payment in the required amount by the end of the second month following the month for which disparate treatment was detected.

4.4.2 For each day after the due date that BellSouth fails to pay a ALEC the required amount, BellSouth will pay the ALEC 6% simple interest per annum.

4.4.3 For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the Commission $1,000 per day for deposit in the State's General Revenue Fund.

4.4.4 If a ALEC disputes the amount paid under Tier-1 Enforcement Mechanisms, the ALEC shall submit a written claim to BellSouth within sixty (60) days after the payment due date. BellSouth shall investigate all claims and provide the ALEC written findings within thirty (30) days after receipt of the claim. If BellSouth determines the ALEC is owed additional amounts, BellSouth shall pay the ALEC such additional amounts within thirty (30) days after its findings along with 6% simple interest per annum. However, the ALEC shall be responsible for all administrative costs associated with resolution of disputes that result in no actual payment. Administrative costs are those reasonable costs incurred in the resolution of the disputed matter. Such costs would include, but not be limited to, postage, travel and lodging, communication expenses, and legal costs. If BellSouth and the ALEC have exhausted good faith negotiations and are still unable to reach a mutually agreeable settlement pertaining to the amount disputed, the Commission will settle the dispute. If Commission intervention is required, a mediated resolution will be pursued.

4.4.5 At the end of each calendar year, an independent accounting firm, mutually agreeable to the Florida Public Service Commission and BellSouth, shall certify that all penalties under Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP). These annual audits shall be performed based upon audited data of BellSouth's performance measurements.

4.5 **Limitations of Liability**

4.5.1 BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively and absolutely capped at 39% of net revenues in Florida, based upon the most recently reported ARMIS data.

4.5.2 BellSouth will not be responsible for a ALEC's acts or omissions that cause performance measures to be missed or failed, including but not limited to, accumulation and submission of orders at unreasonable quantities or times or failure to submit accurate orders or inquiries. BellSouth shall provide the ALEC with reasonable notice of such acts or omissions or provide the ALEC with any such supporting documentation.

4.5.3 BellSouth shall not be obligated for penalties under Tier-1 or Tier-2 Enforcement Mechanisms for noncompliance with a performance measure if such noncompliance was the result of an act or omission by the ALEC that was in bad faith.

4.5.4 BellSouth shall not be obligated for penalties under Tier-1 or Tier-2 Enforcement Mechanism for noncompliance with a performance measure if such noncompliance was the result of any of the following: a Force Majeure event; an act or omission by a ALEC that is contrary to any of its obligations under the Act, Commission rule, or state law; or an act or omission associated with third party systems or equipment.

4.5.5 In addition to these specific limitations of liability, BellSouth may petition the Commission to consider a waiver based upon other circumstances.

4.6 **Affiliate Reporting**

4.6.1 BellSouth shall provide monthly results for each metric for each BellSouth ALEC affiliate; however, only the Florida Public Service Commission shall be provided the number of transactions or observations for BellSouth ALEC affiliates. Further, BellSouth shall inform the Commission of any changes regarding non-ALEC affiliates' use of its OSS databases, systems, and interfaces.

4.7 **Dispute Resolution**

4.7.1 Notwithstanding any other provision of the Interconnection Agreement between BellSouth and each ALEC, any dispute regarding BellSouth's performance or obligations pursuant to this Plan shall be resolved by the Commission.

Appendix A: Fee Schedule

1. Tier 1 Fee Schedule

Table A-1 gives Tier 1 payments for Months 1-6. Payments are per affected item.

Table A-1: Liquidated Damages for Tier 1 Measures

Measure	Month 1	Month 2	Month3	Month4	Month 5	Month 6
Billing	$450	$650	$800	$1,000	$1,200	$1,350
Collocation	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000
IC Trunks	$1,150	$1,600	$2,050	$2,500	$2,950	$3,450
LNP	$1,700	$2,400	$3,100	$3,750	$4,450	$5,150
Maintenance and Repair	$1,150	$1,600	$2,050	$2,500	$2,950	$3,400
Maintenance and Repair UNE	$4,550	$6,400	$8,200	$10,050	$11,900	$13,700
Ordering	$450	$650	$800	$1,000	$1,150	$1,350
Provisioning	$1,150	$1,600	$2,050	$2,500	$2,950	$3,400
Provisioning UNE (CCC)	$4,550	$6,400	$8,200	$10,050	$11,900	$13,700
Pre-Ordering	$250	$300	$400	$500	$600	$700
Change Management	$1,000	$1,000	$1,000	$1,000	$1,000	$1,000

2. Tier 2 Fee Schedule

Table A-2 lists Tier 2 payments for Florida. Payments are per affected item.

Table A-2: Remedy Payments for Tier 2 Measures

Measure	Payment
Billing	$700
Collocation	$15,000
IC Trunks	$5,700
LNP	$5,700
Maintenance and Repair	$3,450
Maintenance and Repair UNE	$10,000
Ordering	$700
Provisioning	$3,450
Provisioning UNE (CCC)	$10,000
Pre-Ordering	$250
Change Management	$1,000

Appendix B: SEEM Submetrics

1. Tier 1 Submetrics

Table B-1 contains a list of Tier 1 submetrics.

Table B-1: Tier 1 Submetrics

Item No.	Submetric
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices Interconnection
5	B-2 Mean Time to Deliver Invoices Resale
6	B-2 Mean Time to Deliver Invoices UNE
7	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
8	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
9	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
11	C-3 Collocation Percent of Due Dates Missed Virtual Combined
12	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
13	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
14	MR-1 Percent Missed Repair Appointments Dispatch 2 w Analog Loop Design
15	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
16	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
17	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
18	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
19	MR-1 Percent Missed Repair Appointments Dispatch Resale ISDN
20	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
21	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
22	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
23	MR-1 Percent Missed Repair Appointments Dispatch Resale Residence
24	MR-1 Percent Missed Repair Appointments Dispatch UNE Combo Other
25	MR-1 Percent Missed Repair Appointments Dispatch UNE Digital Loop ≥ DS1
26	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1
27	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
28	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL (ADSL, HDSL, UCL)
32	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Design
33	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Non-Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
34	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business
35	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex
36	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design
37	MR-1 Percent Missed Repair Appointments Non Dispatch Resale ISDN
38	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport
39	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks
40	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX
41	MR-1 Percent Missed Repair Appointments Non Dispatch Resale Residence
42	MR-1 Percent Missed Repair Appointments Non Dispatch UNE Combo Other
43	MR-1 Percent Missed Repair Appointments Non Dispatch UNE Digital Loop >= DS1
44	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1
45	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)
46	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo
47	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing
48	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports
49	MR-1 Percent Missed Repair Appointments Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
50	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Design
51	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Non-Design
52	MR-2 Customer Trouble Report Rate - Resale Business
53	MR-2 Customer Trouble Report Rate - Resale Centrex
54	MR-2 Customer Trouble Report Rate - Resale Design
55	MR-2 Customer Trouble Report Rate - Resale ISDN
56	MR-2 Customer Trouble Report Rate - Local Transport
57	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
58	MR-2 Customer Trouble Report Rate - Resale PBX
59	MR-2 Customer Trouble Report Rate -Resale Residence
60	MR-2 Customer Trouble Report Rate - UNE Combo Other
61	MR-2 Customer Trouble Report Rate - UNE Digital Loop >= DS1
62	MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1
63	MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)
64	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combo
65	MR-2 Customer Trouble Report Rate - UNE Line Sharing
66	MR-2 Customer Trouble Report Rate - UNE Switch ports
67	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
68	MR-3 Maintenance Average Duration Dispatch 2 w Analog Loop Design
69	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design
70	MR-3 Maintenance Average Duration Dispatch - Resale Business

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
71	MR-3 Maintenance Average Duration Dispatch - Resale Centrex
72	MR-3 Maintenance Average Duration Dispatch - Resale Design
73	MR-3 Maintenance Average Duration Dispatch Resale ISDN
74	MR-3 Maintenance Average Duration Dispatch - Local Transport
75	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
76	MR-3 Maintenance Average Duration Dispatch - Resale PBX
77	MR-3 Maintenance Average Duration Dispatch Resale Residence
78	MR-3 Maintenance Average Duration Dispatch UNE Combo Other
79	MR-3 Maintenance Average Duration Dispatch UNE Digital Loop >= DS1
80	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
81	MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
82	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port Combo
83	MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
84	MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
85	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
86	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Design
87	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Non-Design
88	MR-3 Maintenance Average Duration Non Dispatch - Resale Business
89	MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex
90	MR-3 Maintenance Average Duration Non Dispatch - Resale Design
91	MR-3 Maintenance Average Duration Non Dispatch Resale ISDN
92	MR-3 Maintenance Average Duration Non Dispatch - Local Transport
93	MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks
94	MR-3 Maintenance Average Duration Non Dispatch - Resale PBX
95	MR-3 Maintenance Average Duration Non Dispatch Resale Residence
96	MR-3 Maintenance Average Duration Non Dispatch UNE Combo Other
97	MR-3 Maintenance Average Duration Non Dispatch UNE Digital Loop >= DS1
98	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1
99	MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)
100	MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo
101	MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing
102	MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports
103	MR-3 Maintenance Average Duration Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
104	MR-4 Percent Repeat Trouble within 30 Days Dispatch 2 w Analog Loop Design
105	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Non-Design
106	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Business
107	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
108	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Design
109	MR-4 Percent Repeat Trouble within 30 Days Dispatch Resale ISDN
110	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport
111	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Interconnection Trunks
112	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX
113	MR-4 Percent Repeat Trouble within 30 Days Dispatch Resale Residence
114	MR-4 Percent Repeat Trouble within 30 Days Dispatch UNE Combo Other
115	MR-4 Percent Repeat Trouble within 30 Days Dispatch UNE Digital Loop >= DS1
116	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1
117	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)
118	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Loop and Port Combo
119	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing
120	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports
121	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE xDSL (ADSL, HDSL, UCL)
122	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Design
123	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Non-Design
124	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business
125	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex
126	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design
127	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch Resale ISDN
128	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport
129	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks
130	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX
131	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch Resale Residence
132	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch UNE Combo Other
133	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch UNE Digital Loop >= DS1
134	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1
135	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)
136	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo
137	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing
138	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports
139	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch UNE xDSL (ADSL, HDSL, UCL)"
140	MR-5 Out of Service (OOS) > 24 hours Dispatch 2 w Analog Loop Design
141	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Non-Design
142	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Business
143	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Centrex
144	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Design

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
145	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale ISDN
146	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Transport
147	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Interconnection Trunks
148	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX
149	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence
150	MR-5 Out of Service (OOS) > 24 hours Dispatch UNE Combo Other
151	MR-5 Out of Service (OOS) > 24 hours Dispatch UNE Digital Loop >= DS1
152	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1
153	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)
154	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Loop and Port Combo
155	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing
156	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports
157	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)
158	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Design
159	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Non-Design
160	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business
161	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex
162	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design
163	MR-5 Out of Service (OOS) > 24 hours Non Dispatch Resale ISDN
164	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport
165	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks
166	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX
167	MR-5 Out of Service (OOS) > 24 hours Non Dispatch Resale Residence
168	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Combo Other
169	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Digital Loop >= DS1
170	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1
171	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)
172	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo
173	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing
174	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports
175	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
176	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Design
177	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
178	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
179	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
180	O-11 FOC & Reject Completeness Fully Mechanized Resale Business
181	O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
182	O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
183	O-11 FOC & Reject Completeness Fully Mechanized EEL's
184	O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
185	O-11 FOC & Reject Completeness Fully Mechanized Line Splitting
186	O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
187	O-11 FOC & Reject Completeness Fully Mechanized Local Interconnection Trunks
188	O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
189	O-11 FOC & Reject Completeness Fully Mechanized Line Sharing
190	O-11 FOC & Reject Completeness Fully Mechanized Resale PBX
191	O-11 FOC & Reject Completeness Fully Mechanized Resale Residence
192	O-11 FOC & Reject Completeness Fully Mechanized Switch Ports
193	O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
194	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop >DS1
195	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1
196	O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN
197	O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
198	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
199	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design
200	O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
201	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
202	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
203	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design
204	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design
205	O-11 FOC & Reject Completeness Non Mechanized Resale Business
206	O-11 FOC & Reject Completeness Non Mechanized Resale Centrex
207	O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
208	O-11 FOC & Reject Completeness Non Mechanized EEL's
209	O-11 FOC & Reject Completeness Non Mechanized Resale ISDN
210	O-11 FOC & Reject Completeness Non Mechanized Line Splitting
211	O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
212	O-11 FOC & Reject Completeness Non Mechanized Local Interconnection Trunks
213	O-11 FOC & Reject Completeness Non Mechanized LNP Standalone
214	O-11 FOC & Reject Completeness Non Mechanized Line Sharing
215	O-11 FOC & Reject Completeness Non Mechanized Resale PBX
216	O-11 FOC & Reject Completeness Non Mechanized Resale Residence
217	O-11 FOC & Reject Completeness Non Mechanized Switch Ports
218	O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
219	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop >DS1
220	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
221	O-11 FOC & Reject Completeness Non Mechanized UNE ISDN
222	O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos
223	O-11 FOC & Reject Completeness Non Mechanized UNE Other Design
224	O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design
225	O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
226	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
227	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design
228	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design
229	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
230	O-11 FOC & Reject Completeness Partially Mechanized Resale Business
231	O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
232	O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
233	O-11 FOC & Reject Completeness Partially Mechanized EEL's
234	O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
235	O-11 FOC & Reject Completeness Partially Mechanized Line Splitting
236	O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
237	O-11 FOC & Reject Completeness Partially Mechanized Local Interconnection Trunks
238	O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
239	O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
240	O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
241	O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
242	O-11 FOC & Reject Completeness Partially Mechanized Switch Ports
243	O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
244	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop >DS1
245	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1
246	O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN
247	O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
248	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
249	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design
250	O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
251	O-1 Acknowledgement Message Timeliness (Electronically) - EDI
252	O-1 Acknowledgement Message Timeliness (Electronically) - TAG
253	O-2 Acknowledgement Message Completeness - EDI Fully Mechanized
254	O-2 Acknowledgement Message Completeness - TAG Fully Mechanized
255	O-4 Percent flow-through Service Requests (Detail) Total Business

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
256	O-4 Percent flow-through Service Requests (Detail) Total LNP
257	O-4 Percent flow-through Service Requests (Detail) Total Residence
258	O-4 Percent flow-through Service Requests (Detail) Total UNE
259	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
260	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
261	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
262	O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
263	O-8 Reject Interval Fully Mechanized Resale Business
264	O-8 Reject Interval Fully Mechanized Resale Centrex
265	O-8 Reject Interval Fully Mechanized Resale Design (Special)
266	O-8 Reject Interval Fully Mechanized EEL's
267	O-8 Reject Interval Fully Mechanized Resale ISDN
268	O-8 Reject Interval Fully Mechanized Line Splitting
269	O-8 Reject Interval Fully Mechanized Local Interoffice Transport
270	O-8 Reject Interval Fully Mechanized Local Interconnection Trunks
271	O-8 Reject Interval Fully Mechanized LNP Standalone
272	O-8 Reject Interval Fully Mechanized Line Sharing
273	O-8 Reject Interval Fully Mechanized Resale PBX
274	O-8 Reject Interval Fully Mechanized Resale Residence
275	O-8 Reject Interval Fully Mechanized Switch Ports
276	O-8 Reject Interval Fully Mechanized UNE COMBO Other
277	O-8 Reject Interval Fully Mechanized UNE Digital Loop >DS1
278	O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
279	O-8 Reject Interval Fully Mechanized UNE ISDN
280	O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
281	O-8 Reject Interval Fully Mechanized UNE Other Design
282	O-8 Reject Interval Fully Mechanized UNE Other Non Design
283	O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
284	O-8 Reject Interval Non Mechanized 2W Analog Loop Design
285	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
286	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
287	O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
288	O-8 Reject Interval Non Mechanized Resale Business
289	O-8 Reject Interval Non Mechanized Resale Centrex
290	O-8 Reject Interval Non Mechanized Resale Design (Special)
291	O-8 Reject Interval Non Mechanized EEL's
292	O-8 Reject Interval Non Mechanized Resale ISDN

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
293	O-8 Reject Interval Non Mechanized Line Splitting
294	O-8 Reject Interval Non Mechanized Local Interoffice Transport
295	O-8 Reject Interval Non Mechanized Local Interconnection Trunks
296	O-8 Reject Interval Non Mechanized LNP Standalone
297	O-8 Reject Interval Non Mechanized Line Sharing
298	O-8 Reject Interval Non Mechanized Resale PBX
299	O-8 Reject Interval Non Mechanized Resale Residence
300	O-8 Reject Interval Non Mechanized Switch Ports
301	O-8 Reject Interval Non Mechanized UNE COMBO Other
302	O-8 Reject Interval Non Mechanized UNE Digital Loop >DS1
303	O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
304	O-8 Reject Interval Non Mechanized UNE ISDN
305	O-8 Reject Interval Non Mechanized UNE Loop + Port Combos
306	O-8 Reject Interval Non Mechanized UNE Other Design
307	O-8 Reject Interval Non Mechanized UNE Other Non Design
308	O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)
309	O-8 Reject Interval Partially Mechanized 2W Analog Loop Design
310	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
311	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
312	O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
313	O-8 Reject Interval Partially Mechanized Resale Business
314	O-8 Reject Interval Partially Mechanized Resale Centrex
315	O-8 Reject Interval Partially Mechanized Resale Design (Special)
316	O-8 Reject Interval Partially Mechanized EEL's
317	O-8 Reject Interval Partially Mechanized Resale ISDN
318	O-8 Reject Interval Partially Mechanized Line Splitting
319	O-8 Reject Interval Partially Mechanized Local Interoffice Transport
320	O-8 Reject Interval Partially Mechanized Local Interconnection Trunks
321	O-8 Reject Interval Partially Mechanized LNP Standalone
322	O-8 Reject Interval Partially Mechanized Line Sharing
323	O-8 Reject Interval Partially Mechanized Resale PBX
324	O-8 Reject Interval Partially Mechanized Resale Residence
325	O-8 Reject Interval Partially Mechanized Switch Ports
326	O-8 Reject Interval Partially Mechanized UNE COMBO Other
327	O-8 Reject Interval Partially Mechanized UNE Digital Loop >DS1
328	O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
329	O-8 Reject Interval Partially Mechanized UNE ISDN

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
330	O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
331	O-8 Reject Interval Partially Mechanized UNE Other Design
332	O-8 Reject Interval Partially Mechanized UNE Other Non Design
333	O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
334	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop Design
335	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop w/LNP Design
336	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop w/LNP Non Design
337	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop Non Design
338	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Business
339	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Centrex
340	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Design (Special)
341	O-9 Firm Order Confirmation Timeliness Fully Mechanized EEL's
342	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale ISDN
343	O-9 Firm Order Confirmation Timeliness Fully Mechanized Line Splitting
344	O-9 Firm Order Confirmation Timeliness Fully Mechanized Local Interoffice Transport
345	O-9 Firm Order Confirmation Timeliness Fully Mechanized Local Interconnection Trunks
346	O-9 Firm Order Confirmation Timeliness Fully Mechanized LNP Standalone
347	O-9 Firm Order Confirmation Timeliness Fully Mechanized Line Sharing
348	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale PBX
349	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Residence
350	O-9 Firm Order Confirmation Timeliness Fully Mechanized Switch Ports
351	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Combo Other
352	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Digital Loop >DS1
353	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Digital Loop <DS1
354	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE ISDN
355	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Loop + Port Combos
356	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Other Design
357	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Other Non Design
358	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
359	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop Design
360	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop w/LNP Design
361	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop w/LNP Non Design
362	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop Non Design
363	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Business
364	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Centrex
365	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Design (Special)

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
366	O-9 Firm Order Confirmation Timeliness Non Mechanized EEL's
367	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale ISDN
368	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Splitting
369	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
370	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interconnection Trunks
371	O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
372	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
373	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
374	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
375	O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
376	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
377	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop >DS1
378	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1
379	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN
380	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos
381	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
382	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
383	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
384	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
385	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design
386	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design
387	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
388	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
389	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex
390	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
391	O-9 Firm Order Confirmation Timeliness Partially Mechanized EEL's
392	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
393	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Splitting
394	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
395	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interconnection Trunks
396	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
397	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
398	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
399	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
400	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
401	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
402	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop >DS1
403	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1
404	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN
405	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
406	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
407	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design
408	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
409	P-3 Percent Missed Installation Appointments Dispatch > 10 - 2 w Analog Loop Design
410	P-3 Percent Missed Installation Appointments Dispatch > 10 - 2 w Analog Loop w/LNP Design
411	P-3 Percent Missed Installation Appointments Dispatch > 10 - 2 w Analog Loop w/LNP Non Design
412	P-3 Percent Missed Installation Appointments Dispatch > 10 - 2 w Analog Loop Non-Design
413	P-3 Percent Missed Installation Appointments Dispatch > 10 - Resale Business
414	P-3 Percent Missed Installation Appointments Dispatch > 10 - Resale Centrex
415	P-3 Percent Missed Installation Appointments Dispatch > 10 - Resale Design
416	P-3 Percent Missed Installation Appointments Dispatch > 10 Resale ISDN DESIGN
417	P-3 Percent Missed Installation Appointments Dispatch > 10 Resale ISDN NON DESIGN
418	P-3 Percent Missed Installation Appointments - Dispatch > 10 - Local Transport
419	P-3 Percent Missed Installation Appointments - Dispatch > 10 - Local Interconnection Trunks
420	P-3 Percent Missed Installation Appointments Dispatch > 10 - LNP Standalone
421	P-3 Percent Missed Installation Appointments Dispatch > 10 - Resale PBX
422	P-3 Percent Missed Installation Appointments Dispatch > 10 Resale Residence
423	P-3 Percent Missed Installation Appointments Dispatch > 10 - UNE Combo Other
424	P-3 Percent Missed Installation Appointments Dispatch > 10 UNE Digital Loop >= DS1
425	P-3 Percent Missed Installation Appointments Dispatch > 10 - UNE Digital Loop < DS1
426	P-3 Percent Missed Installation Appointments - > 10 Dispatch - EEL's
427	P-3 Percent Missed Installation Appointments - Dispatch > 10 - UNE ISDN (includes UDC)
428	P-3 Percent Missed Installation Appointments - Dispatch > 10 - UNE Line Sharing
429	P-3 Percent Missed Installation Appointments - > 10 Dispatch - UNE Line Splitting
430	P-3 Percent Missed Installation Appointments - > 10 Dispatch - UNE Other Design
431	P-3 Percent Missed Installation Appointments - > 10 Dispatch - UNE Other Non Design
432	P-3 Percent Missed Installation Appointments Dispatch > 10 - UNE Switch ports
433	P-3 Percent Missed Installation Appointments - Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL)
434	P-3 Percent Missed Installation Appointments Dispatch in > 10 - UNE Loop and Port Combo
435	P-3 Percent Missed Installation Appointments Dispatch In < 10 - UNE Loop and Port Combo

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
436	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Design
437	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Design
438	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
439	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Non-Design
440	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Business
441	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex
442	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Design
443	P-3 Percent Missed Installation Appointments Dispatch < 10 Resale ISDN DESIGN
444	P-3 Percent Missed Installation Appointments Dispatch < 10 Resale ISDN NON DESIGN
445	P-3 Percent Missed Installation Appointments - Dispatch < 10 - Local Transport
446	P-3 Percent Missed Installation Appointments - Dispatch - Local Interconnection Trunks
447	P-3 Percent Missed Installation Appointments Dispatch < 10 - LNP Standalone
448	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale PBX
449	P-3 Percent Missed Installation Appointments Dispatch < 10 Resale Residence
450	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Combo Other
451	P-3 Percent Missed Installation Appointments Dispatch < 10 UNE Digital Loop >= DS1
452	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop < DS1
453	P-3 Percent Missed Installation Appointments - < 10 Dispatch - EEL's
454	P-3 Percent Missed Installation Appointments - Dispatch < 10 - UNE ISDN (includes UDC)
455	P-3 Percent Missed Installation Appointments - Dispatch < 10 - UNE Line Sharing
456	P-3 Percent Missed Installation Appointments - < 10 Dispatch - UNE Line Splitting
457	P-3 Percent Missed Installation Appointments - < 10 Dispatch - UNE Other Design
458	P-3 Percent Missed Installation Appointments - < 10 Dispatch - UNE Other Non Design
459	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Switch ports
460	P-3 Percent Missed Installation Appointments - Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
461	P-3 Percent Missed Installation Appointments Dispatch out > 10 - UNE Loop and Port Combo
462	P-3 Percent Missed Installation Appointments Dispatch Out < 10 - UNE Loop and Port Combo
463	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - 2 w Analog Loop Design
464	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - 2 w Analog Loop w/LNP Design
465	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - 2 w Analog Loop w/LNP Non Design
466	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - 2 w Analog Loop Non-Design
467	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - Resale Business

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
468	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - Resale Centrex
469	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - Resale Design
470	P-3 Percent Missed Installation Appointments Non Dispatch > 10 Resale ISDN DESIGN
471	P-3 Percent Missed Installation Appointments Non Dispatch > 10 Resale ISDN NON DESIGN
472	P-3 Percent Missed Installation Appointments - Non Dispatch > 10 - Local Transport
473	P-3 Percent Missed Installation Appointments - Non Dispatch - Local Interconnection Trunks
474	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - LNP Standalone
475	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - Resale PBX
476	P-3 Percent Missed Installation Appointments Non Dispatch > 10 Resale Residence
477	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - UNE Combo Other
478	P-3 Percent Missed Installation Appointments - > 10 Non Dispatch - EEL's
479	P-3 Percent Missed Installation Appointments - Non Dispatch > 10 - UNE ISDN (includes UDC)
480	P-3 Percent Missed Installation Appointments Non-Dispatch > 10 - UNE Loop and Port Combo
481	P-3 Percent Missed Installation Appointments - Non Dispatch > 10 - UNE Line Sharing
482	P-3 Percent Missed Installation Appointments - > 10 Non Dispatch - UNE Line Splitting
483	P-3 Percent Missed Installation Appointments Non Dispatch > 10 UNE Digital Loop >= DS1
484	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - UNE Digital Loop < DS1
485	P-3 Percent Missed Installation Appointments - > 10 Non Dispatch - UNE Other Design
486	P-3 Percent Missed Installation Appointments - > 10 Non Dispatch - UNE Other Non Design
487	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - UNE Switch ports
488	P-3 Percent Missed Installation Appointments - Non Dispatch > 10 - UNE xDSL (ADSL, HDSL, UCL)
489	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - 2 w Analog Loop Design
490	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
491	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
492	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - 2 w Analog Loop Non-Design
493	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - Resale Business
494	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - Resale Centrex
495	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - Resale Design
496	P-3 Percent Missed Installation Appointments Non Dispatch < 10 Resale ISDN DESIGN
497	P-3 Percent Missed Installation Appointments Non Dispatch < 10 Resale ISDN NON DESIGN
498	P-3 Percent Missed Installation Appointments - Non Dispatch < 10 - Local Transport
499	P-3 Percent Missed Installation Appointments - Non Dispatch - Local Interconnection Trunks
500	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - LNP Standalone

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
501	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - Resale PBX
502	P-3 Percent Missed Installation Appointments Non Dispatch < 10 Resale Residence
503	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - UNE Combo Other
504	P-3 Percent Missed Installation Appointments - < 10 Non Dispatch - EEL's
505	P-3 Percent Missed Installation Appointments - Non Dispatch < 10 - UNE ISDN (includes UDC)
506	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - UNE Loop and Port Combo
507	P-3 Percent Missed Installation Appointments - Non Dispatch < 10 - UNE Line Sharing
508	P-3 Percent Missed Installation Appointments - < 10 Non Dispatch - UNE Line Splitting
509	P-3 Percent Missed Installation Appointments Non Dispatch < 10 UNE Digital Loop >= DS1
510	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - UNE Digital Loop < DS1
511	P-3 Percent Missed Installation Appointments - < 10 Non Dispatch - UNE Other Design
512	P-3 Percent Missed Installation Appointments - < 10 Non Dispatch - UNE Other Non Design
513	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - UNE Switch ports
514	P-3 Percent Missed Installation Appointments - Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
515	P-3 Percent Missed Installation Appointments Switch-based > 10 - UNE Loop and Port Combo
516	P-3 Percent Missed Installation Appointments Switch-based < 10 - UNE Loop and Port Combo
517	P-4 OCI Dispatch > 10 - 2 w Analog Loop Design
518	P-4 OCI Dispatch > 10 - 2 w Analog Loop w/LNP Design
519	P-4 OCI Dispatch > 10 - 2 w Analog Loop w/LNP Non Design
520	P-4 OCI Dispatch > 10 - 2 w Analog Loop Non-Design
521	P-4 OCI Dispatch > 10 - Resale Business
522	P-4 OCI Dispatch > 10 - Resale Centrex
523	P-4 OCI Dispatch > 10 - Resale Design
524	P-4 OCI Dispatch > 10 Resale ISDN DESIGN
525	P-4 OCI Dispatch > 10 Resale ISDN NON DESIGN
526	P-4 OCI Dispatch > 10 - Local Transport
527	P-4 OCI (Dispatch) - Local Interconnection Trunks
528	P-4 OCI Dispatch > 10 - LNP Standalone
529	P-4 OCI Dispatch > 10 - Resale PBX
530	P-4 OCI Dispatch > 10 Resale Residence
531	P-4 OCI Dispatch > 10 - UNE Combo Other
532	P-4 OCI Dispatch > 10 UNE Digital Loop >= DS1
533	P-4 OCI Dispatch > 10 - UNE Digital Loop < DS1
534	P-4 OCI Dispatch > 10 - EEL's

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
535	P-4 OCI Dispatch > 10 - UNE ISDN (includes UDC)
536	P-4 OCI Dispatch > 10 - UNE Line Sharing
537	P-4 OCI Dispatch > 10 - UNE Line Splitting
538	P-4 OCI Dispatch > 10 - UNE Other Design
539	P-4 OCI Dispatch > 10 - UNE Other Non Design
540	P-4 OCI Dispatch > 10 - UNE Switch ports
541	P-4 OCI Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
542	P-4 OCI Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
543	P-4 OCI Dispatch in > 10 - UNE Loop and Port Combo
544	P-4 OCI Dispatch in < 10 - UNE Loop and Port Combo
545	P-4 OCI Dispatch < 10 - 2 w Analog Loop Design
546	P-4 OCI Dispatch < 10 - 2 w Analog Loop w/LNP Design
547	P-4 OCI Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
548	P-4 OCI Dispatch < 10 - 2 w Analog Loop Non-Design
549	P-4 OCI Dispatch < 10 - Resale Business
550	P-4 OCI Dispatch < 10 - Resale Centrex
551	P-4 OCI Dispatch < 10 - Resale Design
552	P-4 OCI Dispatch < 10 Resale ISDN DESIGN
553	P-4 OCI Dispatch < 10 Resale ISDN NON DESIGN
554	P-4 OCI Dispatch < 10 - Local Transport
555	P-4 OCI (Dispatch) - Local Interconnection Trunks
556	P-4 OCI Dispatch < 10 - LNP Standalone
557	P-4 OCI Dispatch < 10 - Resale PBX
558	P-4 OCI Dispatch < 10 Resale Residence
559	P-4 OCI Dispatch < 10 - UNE Combo Other
560	P-4 OCI Dispatch < 10 UNE Digital Loop >= DS1
561	P-4 OCI Dispatch < 10 - UNE Digital Loop < DS1
562	P-4 OCI Dispatch < 10 - EEL's
563	P-4 OCI Dispatch < 10 - UNE ISDN (includes UDC)
564	P-4 OCI Dispatch < 10 - UNE Line Sharing
565	P-4 OCI Dispatch < 10 - UNE Line Splitting
566	P-4 OCI Dispatch < 10 - UNE Other Design
567	P-4 OCI Dispatch < 10 - UNE Other Non Design
568	P-4 OCI Dispatch < 10 - UNE Switch ports
569	P-4 OCI Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
570	"P-4 OCI Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning"
571	P-4 OCI Dispatch out > 10 - UNE Loop and Port Combo

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
572	P-4 OCI Dispatch out < 10 - UNE Loop and Port Combo
573	P-4 OCI Non Dispatch > 10 - 2 w Analog Loop Design
574	P-4 OCI Non Dispatch > 10 - 2 w Analog Loop w/LNP Design
575	P-4 OCI Non Dispatch > 10 - 2 w Analog Loop w/LNP Non Design
576	P-4 OCI Non Dispatch > 10 - 2 w Analog Loop Non-Design
577	P-4 OCI Non Dispatch > 10 - Resale Business
578	P-4 OCI Non Dispatch > 10 - Resale Centrex
579	P-4 OCI Non Dispatch > 10 - Resale Design
580	P-4 OCI Non Dispatch > 10 Resale ISDN DESIGN
581	P-4 OCI Non Dispatch > 10 Resale ISDN NON DESIGN
582	P-4 OCI Non Dispatch > 10 - Local Transport
583	P-4 OCI Non Dispatch - Local Interconnection Trunks
584	P-4 OCI Non Dispatch > 10 - LNP Standalone
585	P-4 OCI Non Dispatch > 10 - Resale PBX
586	P-4 OCI Non Dispatch > 10 Resale Residence
587	P-4 OCI Non Dispatch > 10 - UNE Combo Other
588	P-4 OCI Non Dispatch > 10 - EEL's
589	P-4 OCI Non Dispatch > 10 - UNE ISDN (includes UDC)
590	P-4 OCI-Dispatch > 10 - UNE Loop and Port Combo
591	P-4 OCI Non Dispatch > 10 - UNE Line Sharing
592	P-4 OCI Non Dispatch > 10 - UNE Line Splitting
593	P-4 OCI Non Dispatch > 10 UNE Digital Loop >= DS1
594	P-4 OCI Non Dispatch > 10 - UNE Digital Loop < DS1
595	P-4 OCI Non Dispatch > 10 - UNE Other Design
596	P-4 OCI Non Dispatch > 10 - UNE Other Non Design
597	P-4 OCI Non Dispatch > 10 - UNE Switch ports
598	P-4 OCI Non Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
599	P-4 OCI Non Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
600	P-4 OCI Non Dispatch < 10 - 2 w Analog Loop Design
601	P-4 OCI Non Dispatch < 10 - 2 w Analog Loop Non-Design
602	P-4 OCI Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
603	P-4 OCI Non Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
604	P-4 OCI Non Dispatch < 10 - Resale Business
605	P-4 OCI Non Dispatch < 10 - Resale Centrex
606	P-4 OCI Non Dispatch < 10 - Resale Design
607	P-4 OCI Non Dispatch < 10 Resale ISDN DESIGN
608	P-4 OCI Non Dispatch < 10 Resale ISDN NON DESIGN

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
609	P-4 OCI Non Dispatch < 10 - Local Transport
610	P-4 OCI (Non Dispatch) - Local Interconnection Trunks
611	P-4 OCI Non Dispatch < 10 - LNP Standalone
612	P-4 OCI Non Dispatch < 10 - Resale PBX
613	P-4 OCI Non Dispatch < 10 Resale Residence
614	P-4 OCI Non Dispatch < 10 - UNE Combo Other
615	P-4 OCI Non Dispatch < 10 - EEL's
616	P-4 OCI Non Dispatch < 10 - UNE ISDN (includes UDC)
617	P-4 OCI Non-Dispatch < 10 - UNE Loop and Port Combo
618	P-4 OCI Non Dispatch < 10 - UNE Line Sharing
619	P-4 OCI Non Dispatch < 10 - UNE Line Splitting
620	P-4 OCI Non Dispatch < 10 UNE Digital Loop >= DS1
621	P-4 OCI Non Dispatch < 10 - UNE Digital Loop < DS1
622	P-4 OCI Non Dispatch < 10 - UNE Other Design
623	P-4 OCI Non Dispatch < 10 - UNE Other Non Design
624	P-4 OCI Non Dispatch < 10 - UNE Switch ports
625	"P-4 OCI Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning"
626	"P-4 OCI Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning"
627	P-4 OCI Switch-based > 10 - UNE Loop and Port Combo
628	P-4 OCI Switch-based < 10 - UNE Loop and Port Combo
629	P-6A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL1 IDLC
630	P-6A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL1 Non Time Specific
631	P-6A Coordinated Customer Conversions Hot Cuts Timeliness% within Interval and Average Interval SL 1 Time Specific
632	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 IDLC
633	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Non Specific
634	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Specific
635	P-6C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
636	P-6C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch
637	P-6C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch
638	P-6C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
639	P-6 Coordinated Customer Conversions Internal Unbundles Loops with INP
640	P-6 Coordinated Customer Conversions Internal Unbundles Loops with LNP
641	P-7 Cooperative Acceptance Testing - % of xDSL Loc ADSL
642	P-7 Cooperative Acceptance Testing - % of xDSL Loc HDSL
643	P-7 Cooperative Acceptance Testing - % of xDSL Loc Other
644	P-7 Cooperative Acceptance Testing - % of xDSL Loc UNE UCL
645	P-7 Cooperative Acceptance Testing - % of xDSL Loc UNE x DSL
646	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - 2 w Analog Loop Design
647	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - 2 w Analog Loop w/LNP Design
648	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - 2 w Analog Loop w/LNP Non-Design
649	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - 2 w Analog Loop Non-Design
650	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Resale Business
651	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Resale Centrex
652	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Resale Design
653	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 Resale ISDN DESIGN
654	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 Resale ISDN NON DESIGN
655	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Local Transport
656	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Local Inter-connection Trunks
657	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 LNP Standalone
658	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Resale PBX
659	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 Resale Residence
660	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Combo Other
661	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 UNE Digital Loop >= DS1
662	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Digital Loop < DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
663	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - EEL's
664	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE ISDN (includes UDC)
665	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Line Sharing
666	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Line Splitting
667	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Other Design
668	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Other Non Design
669	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Switch ports
670	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL)
671	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch in > 10 - UNE Loop and Port Combo
672	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch in < 10 - UNE Loop and Port Combo
673	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
674	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
675	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
676	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
677	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
678	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
679	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
680	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 Resale ISDN DESIGN
681	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 Resale ISDN NON DESIGN
682	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
683	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Local Inter-connection Trunks

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
684	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
685	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
686	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 Resale Residence
687	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
688	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 UNE Digital Loop >= DS1
689	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
690	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EEL's
691	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
692	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
693	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
694	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
695	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
696	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
697	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
698	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch out > 10 - UNE Loop and Port Combo
699	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch out < 10 - UNE Loop and Port Combo
700	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - 2 w Analog Loop Design
701	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - 2 w Analog Loop w/LNP Design
702	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - 2 w Analog Loop w/LNP Non-Design
703	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - 2 w Analog Loop Non-Design
704	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Resale Business

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
705	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Resale Centrex
706	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Resale Design
707	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 Resale ISDN DESIGN
708	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 Resale ISDN NON DESIGN
709	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Local Transport
710	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Local Interconnection Trunks
711	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 LNP Standalone
712	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Resale PBX
713	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 Resale Residence
714	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Combo Other
715	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - EEL's
716	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE ISDN (includes UDC)
717	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch > 10 - UNE Loop and Port Combo
718	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Line Sharing
719	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Line Splitting
720	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 UNE Digital Loop >= DS1
721	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Digital Loop < DS1
722	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Other Design
723	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Other Non Design
724	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Switch ports
725	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE xDSL (ADSL, HDSL, UCL)

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
726	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop Design
727	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
728	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
729	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop Non-Design
730	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Business
731	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Centrex
732	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Design
733	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale ISDN DESIGN
734	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale ISDN NON DESIGN
735	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Local Transport
736	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Local Interconnection Trunks
737	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 LNP Standalone
738	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale PBX
739	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale Residence
740	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Combo Other
741	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - EEL's
742	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE ISDN (includes UDC)
743	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Loop and Port Combo
744	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Line Sharing
745	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Line Splitting
746	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 UNE Digital Loop >= DS1

Table B-1: Tier 1 Submetrics (Continued)

Item No.	Submetric
747	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Digital Loop < DS1
748	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Design
749	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Non Design
750	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Switch ports
751	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
752	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Switch-based > 10 - UNE Loop and Port Combo
753	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Switch-based < 10 - UNE Loop and Port Combo
754	TGP-2 Trunk Group Performance ALEC Specific

2. Tier 2 Submetrics

Table B-2 contains a list of Tier 2 submetrics.

Table B-2: Tier 2 Submetrics

Item No.	Tier 2 Sub Metrics
1	B-1 Invoice Accuracy Interconnection
2	B-1 Invoice Accuracy Resale
3	B-1 Invoice Accuracy UNE
4	B-2 Mean Time to Deliver Invoices Interconnection
5	B-2 Mean Time to Deliver Invoices Resale
6	B-2 Mean Time to Deliver Invoices UNE
7	B- 3 Usage Delivery Accuracy
8	C-3 Collocation Percent of Due Dates Missed Physical Caged - Augment
9	C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial
10	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment
11	C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial
12	C-3 Collocation Percent of Due Dates Missed Virtual Combined (State?)
13	C-3 Collocation Percent of Due Dates Missed Virtual - Augment
14	C-3 Collocation Percent of Due Dates Missed Virtual - Initial
15	CM - 1 Timeliness of Change Management Notices
16	CM - 3 Timeliness of documents Associated with change
17	MR-1 Percent Missed Repair Appointments Dispatch 2 w Analog Loop Design
18	MR-1 Percent Missed Repair Appointments Dispatch - 2 w Analog Loop Non-Design
19	MR-1 Percent Missed Repair Appointments Dispatch - Resale Business
20	MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex
21	MR-1 Percent Missed Repair Appointments Dispatch - Resale Design
22	MR-1 Percent Missed Repair Appointments Dispatch Resale ISDN
23	MR-1 Percent Missed Repair Appointments Dispatch - Local Transport
24	MR-1 Percent Missed Repair Appointments Dispatch - Local Interconnection Trunks
25	MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX
26	MR-1 Percent Missed Repair Appointments Dispatch Resale Residence
27	MR-1 Percent Missed Repair Appointments Dispatch UNE Combo Other
28	MR-1 Percent Missed Repair Appointments Dispatch UNE Digital Loop >= DS1
29	MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1
30	MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)
31	MR-1 Percent Missed Repair Appointments Dispatch - UNE Loop and Port Combo
32	MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing
33	MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
34	"MR-1 Percent Missed Repair Appointments Dispatch - UNE xDSL (ADSL, HDSL, UCL)"
35	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Design
36	MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Non-Design
37	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business
38	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex
39	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design
40	MR-1 Percent Missed Repair Appointments Non Dispatch Resale ISDN
41	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport
42	MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks
43	MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX
44	MR-1 Percent Missed Repair Appointments Non Dispatch Resale Residence
45	MR-1 Percent Missed Repair Appointments Non Dispatch UNE Combo Other
46	MR-1 Percent Missed Repair Appointments Non Dispatch UNE Digital Loop >= DS1
47	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1
48	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)
49	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo
50	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing
51	MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports
52	MR-1 Percent Missed Repair Appointments Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
53	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Design
54	MR-2 Customer Trouble Report Rate - 2 w Analog Loop Non-Design
55	MR-2 Customer Trouble Report Rate - Resale Business
56	MR-2 Customer Trouble Report Rate - Resale Centrex
57	MR-2 Customer Trouble Report Rate - Resale Design
58	MR-2 Customer Trouble Report Rate - Resale ISDN
59	MR-2 Customer Trouble Report Rate - Local Transport
60	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
61	MR-2 Customer Trouble Report Rate - Resale PBX
62	MR-2 Customer Trouble Report Rate - Resale Residence
63	MR-2 Customer Trouble Report Rate - UNE Combo Other
64	MR-2 Customer Trouble Report Rate UNE Digital Loop >= DS1
65	MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1
66	MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)
67	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combo
68	MR-2 Customer Trouble Report Rate - UNE Line Sharing

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
69	MR-2 Customer Trouble Report Rate - UNE Switch ports
70	MR-2 Customer Trouble Report Rate - UNE xDSL (ADSL, HDSL, UCL)
71	MR-3 Maintenance Average Duration Dispatch 2 w Analog Loop Design
72	MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design
73	MR-3 Maintenance Average Duration Dispatch - Resale Business
74	MR-3 Maintenance Average Duration Dispatch - Resale Centrex
75	MR-3 Maintenance Average Duration Dispatch - Resale Design
76	MR-3 Maintenance Average Duration Dispatch Resale ISDN
77	MR-3 Maintenance Average Duration Dispatch - Local Transport
78	MR-3 Maintenance Average Duration Dispatch - Local Interconnection Trunks
79	MR-3 Maintenance Average Duration Dispatch - Resale PBX
80	MR-3 Maintenance Average Duration Dispatch Resale Residence
81	MR-3 Maintenance Average Duration Dispatch UNE Combo Other
82	MR-3 Maintenance Average Duration Dispatch UNE Digital Loop >= DS1
83	MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1
84	MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)
85	MR-3 Maintenance Average Duration Dispatch - UNE Loop and Port Combo
86	MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing
87	MR-3 Maintenance Average Duration Dispatch - UNE Switch ports
88	MR-3 Maintenance Average Duration Dispatch - UNE xDSL (ADSL, HDSL, UCL)
89	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Design
90	MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Non-Design
91	MR-3 Maintenance Average Duration Non Dispatch - Resale Business
92	MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex
93	MR-3 Maintenance Average Duration Non Dispatch - Resale Design
94	MR-3 Maintenance Average Duration Non Dispatch Resale ISDN
95	MR-3 Maintenance Average Duration Non Dispatch - Local Transport
96	MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks
97	MR-3 Maintenance Average Duration Non Dispatch - Resale PBX
98	MR-3 Maintenance Average Duration Non Dispatch Resale Residence
99	MR-3 Maintenance Average Duration Non Dispatch UNE Combo Other
100	MR-3 Maintenance Average Duration Non Dispatch UNE Digital Loop >= DS1
101	MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1
102	MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)
103	MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo
104	MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing
105	MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
106	MR-3 Maintenance Average Duration Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
107	MR-4 Percent Repeat Trouble within 30 Days Dispatch 2 w Analog Loop Design
108	MR-4 Percent Repeat Trouble within 30 Days Dispatch - 2 w Analog Loop Non-Design
109	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Business
110	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Centrex
111	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Design
112	MR-4 Percent Repeat Trouble within 30 Days Dispatch Resale ISDN
113	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport
114	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Interconnection Trunks
115	MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX
116	MR-4 Percent Repeat Trouble within 30 Days Dispatch Resale Residence
117	MR-4 Percent Repeat Trouble within 30 Days Dispatch UNE Combo Other
118	MR-4 Percent Repeat Trouble within 30 Days Dispatch UNE Digital Loop >= DS1
119	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1
120	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)
121	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Loop and Port Combo
122	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing
123	MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports
124	"MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE xDSL (ADSL, HDSL, UCL)"
125	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Design
126	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Non-Design
127	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business
128	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex
129	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design
130	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch Resale ISDN
131	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport
132	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks
133	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX
134	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch Resale Residence
135	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch UNE Combo Other
136	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch UNE Digital Loop >= DS1
137	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1
138	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)
139	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
140	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing
141	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports
142	MR-4 Percent Repeat Trouble within 30 Days Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
143	MR-5 Out of Service (OOS) > 24 hours Dispatch 2 w Analog Loop Design
144	MR-5 Out of Service (OOS) > 24 hours Dispatch - 2 w Analog Loop Non-Design
145	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Business
146	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Centrex
147	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale Design
148	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale ISDN
149	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Transport
150	MR-5 Out of Service (OOS) > 24 hours Dispatch - Local Interconnection Trunks
151	MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX
152	MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence
153	MR-5 Out of Service (OOS) > 24 hours Dispatch UNE Combo Other
154	MR-5 Out of Service (OOS) > 24 hours Dispatch UNE Digital Loop >= DS1
155	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1
156	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)
157	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Loop and Port Combo
158	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing
159	MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports
160	"MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE xDSL (ADSL, HDSL, UCL)"
161	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Design
162	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Non-Design
163	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business
164	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex
165	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design
166	MR-5 Out of Service (OOS) > 24 hours Non Dispatch Resale ISDN
167	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport
168	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks
169	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX
170	MR-5 Out of Service (OOS) > 24 hours Non Dispatch Resale Residence
171	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Combo Other
172	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Digital Loop >= DS1
173	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1
174	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)
175	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo
176	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
177	MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports
178	MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)
179	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Design
180	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design
181	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design
182	O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design
183	O-11 FOC & Reject Completeness Fully Mechanized Resale Business
184	O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex
185	O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)
186	O-11 FOC & Reject Completeness Fully Mechanized EEL's
187	O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN
188	O-11 FOC & Reject Completeness Fully Mechanized Line Splitting
189	O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport
190	O-11 FOC & Reject Completeness Fully Mechanized Local Interconnection Trunks
191	O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone
192	O-11 FOC & Reject Completeness Fully Mechanized Line Sharing
193	O-11 FOC & Reject Completeness Fully Mechanized Resale PBX
194	O-11 FOC & Reject Completeness Fully Mechanized Resale Residence
195	O-11 FOC & Reject Completeness Fully Mechanized Switch Ports
196	O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other
197	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop >DS1
198	O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1
199	O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN
200	O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos
201	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design
202	O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
203	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Design
204	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design
205	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design
206	O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design
207	O-11 FOC & Reject Completeness Non Mechanized Resale Business
208	O-11 FOC & Reject Completeness Non Mechanized Resale Centrex
209	O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)
210	O-11 FOC & Reject Completeness Non Mechanized EEL's

Table B-2: Tier 2 Submetrics (Continued)

Item No.	
211	O-11 FOC & Reject Completeness Non Mechanized Resale ISDN
212	O-11 FOC & Reject Completeness Non Mechanized Line Splitting
213	O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport
214	O-11 FOC & Reject Completeness Non Mechanized Local Interconnection Trunks
215	O-11 FOC & Reject Completeness Non Mechanized LNP Standalone
216	O-11 FOC & Reject Completeness Non Mechanized Line Sharing
217	O-11 FOC & Reject Completeness Non Mechanized Resale PBX
218	O-11 FOC & Reject Completeness Non Mechanized Resale Residence
219	O-11 FOC & Reject Completeness Non Mechanized Switch Ports
220	O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other
221	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop >DS1
222	O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1
223	O-11 FOC & Reject Completeness Non Mechanized UNE ISDN
224	O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos
225	O-11 FOC & Reject Completeness Non Mechanized UNE Other Design
226	O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design
227	O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design
228	"O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)"
229	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Design
230	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design
231	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design
232	O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design
233	O-11 FOC & Reject Completeness Partially Mechanized Resale Business
234	O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex
235	O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)
236	O-11 FOC & Reject Completeness Partially Mechanized EEL's
237	O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN
238	O-11 FOC & Reject Completeness Partially Mechanized Line Splitting
239	O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport
240	O-11 FOC & Reject Completeness Partially Mechanized Local Interconnection Trunks
241	O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone
242	O-11 FOC & Reject Completeness Partially Mechanized Line Sharing
243	O-11 FOC & Reject Completeness Partially Mechanized Resale PBX
244	O-11 FOC & Reject Completeness Partially Mechanized Resale Residence
245	O-11 FOC & Reject Completeness Partially Mechanized Switch Ports

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
246	O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other
247	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop >DS1
248	O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1
249	O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN
250	O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos
251	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design
252	O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design
253	O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
254	O-12 Speed of Answer in Ordering Center Business Service Center
255	O-12 Speed of Answer in Ordering Center Residence Service Center
256	O-1 Acknowledgement Message Timeliness (Electronically) - EDI
257	O-1 Acknowledgement Message Timeliness (Electronically) - TAG
258	O-2 Acknowledgement Message Completeness - EDI Fully Mechanized
259	O-2 Acknowledgement Message Completeness - TAG Fully Mechanized
260	O-3 Percent flow-through Service Requests (Summary) Total Business
261	O-3 Percent flow-through Service Requests (Summary) Total LNP
262	O-3 Percent flow-through Service Requests (Summary) Total Residence
263	O-3 Percent flow-through Service Requests (Summary) Total UNE
264	O-8 Reject Interval Fully Mechanized 2W Analog Loop Design
265	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design
266	O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design
267	O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design
268	O-8 Reject Interval Fully Mechanized Resale Business
269	O-8 Reject Interval Fully Mechanized Resale Centrex
270	O-8 Reject Interval Fully Mechanized Resale Design (Special)
271	O-8 Reject Interval Fully Mechanized EEL's
272	O-8 Reject Interval Fully Mechanized Resale ISDN
273	O-8 Reject Interval Fully Mechanized Line Splitting
274	O-8 Reject Interval Fully Mechanized Local Interoffice Transport
275	O-8 Reject Interval Fully Mechanized Local Interconnection Trunks
276	O-8 Reject Interval Fully Mechanized LNP Standalone
277	O-8 Reject Interval Fully Mechanized Line Sharing
278	O-8 Reject Interval Fully Mechanized Resale PBX
279	O-8 Reject Interval Fully Mechanized Resale Residence
280	O-8 Reject Interval Fully Mechanized Switch Ports
281	O-8 Reject Interval Fully Mechanized UNE COMBO Other
282	O-8 Reject Interval Fully Mechanized UNE Digital Loop >DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
283	O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1
284	O-8 Reject Interval Fully Mechanized UNE ISDN
285	O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos
286	O-8 Reject Interval Fully Mechanized UNE Other Design
287	O-8 Reject Interval Fully Mechanized UNE Other Non Design
288	O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
289	O-8 Reject Interval Non Mechanized 2W Analog Loop Design
290	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design
291	O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design
292	O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design
293	O-8 Reject Interval Non Mechanized Resale Business
294	O-8 Reject Interval Non Mechanized Resale Centrex
295	O-8 Reject Interval Non Mechanized Resale Design (Special)
296	O-8 Reject Interval Non Mechanized EEL's
297	O-8 Reject Interval Non Mechanized Resale ISDN
298	O-8 Reject Interval Non Mechanized Line Splitting
299	O-8 Reject Interval Non Mechanized Local Interoffice Transport
300	O-8 Reject Interval Non Mechanized Local Interconnection Trunks
301	O-8 Reject Interval Non Mechanized LNP Standalone
302	O-8 Reject Interval Non Mechanized Line Sharing
303	O-8 Reject Interval Non Mechanized Resale PBX
304	O-8 Reject Interval Non Mechanized Resale Residence
305	O-8 Reject Interval Non Mechanized Switch Ports
306	O-8 Reject Interval Non Mechanized UNE COMBO Other
307	O-8 Reject Interval Non Mechanized UNE Digital Loop >DS1
308	O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1
309	O-8 Reject Interval Non Mechanized UNE ISDN
310	O-8 Reject Interval Non Mechanized UNE Loop + Port Combos
311	O-8 Reject Interval Non Mechanized UNE Other Design
312	O-8 Reject Interval Non Mechanized UNE Other Non Design
313	"O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)"
314	O-8 Reject Interval Partially Mechanized 2W Analog Loop Design
315	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design
316	O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design
317	O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design
318	O-8 Reject Interval Partially Mechanized Resale Business
319	O-8 Reject Interval Partially Mechanized Resale Centrex

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
320	O-8 Reject Interval Partially Mechanized Resale Design (Special)
321	O-8 Reject Interval Partially Mechanized EEL's
322	O-8 Reject Interval Partially Mechanized Resale ISDN
323	O-8 Reject Interval Partially Mechanized Line Splitting
324	O-8 Reject Interval Partially Mechanized Local Interoffice Transport
325	O-8 Reject Interval Partially Mechanized Local Interconnection Trunks
326	O-8 Reject Interval Partially Mechanized LNP Standalone
327	O-8 Reject Interval Partially Mechanized Line Sharing
328	O-8 Reject Interval Partially Mechanized Resale PBX
329	O-8 Reject Interval Partially Mechanized Resale Residence
330	O-8 Reject Interval Partially Mechanized Switch Ports
331	O-8 Reject Interval Partially Mechanized UNE COMBO Other
332	O-8 Reject Interval Partially Mechanized UNE Digital Loop >DS1
333	O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1
334	O-8 Reject Interval Partially Mechanized UNE ISDN
335	O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos
336	O-8 Reject Interval Partially Mechanized UNE Other Design
337	O-8 Reject Interval Partially Mechanized UNE Other Non Design
338	O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
339	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop Design
340	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop w/LNP Design
341	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop w/LNP Non Design
342	O-9 Firm Order Confirmation Timeliness Fully Mechanized 2W Analog Loop Non Design
343	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Business
344	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Centrex
345	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Design (Special)
346	O-9 Firm Order Confirmation Timeliness Fully Mechanized EEL's
347	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale ISDN
348	O-9 Firm Order Confirmation Timeliness Fully Mechanized Line Splitting
349	O-9 Firm Order Confirmation Timeliness Fully Mechanized Local Interoffice Transport
350	O-9 Firm Order Confirmation Timeliness Fully Mechanized Local Interconnection Trunks
351	O-9 Firm Order Confirmation Timeliness Fully Mechanized LNP Standalone
352	O-9 Firm Order Confirmation Timeliness Fully Mechanized Line Sharing
353	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale PBX

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
354	O-9 Firm Order Confirmation Timeliness Fully Mechanized Resale Residence
355	O-9 Firm Order Confirmation Timeliness Fully Mechanized Switch Ports
356	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Combo Other
357	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Digital Loop >DS1
358	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Digital Loop <DS1
359	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE ISDN
360	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Loop + Port Combos
361	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Other Design
362	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)
363	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop Design
364	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop w/LNP Design
365	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop w/LNP Non Design
366	O-9 Firm Order Confirmation Timeliness Non Mechanized 2W Analog Loop Non Design
367	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Business
368	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Centrex
369	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Design (Special)
370	O-9 Firm Order Confirmation Timeliness Non Mechanized EEL's
371	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale ISDN
372	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Splitting
373	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport
374	O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interconnection Trunks
375	O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone
376	O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing
377	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX
378	O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence
379	O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports
380	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other
381	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop >DS1
382	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1
383	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN
384	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
385	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design
386	O-9 Firm Order Confirmation Timeliness Fully Mechanized UNE Other Non Design
387	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design
388	O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)
389	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Design
390	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/ LNP Design
391	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/ LNP Non Design
392	O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design
393	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business
394	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex
395	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)
396	O-9 Firm Order Confirmation Timeliness Partially Mechanized EEL's
397	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN
398	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Splitting
399	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport
400	O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interconnection Trunks
401	O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone
402	O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing
403	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX
404	O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence
405	O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports
406	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other
407	O-9 Firm Order Confirmation Timeliness >DS1 Partially Mechanized UNE Digital Loop
408	O-9 Firm Order Confirmation Timeliness <DS1 Partially Mechanized UNE Digital Loop
409	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN
410	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos
411	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design
412	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
413	O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)
414	OSS-1 Average Respone Time and Response Interval PARITY + 2 SEC LENS ATLAS-TN
415	OSS-1 Average Respone Time and Response Interval PARITY + 2 SEC LENS COFFI/ USOC
416	OSS-1 Average Respone Time and Response Interval PARITY + 2 SEC LENS DSAP
417	OSS-1 Average Respone Time and Response Interval PARITY + 2 SEC LENS HAL/ CRIS
418	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS PSIMS/ ORB
419	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS RSAG-ADDR
420	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC LENS RSAG-TN
421	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG ATLAS-DID
422	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG ATLAS-MLH
423	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG ATLAS-TN
424	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG CRESCSR
425	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG CRESINIT
426	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG DSAP
427	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG RSAG-ADDR
428	OSS-1 Average Response Time and Response Interval PARITY + 2 SEC TAG RSAG-TN
429	0SS-2 Interface Availability (Pre-Ordering) EDI
430	0SS-2 Interface Availability (Pre-Ordering) HAL
431	0SS-2 Interface Availability (Pre-Ordering) LENS
432	0SS-2 Interface Availability (Pre-Ordering) LEO MAINFRAME
433	0SS-2 Interface Availability (Pre-Ordering) LEO UNIX
434	0SS-2 Interface Availability (Pre-Ordering) LESOG
435	0SS-2 Interface Availability (Pre-Ordering) PSIMS
436	0SS-2 Interface Availability (Pre-Ordering) TAG
437	OSS-3 Interface Availability (Maintenance and Repair) ALEC ECTA
438	OSS-3 Interface Availability (Maintenance and Repair) ALEC TAFI
439	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-CRIS)

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
440	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-DLETH)
441	OSS-4 Response Interval (Maintenance and Repair) OSS-4-DLR)
442	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-LMOS)
443	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-LMOSupd)
444	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-LNP)
445	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-MARCH)
446	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-NIW)
447	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-OSPCM)
448	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-Predictor)
449	OSS-4 Response Interval (Maintenance and Repair) (OSS-4-SOCS)
450	P-3 Percent Missed Installation Appointments Dispatch > 10 - 2 w Analog Loop Design
451	P-3 Percent Missed Installation Appointments Dispatch > 10 - 2 w Analog Loop w/ LNP Design
452	P-3 Percent Missed Installation Appointments Dispatch > 10 - 2 w Analog Loop w/ LNP Non Design
453	P-3 Percent Missed Installation Appointments Dispatch > 10 - 2 w Analog Loop Non-Design
454	P-3 Percent Missed Installation Appointments Dispatch > 10 - Resale Business
455	P-3 Percent Missed Installation Appointments Dispatch > 10 - Resale Centrex
456	P-3 Percent Missed Installation Appointments Dispatch > 10 - Resale Design
457	P-3 Percent Missed Installation Appointments Dispatch > 10 Resale ISDN DESIGN
458	P-3 Percent Missed Installation Appointments Dispatch > 10 Resale ISDN NON DESIGN
459	P-3 Percent Missed Installation Appointments - Dispatch > 10 - Local Transport
460	P-3 Percent Missed Installation Appointments - Dispatch > 10 - Local Interconnection Trunks
461	P-3 Percent Missed Installation Appointments Dispatch > 10 - LNP Standalone
462	P-3 Percent Missed Installation Appointments Dispatch > 10 - Resale PBX
463	P-3 Percent Missed Installation Appointments Dispatch > 10 Resale Residence
464	P-3 Percent Missed Installation Appointments Dispatch > 10 - UNE Combo Other
465	P-3 Percent Missed Installation Appointments Dispatch > 10 UNE Digital Loop >= DS1
466	P-3 Percent Missed Installation Appointments Dispatch > 10 - UNE Digital Loop < DS1
467	P-3 Percent Missed Installation Appointments - > 10 Dispatch - EEL's
468	P-3 Percent Missed Installation Appointments - Dispatch > 10 - UNE ISDN (includes UDC)
469	P-3 Percent Missed Installation Appointments - Dispatch > 10 - UNE Line Sharing
470	P-3 Percent Missed Installation Appointments - > 10 Dispatch - UNE Line Splitting

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
471	P-3 Percent Missed Installation Appointments - > 10 Dispatch - UNE Other Design
472	P-3 Percent Missed Installation Appointments - > 10 Dispatch - UNE Other Non Design
473	P-3 Percent Missed Installation Appointments Dispatch > 10 - UNE Switch ports
474	P-3 Percent Missed Installation Appointments - Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL)
475	P-3 Percent Missed Installation Appointments Dispatch in > 10 - UNE Loop and Port Combo
476	P-3 Percent Missed Installation Appointments Dispatch In < 10 - UNE Loop and Port Combo
477	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Design
478	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/ LNP Design
479	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/ LNP Non Design
480	P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Non-Design
481	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Business
482	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex
483	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Design
484	P-3 Percent Missed Installation Appointments Dispatch < 10 Resale ISDN DESIGN
485	P-3 Percent Missed Installation Appointments Dispatch < 10 Resale ISDN NON DESIGN
486	P-3 Percent Missed Installation Appointments - Dispatch < 10 - Local Transport
487	P-3 Percent Missed Installation Appointments - Dispatch - Local Interconnection Trunks
488	P-3 Percent Missed Installation Appointments Dispatch < 10 - LNP Standalone
489	P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale PBX
490	P-3 Percent Missed Installation Appointments Dispatch < 10 Resale Residence
491	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Combo Other
492	P-3 Percent Missed Installation Appointments Dispatch < 10 UNE Digital Loop >= DS1
493	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop < DS1
494	P-3 Percent Missed Installation Appointments - < 10 Dispatch - EEL's
495	P-3 Percent Missed Installation Appointments - Dispatch < 10 - UNE ISDN (includes UDC)
496	P-3 Percent Missed Installation Appointments - Dispatch < 10 - UNE Line Sharing
497	P-3 Percent Missed Installation Appointments - < 10 Dispatch - UNE Line Splitting
498	P-3 Percent Missed Installation Appointments - < 10 Dispatch - UNE Other Design
499	P-3 Percent Missed Installation Appointments - < 10 Dispatch - UNE Other Non Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
500	P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Switch ports
501	P-3 Percent Missed Installation Appointments - Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
502	P-3 Percent Missed Installation Appointments Dispatch out > 10 - UNE Loop and Port Combo
503	P-3 Percent Missed Installation Appointments Dispatch Out < 10 - UNE Loop and Port Combo
504	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - 2 w Analog Loop Design
505	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - 2 w Analog Loop w/LNP Design
506	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - 2 w Analog Loop w/LNP Non Design
507	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - 2 w Analog Loop Non-Design
508	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - Resale Business
509	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - Resale Centrex
510	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - Resale Design
511	P-3 Percent Missed Installation Appointments Non Dispatch > 10 Resale ISDN DESIGN
512	P-3 Percent Missed Installation Appointments Non Dispatch > 10 Resale ISDN NON DESIGN
513	P-3 Percent Missed Installation Appointments - Non Dispatch > 10 - Local Transport
514	P-3 Percent Missed Installation Appointments - Non Dispatch - Local Interconnection Trunks
515	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - LNP Standalone
516	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - Resale PBX
517	P-3 Percent Missed Installation Appointments Non Dispatch > 10 Resale Residence
518	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - UNE Combo Other
519	P-3 Percent Missed Installation Appointments - > 10 Non Dispatch - EEL's
520	P-3 Percent Missed Installation Appointments - Non Dispatch > 10 - UNE ISDN (includes UDC)
521	P-3 Percent Missed Installation Appointments Non-Dispatch > 10 - UNE Loop and Port Combo
522	P-3 Percent Missed Installation Appointments - Non Dispatch > 10 - UNE Line Sharing
523	P-3 Percent Missed Installation Appointments - > 10 Non Dispatch - UNE Line Splitting
524	P-3 Percent Missed Installation Appointments Non Dispatch > 10 UNE Digital Loop >= DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
525	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - UNE Digital Loop < DS1
526	P-3 Percent Missed Installation Appointments - > 10 Non Dispatch - UNE Other Design
527	P-3 Percent Missed Installation Appointments - > 10 Non Dispatch - UNE Other Non Design
528	P-3 Percent Missed Installation Appointments Non Dispatch > 10 - UNE Switch ports
529	"P-3 Percent Missed Installation Appointments - Non Dispatch > 10 - UNE xDSL (ADSL, HDSL, UCL)"
530	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - 2 w Analog Loop Design
531	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
532	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
533	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - 2 w Analog Loop Non-Design
534	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - Resale Business
535	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - Resale Centrex
536	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - Resale Design
537	P-3 Percent Missed Installation Appointments Non Dispatch < 10 Resale ISDN DESIGN
538	P-3 Percent Missed Installation Appointments Non Dispatch < 10 Resale ISDN NON DESIGN
539	P-3 Percent Missed Installation Appointments - Non Dispatch < 10 - Local Transport
540	P-3 Percent Missed Installation Appointments - Non Dispatch - Local Interconnection Trunks
541	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - LNP Standalone
542	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - Resale PBX
543	P-3 Percent Missed Installation Appointments Non Dispatch < 10 Resale Residence
544	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - UNE Combo Other
545	P-3 Percent Missed Installation Appointments - < 10 Non Dispatch - EEL's
546	P-3 Percent Missed Installation Appointments - Non Dispatch < 10 - UNE ISDN (includes UDC)
547	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - UNE Loop and Port Combo
548	P-3 Percent Missed Installation Appointments - Non Dispatch < 10 - UNE Line Sharing
549	P-3 Percent Missed Installation Appointments - < 10 Non Dispatch - UNE Line Splitting
550	P-3 Percent Missed Installation Appointments Non Dispatch < 10 UNE Digital Loop >= DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
551	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - UNE Digital Loop < DS1
552	P-3 Percent Missed Installation Appointments - < 10 Non Dispatch - UNE Other Design
553	P-3 Percent Missed Installation Appointments - < 10 Non Dispatch - UNE Other Non Design
554	P-3 Percent Missed Installation Appointments Non Dispatch < 10 - UNE Switch ports
555	P-3 Percent Missed Installation Appointments - Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)
556	P-3 Percent Missed Installation Appointments Switch-based > 10 - UNE Loop and Port Combo
557	P-3 Percent Missed Installation Appointments Switch-based < 10 - UNE Loop and Port Combo
558	P-4 OCI Dispatch > 10 - 2 w Analog Loop Design
559	P-4 OCI Dispatch > 10 - 2 w Analog Loop w/LNP Design
560	P-4 OCI Dispatch > 10 - 2 w Analog Loop w/LNP Non Design
561	P-4 OCI Dispatch > 10 - 2 w Analog Loop Non-Design
562	P-4 OCI Dispatch > 10 - Resale Business
563	P-4 OCI Dispatch > 10 - Resale Centrex
564	P-4 OCI Dispatch > 10 - Resale Design
565	P-4 OCI Dispatch > 10 Resale ISDN DESIGN
566	P-4 OCI Dispatch > 10 Resale ISDN NON DESIGN
567	P-4 OCI Dispatch > 10 - Local Transport
568	P-4 OCI (Dispatch) - Local Interconnection Trunks
569	P-4 OCI Dispatch > 10 - LNP Standalone
570	P-4 OCI Dispatch > 10 - Resale PBX
571	P-4 OCI Dispatch > 10 Resale Residence
572	P-4 OCI Dispatch > 10 - UNE Combo Other
573	P-4 OCI Dispatch > 10 UNE Digital Loop >= DS1
574	P-4 OCI Dispatch > 10 - UNE Digital Loop < DS1
575	P-4 OCI Dispatch > 10 - EEL's
576	P-4 OCI Dispatch > 10 - UNE ISDN (includes UDC)
577	P-4 OCI Dispatch > 10 - UNE Line Sharing
578	P-4 OCI Dispatch > 10 - UNE Line Splitting
579	P-4 OCI Dispatch > 10 - UNE Other Design
580	P-4 OCI Dispatch > 10 - UNE Other Non Design
581	P-4 OCI Dispatch > 10 - UNE Switch ports
582	P-4 OCI Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
583	P-4 OCI Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
584	P-4 OCI Dispatch in > 10 - UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
585	P-4 OCI Dispatch in < 10 - UNE Loop and Port Combo
586	P-4 OCI Dispatch < 10 - 2 w Analog Loop Design
587	P-4 OCI Dispatch < 10 - 2 w Analog Loop w/LNP Design
588	P-4 OCI Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
589	P-4 OCI Dispatch < 10 - 2 w Analog Loop Non-Design
590	P-4 OCI Dispatch < 10 - Resale Business
591	P-4 OCI Dispatch < 10 - Resale Centrex
592	P-4 OCI Dispatch < 10 - Resale Design
593	P-4 OCI Dispatch < 10 Resale ISDN DESIGN
594	P-4 OCI Dispatch < 10 Resale ISDN NON DESIGN
595	P-4 OCI Dispatch < 10 - Local Transport
596	P-4 OCI (Dispatch) - Local Interconnection Trunks
597	P-4 OCI Dispatch < 10 - LNP Standalone
598	P-4 OCI Dispatch < 10 - Resale PBX
599	P-4 OCI Dispatch < 10 Resale Residence
600	P-4 OCI Dispatch < 10 - UNE Combo Other
601	P-4 OCI Dispatch < 10 UNE Digital Loop >= DS1
602	P-4 OCI Dispatch < 10 - UNE Digital Loop < DS1
603	P-4 OCI Dispatch < 10 - EEL's
604	P-4 OCI Dispatch < 10 - UNE ISDN (includes UDC)
605	P-4 OCI Dispatch < 10 - UNE Line Sharing
606	P-4 OCI Dispatch < 10 - UNE Line Splitting
607	P-4 OCI Dispatch < 10 - UNE Other Design
608	P-4 OCI Dispatch < 10 - UNE Other Non Design
609	P-4 OCI Dispatch < 10 - UNE Switch ports
610	P-4 OCI Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
611	P-4 OCI Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
612	P-4 OCI Dispatch out > 10 - UNE Loop and Port Combo
613	P-4 OCI Dispatch out < 10 - UNE Loop and Port Combo
614	P-4 OCI Non Dispatch > 10 - 2 w Analog Loop Design
615	P-4 OCI Non Dispatch > 10 - 2 w Analog Loop w/LNP Design
616	P-4 OCI Non Dispatch > 10 - 2 w Analog Loop w/LNP Non Design
617	P-4 OCI Non Dispatch > 10 - 2 w Analog Loop Non-Design
618	P-4 OCI Non Dispatch > 10 - Resale Business
619	P-4 OCI Non Dispatch > 10 - Resale Centrex
620	P-4 OCI Non Dispatch > 10 - Resale Design
621	P-4 OCI Non Dispatch > 10 Resale ISDN DESIGN

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
622	P-4 OCI Non Dispatch > 10 Resale ISDN NON DESIGN
623	P-4 OCI Non Dispatch > 10 - Local Transport
624	P-4 OCI Non Dispatch - Local Interconnection Trunks
625	P-4 OCI Non Dispatch > 10 - LNP Standalone
626	P-4 OCI Non Dispatch > 10 - Resale PBX
627	P-4 OCI Non Dispatch > 10 Resale Residence
628	P-4 OCI Non Dispatch > 10 - UNE Combo Other
629	P-4 OCI Non Dispatch > 10 - EEL's
630	P-4 OCI Non Dispatch > 10 - UNE ISDN (includes UDC)
631	P-4 OCI Non-Dispatch > 10 - UNE Loop and Port Combo
632	P-4 OCI Non Dispatch > 10 - UNE Line Sharing
633	P-4 OCI Non Dispatch > 10 - UNE Line Splitting
634	P-4 OCI Non Dispatch > 10 UNE Digital Loop >= DS1
635	P-4 OCI Non Dispatch > 10 - UNE Digital Loop < DS1
636	P-4 OCI Non Dispatch > 10 - UNE Other Design
637	P-4 OCI Non Dispatch > 10 - UNE Other Non Design
638	P-4 OCI Non Dispatch > 10 - UNE Switch ports
639	P-4 OCI Non Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
640	P-4 OCI Non Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
641	P-4 OCI Non Dispatch < 10 - 2 w Analog Loop Design
642	P-4 OCI Non Dispatch < 10 - 2 w Analog Loop Non-Design
643	P-4 OCI Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
644	P-4 OCI Non Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
645	P-4 OCI Non Dispatch < 10 - Resale Business
646	P-4 OCI Non Dispatch < 10 - Resale Centrex
647	P-4 OCI Non Dispatch < 10 - Resale Design
648	P-4 OCI Non Dispatch < 10 Resale ISDN DESIGN
649	P-4 OCI Non Dispatch < 10 Resale ISDN NON DESIGN
650	P-4 OCI Non Dispatch < 10 - Local Transport
651	P-4 OCI (Non Dispatch) - Local Interconnection Trunks
652	P-4 OCI Non Dispatch < 10 - LNP Standalone
653	P-4 OCI Non Dispatch < 10 - Resale PBX
654	P-4 OCI Non Dispatch < 10 Resale Residence
655	P-4 OCI Non Dispatch < 10 - UNE Combo Other
656	P-4 OCI Non Dispatch < 10 - EEL's
657	P-4 OCI Non Dispatch < 10 - UNE ISDN (includes UDC)
658	P-4 OCI Non-Dispatch < 10 - UNE Loop and Port Combo

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
659	P-4 OCI Non Dispatch < 10 - UNE Line Sharing
660	P-4 OCI Non Dispatch < 10 - UNE Line Splitting
661	P-4 OCI Non Dispatch < 10 UNE Digital Loop >= DS1
662	P-4 OCI Non Dispatch < 10 - UNE Digital Loop < DS1
663	P-4 OCI Non Dispatch < 10 - UNE Other Design
664	P-4 OCI Non Dispatch < 10 - UNE Other Non Design
665	P-4 OCI Non Dispatch < 10 - UNE Switch ports
666	P-4 OCI Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
667	P-4 OCI Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
668	P-4 OCI Switch-based > 10 - UNE Loop and Port Combo
669	P-4 OCI Switch-based < 10 - UNE Loop and Port Combo
670	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL1 IDLC
671	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL1 Non Time Specific
672	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL 1 Time Specific
673	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 IDLC
674	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Non Specific
675	P-6A Coordinated Customer Conversions Hot Cuts Timeliness % within Interval and Average Interval SL2 Time Specific
676	P-6C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch
677	P-6C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch
678	P-6C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch
679	P-6C Coordinated Customer Conversions - % Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch
680	P-6 Coordinated Customer Conversions Internal Unbundles Loops with INP
681	P-6 Coordinated Customer Conversions Internal Unbundles Loops with LNP
682	P-7 Cooperative Acceptance Testing - % of xDSL Loc ADSL
683	P-7 Cooperative Acceptance Testing - % of xDSL Loc HDSL
684	P-7 Cooperative Acceptance Testing - % of xDSL Loc Other
685	P-7 Cooperative Acceptance Testing - % of xDSL Loc UNE UCL
686	P-7 Cooperative Acceptance Testing - % of xDSL Loc UNE x DSL
687	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - 2 w Analog Loop Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
688	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - 2 w Analog Loop w/LNP Design
689	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - 2 w Analog Loop w/LNP Non-Design
690	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - 2 w Analog Loop Non-Design
691	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Resale Business
692	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Resale Centrex
693	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Resale Design
694	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 Resale ISDN DESIGN
695	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 Resale ISDN NON DESIGN
696	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Local Transport
697	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Local Interconnection Trunks
698	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 LNP Standalone
699	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Resale PBX
700	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 Resale Residence
701	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Combo Other
702	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 UNE Digital Loop >= DS1
703	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Digital Loop < DS1
704	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - EEL's
705	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE ISDN (includes UDC)
706	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Line Sharing
707	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Line Splitting
708	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Une Other Design

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
709	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - Une Other Non Design
710	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch > 10 - UNE Switch ports
711	"P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch >10 - UNE xDSL (ADSL, HDSL, UCL)"
712	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch in > 10 - UNE Loop and Port Combo
713	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch in < 10 - UNE Loop and Port Combo
714	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design
715	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design
716	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
717	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design
718	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business
719	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex
720	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design
721	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 Resale ISDN DESIGN
722	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 Resale ISDN NON DESIGN
723	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport
724	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - Local Interconnection Trunks
725	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone
726	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX
727	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 Resale Residence
728	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other
729	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 UNE Digital Loop >= DS1

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
730	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1
731	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch.< 10 - EEL's
732	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)
733	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing
734	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting
735	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design
736	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non Design
737	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports
738	"P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)"
739	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch out > 10 - UNE Loop and Port Combo
740	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Dispatch out < 10 - UNE Loop and Port Combo
741	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - 2 w Analog Loop Design
742	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - 2 w Analog Loop w/LNP Design
743	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - 2 w Analog Loop w/LNP Non-Design
744	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - 2 w Analog Loop Non-Design
745	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Resale Business
746	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dis-patch > 10 - Resale Centrex
747	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Resale Design
748	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 Resale ISDN DESIGN
749	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 Resale ISDN NON DESIGN
750	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Local Transport

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
751	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Local Interconnection Trunks
752	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 LNP Standalone
753	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - Resale PBX
754	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 Resale Residence
755	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Combo Other
756	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - EEL's
757	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE ISDN (includes UDC)
758	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch > 10 - UNE Loop and Port Combo
759	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Line Sharing
760	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Line Splitting
761	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 UNE Digital Loop >= DS1
762	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Digital Loop < DS1
763	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Other Design
764	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Other Non Design
765	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE Switch ports
766	"P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch > 10 - UNE xDSL (ADSL, HDSL, UCL)"
767	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop Design
768	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/LNP Design
769	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design
770	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - 2 w Analog Loop Non-Design
771	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Business

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics
772	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Centrex
773	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale Design
774	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale ISDN DESIGN
775	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale ISDN NON DESIGN
776	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Local Transport
777	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch - Local Interconnection Trunks
778	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 LNP Standalone
779	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - Resale PBX
780	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 Resale Residence
781	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Combo Other
782	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - EEL's
783	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE ISDN (includes UDC)
784	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Loop and Port Combo
785	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Line Sharing
786	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Line Splitting
787	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 UNE Digital Loop >= DS1
788	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Digital Loop < DS1
789	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Design
790	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Non Design
791	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Switch ports
792	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch <10 - UNE xDSL (ADSL, HDSL, UCL)

Table B-2: Tier 2 Submetrics (Continued)

Item No.	Tier 2 Sub Metrics	
793	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion > 10 - UNE Loop and Port Combo	Switch-based
794	P-8 % Provisioning Troubles w/in 30 days of Service Order Completion < 10 - UNE Loop and Port Combo	Switch-based
795	PO-1 Loop Makeup - Average Response Time - Manual	
796	PO-2 Loop Makeup - Average Response Time - Electronic	
797	TGP-1 Trunk Group Performance Aggregate	

Appendix C: Statistical Properties and Definitions

Statistical Properties and Definitions

The statistical process for testing whether BellSouth's (BST) wholesale customers (alternative local exchange carriers or ALECs) are being treated equally with BST's retail customers involves more than a simple mathematical formula. Three key elements need to be considered before an appropriate decision process can be developed. These are the type of:

- data
- comparison
- performance

This appendix describes the properties of a test methodology and the truncated Z statistic for four types of measures.

1. Necessary Properties for a Test Methodology

Once the key elements are determined, a test methodology should be developed that complies with the following properties:

- Like-to-Like Comparisons
- Aggregate Level Test Statistic
- Production Mode Process
- Balancing
- Trimming

Like-to-Like Comparisons

When possible, data should be compared at appropriate levels, e.g. wire center, time of month, dispatched residential, new orders. The testing process should:

- Identify variables that may affect the performance measure
- Record these important confounding covariates
- Adjust for the observed covariates in order to remove potential biases and to make the ALEC and the ILEC units as comparable as possible

Aggregate Level Test Statistic

Each performance measure of interest should be summarized by one overall test statistic giving the decision make a rule that determines whether a statistically significant difference exists. The test statistic should have the following properties:

- The method should provide a single overall index on a standard scale.
- 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.
- The contribution of each comparison cell should depend on the number of observations in the cell.
- Cancellation between comparison cells should be limited.
- The index should be a continuous function of the observations.

Production Mode Process

The decision system must be developed so that it does not require intermediate manual intervention, i.e., the process must be mechanized to the extent possible.

- Calculations are well defined for possible eventualities.
- The decision process is an algorithm that needs no manual intervention.
- Results should be arrived at in a timely manner.
- The system must recognize that resources are needed for other performance measure-related processes that also must be run in a timely manner.
- The system should be auditable, and adjustable over time.

Balancing

The testing methodology should balance Type I and Type II Error probabilities.

- P (Type I Error) = P (Type II Error) for well-defined null and alternative hypotheses.
- The formula for a test's balancing critical value should be simple enough to calculate using standard mathematical functions, i.e., one should avoid methods that require computationally intensive techniques.
- Little to no information beyond the null hypothesis, the alternative hypothesis, and the number of observations should be required for calculating the balancing critical value.

Trimming

Trimming of extreme observations from BellSouth and ALEC distributions is needed in order to ensure that a fair comparison is made between performance measures. Three conditions are needed to accomplish this goal. These conditions are:

- Trimming should be based on a general rule that can be used in a production setting.
- Trimmed observations should not simply be discarded; they need to be examined and possibly used in the final decision-making process.
- Trimming should only be used on performance measures that are sensitive to "outliers."

Measurement Types

The performance measurements that will undergo testing are of four types: mean, ratio, proportion, and rate. All four have similar characteristics. Different types of data are used to calculate them. Table C-1 shows the type of data that is used to derive each measurement type.

Table C-1: Measurements Types and Data

Measurement Type	Data Used to Derive Measure
Mean	Interval measurements
Ratio	
Proportion	Counts
Rate	

2. Testing Methodology – The Truncated Z

The calculation of the Truncated Z statistic is described in Appendix A of the "Louisiana Statistician's Report." The methodology described in this document is the same as that described in the "Statistician's Report;" however, this document contains extra technical details to avoid undefined situations when programming the technique.

In summary, many covariates are chosen in order to provide meaningful comparison levels below the submetric level chosen for the parity comparison. This includes such factors as wire center and time of month, as well as order type for provisioning measures. In each comparison cell, a Z statistic is calculated. The form of the Z statistic may vary depending on the performance measure, but it should be distributed approximately as a standard normal, with mean zero and variance equal to one. Assuming that the test statistic is derived so that it is negative when the performance for the ALEC is worse than for the ILEC, a positive truncation is done – i.e. if the result is negative it is left alone, if the result is positive it is changed to zero. A weighted sum of the truncated statistics is calculated where a cell's weight depends on the volume of BST and ALEC orders in the cell. The weighted sum is standardized by the subtracting theoretical mean of the truncated distribution, and this is divided by the standard error of the weighted sum. Summaries based on measurement type are given for the calculation of the cell Z statistic.

Mean Measures

For mean measures, an adjusted, asymmetric t statistic is calculated for each like-to-like cell that has at least seven BST and seven ALEC transactions. This statistic is an adjustment to the modified z statistic in order to make the assumption that the statistic is approximately normally distributed more reasonable even for fairly small sample sizes. The adjusted, asymmetric t statistic is part of the methodology described in the "Statistician's Report," and it has been documented for the statistical community in the August 2001 issue of The American Statistician,[1] a peer review statistics journal. The statistic was created for mean performance measure parity tests in order to reduce the number of permutation tests needed for calculating cell statistics. Several sets of BST/CLEC mean measure data from Louisiana were examined in order to determine when the adjustment results give approximately the same results as a permutation test. The result is that a permutation test is used when one or both of the BST and ALEC sample sizes is less than seven. The adjusted, asymmetric t statistic and the permutation calculation are described below.

Proportion Measures

For performance measures that are calculated as a proportion, in each adjustment cell, the cell Z and the moments for the truncated cell Z can be calculated in a direct manner. In adjustment cells where proportions are not close to zero or one, and where the sample sizes are reasonably large ($n_{ij}p_{ij}(1-p_{ij}) > 9$), a normal approximation can be used. In this case, the moments for the truncated Z come directly from properties of the standard normal distribution. If the normal approximation is not appropriate, the hypergeometric distribution is the exact permutation distribution. In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

Rate Measures

The truncated Z methodology for rate measures has the same general structure for calculating the Z in each cell as proportion measures. For the rate measure customer trouble report rate there are a fixed number of access lines in service for the ALEC, b_{2j}, and a fixed number for BST, b_{1j}. The modeling assumption is that the occurrence of a trouble is independent between access lines, and the number of troubles in b access lines follows a Poisson distribution with mean λ_b where λ is the probability of a trouble per 1 access line and b ($= b_{1j} + b_{2j}$) is the total number of access lines in service. The exact permutation distribution for this situation is the binomial distribution (the limit for the hypergeometric distribution) that is based on the total number of BST and ALEC troubles, n, and the proportion of BST access lines in service, $q_j = b_{1j}/b$

In an adjustment cell, if the number of ALEC troubles is greater than 15 and the number of BST troubles is greater than 15, and $n_{ij}q_{ij}(1-q_{ij}) > 9$, then a normal approximation can be used. In this case, the moments of the truncated Z come directly from properties of the standard normal distribution. Otherwise, if there are very few troubles, the number of ALEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (ALEC plus BST troubles.) In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

Ratio Measures

The current plan contains no measures that call for the use of a Z parity statistic.

1. Balkin, S. D. and Mallows, C. L. (2001), "An Adjusted, Asymmetric Two-Sample t Test," *The American Statistician*, 55, 203-206.

Appendix D: Statistical Formulas and Technical Description

Statistical Formulas and Technical Description

We start by assuming that any necessary trimming[2] of the data is complete, and that the data are disaggregated so that the comparison are made within appropriate classes or adjustment cells that define "like" observations.

This appendix contains information on the following:

- Notation and Exact Testing Distributions
- Calculating the Truncated Z
- Balancing Critical Value

1. Notation and Exact Testing Distributions

The basic notation for the construction of the truncated z statistic is detailed below. In these notations the word "cell" should be taken to mean a like-to-like comparison cell that has both of the following:

- one (or more) ILEC observations
- one (or more) ALEC observations

L = the total number of occupied cells

j = $1, \ldots, L$; and index for the cells

n_{1j} = the number of ILEC transactions in cell j

n_{2j} = the number of ALEC transactions in cell j

n_j = the total number of transactions in cell j; $n_{1j} + n_{2j}$

X_{1jk} = individual ILEC transactions in cell j; $k = 1, \ldots, n_{1j}$

X_{2jk} = individual ALEC transactions in cell j; $k = 1, \ldots, n_{2j}$

Y_{jk} = individual transactions (both ILEC and ALEC) in cell j

$$= \begin{cases} X_{1jk} & k = 1, \ldots, n_{1j} \\ X_{2jk} & k = n_{1j}+1, \ldots, n_j \end{cases}$$

$\Phi^{-1}(.)$=the inverse of the cumulative standard normal distribution function

In addition to this basic notation, additional notation is necessary for mean and ratio measures. This additional notation, and the notation needed for proportional and rate measures, is given in the following sections.

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2. When it is determined that a measure should be trimmed, a trimming rule that is easy to implement in a production setting is:

Trim the ILEC observations to the largest ALEC value from all ALEC observations in the month under consideration.

That is, no ALEC values are removed; all ILEC observations greater than the largest ALEC observation are trimmed.

Additional Notation for Mean Measures

For mean performance measures, the following additional notation is needed.

$\overline{X}_{1j}$ = the ILEC sample mean of cell j

$\overline{X}_{2j}$ = the ALEC sample mean of cell j

s^2_{1J} = the ILEC sample variance in cell j

s^2_{2J} = the ALEC sample variance in cell j

$\{Y_{jk}\}$= a random sample of size n_{2j} from the set of $Y_{j1}, \ldots, Y_{jn}$; $k = 1, \ldots, n_{2j}$

M_1 = The total number of distinct pairs of samples of size n_{1J} and n_{2j};

$$= \binom{n_j}{n_{1j}}$$

The exact parity test is the permutation test based on the "modified Z" statistic. For large samples, we can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between "modified Z" and the textbook "pooled Z" is negligible. We therefore propose to use the permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably because for each permutation we need only compute the sum of the ALEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the "pooled Z' can be written as

$$PM(t) = P(\sum_k y_{jk} = t) = \frac{\textit{the number of samples that sum to } t}{M_j}$$

and the corresponding cumulative permutation distribution is

$$CPM(t) = P(\sum_k y_{jk} \le t) = \frac{\textit{the number of samples with sum } \le t}{M_j}$$

Notation for Proportion Measures

For proportion measures the following notation is defined.

a_{1j} = the number of ILEC cases possessing an attribute of interest in cell j'

a_{2j} = the number of ALEC cases possessing an attribute of interest in cell j

a_j = the number of cases possessing an attribute of interest in cell j; $a_{1j} + a_{2j}$

The exact distribution for a parity test is the hyper geometric distribution. The hyper geometric probability mass function distribution for cell j is

$$HG(h) = P(H = h) = \begin{cases} \dfrac{\binom{n_{1j}}{h}\binom{n_{2j}}{a_j - h}}{\binom{n_j}{a_j}}, & \max(0, a_j - n_{2j}) \le h \le \min(a_j, n_{1j}) \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative hyper geometric distribution is

$$CHG(x) = P(H \le x) = \begin{cases} 0 & x < \max(0, a_j - n_{2j}) \\ \sum_{h=\max(0, a_j - n_{1j})}^{x} HG(h), & \max(0, a_j - n_{2j}) \le x \le \min(a_j, n_{1j}) \\ 1 & x > \min(a_j, n_{1j}) \end{cases}$$

Notation for Rate Measures

For rate measures, the notation needed is defined as:

b_{1j} = the number of ILEC base elements in cell j

b_{2j} = the number of ALEC base elements in cell j

b_j = the total number of base elements in cell j; $b_{1j} + b_{2j}$

r_{1j} = the ILED sample rate of cell j; $n_{1j} \div b_{1j}$

r_{2j} = the ILED sample rate of cell j; $n_{2j} \div b_{2j}$

q_j = the relative proportion of ILEC elements for cell j; $b_{1j} \div b_j$

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is:

$$BN(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1-q_j)^{n_j-k}, & 0 \le k \le n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

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

2. Calculating the Truncated Z

The general methodology for calculating an aggregate level test statistic is outlined below. More detailed instructions follow.

- Calculate Cell Weights (W_j)
- Calculate Z_j
- Obtain a Truncated Z Value for Each Cell, Z_j^*
- Calculate the Theoretical Mean and Variance of the Truncated Statistic Under the Null Hypothesis of Parity
- Calculate the Aggregate Test Statistic, Z^T

Calculate Cell Weights (W_j)

To calculate cell weights, W_j, a weight based on the number of transactions is used so that a cell, which has a larger number of transactions, has a larger weight. The actual weight formula depends on the type of measure. The formulas for each type of measure are given below.

W_j for Mean or Ratio Measures

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

In the special case where all BST and ALEC values in a cell are identical, set $W_j = 0$

W_j for Proportion Measures

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

W_j for Rate Measures

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

Calculate Z_j

In each cell, calculate a Z value, Z_j. A Z statistic with mean 0 and variance 1 is needed for each cell.

The formula to calculate Z_j varies, depending on W_j, which depends on the type of measure. Therefore, using W_j and the type of measure as a guide, the formulas and methods for calculating Z_j are described below.

If $W_j = 0$, set $Z_j = 0$

If $W_j \neq 0$, use the formulas described below for each type of measure to calculate W_j.

Mean

$Zj = \Phi^{-1}(\alpha)$ s_{1j}^2

Use $\min(n_{1j}, n_{2j})$, , M_j, and the table below to determine how to calculate α. Refer to the solution number for more detailed directions.

If	α Formula / Action.	Solution
s_{1j}^2 $\min(n_{1j}, n_{2j}) > 6$ and > 0 (or equivalently all BellSouth values in cell j are not identical)	$\alpha = P(t_{n_{1j}-1} \leq T_j)$	1
s_{1j}^2 $\min(n_{1j}, n_{2j}) \leq 6$ or $= 0$ and $M_j \leq 1{,}000$ (or equivalently all BellSouth values in cell j are identical)	$\alpha = 1 - \frac{R_0 - 0.5}{M_j}$	2
s_{1j}^2 $\min(n_{1j}, n_{2j}) \leq 6$ or $= 0$and $M_j > 1{,}000$ (or equivalently all BellSouth values in cell j are identical)	$\alpha = 1 - \frac{R_0 - 0.5}{1001}$	3

Solution 1

If $\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$ (or equivalently all BellSouth values in cell j are not identical), then determine α as:

$$\alpha = P(t_{n_{1j}-1} \le T_j)$$

that is, α is the probability that a t random variable with n_{1j} -1 degrees of freedom, is less than

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

where

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

and

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

and g is the median value of all values of

$$\gamma_{1j} = \frac{n_{1j}}{(n_{1j}-1)(n_{1j}-2)} \sum_k \left(\frac{X_{1jk} - \bar{X}_{1j}}{s_{1j}}\right)^3$$

over all cells within the "mode of entry" such that

- $\gamma_{1j} > 0$
- n1j > 6
- with $n_{1j} \ge n_{3q}$, where n_{3q} is the 3rd quartile of all n_{1j} in cells where the first two conditions are true

If no submetric cells exist that satisfy the above conditions, then g = 0

Note: t_j is the "modified Z" statistic. The statistic T_j is a "modified Z" corrected for the skewness of the ILEC data.

Solution 2

If $\min(n_{1j}, n_{2j}) \leq 6$ or $s_{1j}^2 = 0$ and $M_j \leq 1{,}000$
(total number of distinct pairs of samples of size n_{1j} and n_{2j} is 1,000 or less)

Note: If all BellSouth and ALEC values in cell j are identical, $Z_j = 0$

Cell j Values	Z_j	W_j
All BellSouth and ALEC values are identical	0	0
BellSouth and ALEC values are not identical	Do a permutation test to determine α.	

$$\alpha = 1 - \frac{R_0 - 0.5}{M_j}$$

1. Calculate the sample sum for all possible samples of size n_{2j}.
2. Rank the sample sums from smallest to largest. Ties are dealt with by using average ranks.
3. Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

Solution 3

If $\min(n_{1j}, n_{2j}) \leq 6$ or $s_{1j}^2 = 0$ and $M_j > 1{,}000$

$$\alpha = 1 - \frac{R_0 - 0.5}{1001}$$

1. Draw a random sample of 1,000 sample sums from the permutation distribution.
2. Add the observed sample sum to the list. There are a total of 1,001 sample sums.
3. Rank the sample sums from smallest to largest. Use average ranks to deal with ties.
4. Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

Proportion

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

L > 1 or {L = 1 and

Calculate a standardized hypergeometric z score

$$Z_j = \frac{n_j\, a_{1j} - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

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

L = 1 and

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

where α = CHG(a_{1j})

Rate

$$\min\left(n_{1j}, n_{2j}\right) > 15,\ n_j q_j (1-q_j) > 9$$

L > 1 or (L = 1 and { })

Calculate a standard binomial z score

$$Z_j = \frac{n_{1j} - n_j\, q_j}{\sqrt{n_j\, q_j (1-q_j)}}$$

$$\min\left(n_{1j}, n_{2j}\right) \le 15 \text{ or } n_j q_j (1-q_j) \le 9$$

L = 1 and { }

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

where

α = CBN(n_{1j})

Obtain a Truncated Z Value for Each Cell, Z_j^*

To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. However, if there is only one cell, this is unnecessary. Mathematically, this is written as

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

Recall that L is the total number of occupied cells with positive weight for the test.

Calculate the Theoretical Mean and Variance of the Truncated Statistic Under the Null Hypothesis of Parity

In order to compensate for the truncation in Obtain a Truncated Z Value for Each Cell, an aggregated, weighted sum of the Z_j^* will need to be centered and scaled properly so that the final aggregate statistic follows a standard normal distribution.

There are three possibilities in this procedure:

1. If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formula for calculating $E(Z_j^* | H_0)$ and $Var(Z_j^* | H_0)$ cannot be used. Set both equal to 0.

2. If one of the following statements in the 'If' column is true, use the formulas in the 'Then' column.

Measure Type	If	Then
Mean	$\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$	$E(Z_j^* \mid H_0) = -\frac{1}{\sqrt{2\pi}}$ and $Var(Z_j^* \mid H_0) = \frac{1}{2} - \frac{1}{2\pi}$
Proportion	$\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$	
Rate	$\min(n_{1j}, n_{2j}) > 15$ and $n_j q_j (1-q_j) > 9$	

3. Otherwise, determine the total number of values for Z_j^*. Let Z_{ji} and θ_{ji} denote the values of Z_j^* and the probabilities of observing each value, respectively.

$$E(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji} \qquad \text{and} \qquad Var(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji}^2 - \left[E(Z_j^* \mid H_0)\right]^2$$

The actual value of z and θ depends on the type of measure. Use the table below to calculate z and θ.

Measure Type	Formulas
Mean	$N_j = \min(M_j, 1{,}000),\ i = 1,\ldots,N_j$ $z_{ji} = \min\left\{0, \Phi^{-1}\left(1 - \frac{R_i - 0.5}{N_j}\right)\right\}$ where R_i is the rank of sample sum i $\theta_j = \frac{1}{N_j}$
Proportion	$z_{ji} = \min\left\{0, \frac{n_j\, i - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}\right\},\quad i = \max(0, a_j - n_{2j}),\ldots,\min(a_j, n_{1j})$ $\theta_{ji} = HG(i)$
Rate	$z_{ji} = \min\left\{0, \frac{i - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}\right\},\quad i = 0,\ldots,n_j$ $\theta_{ji} = BN(i)$

Calculate the Aggregate Test Statistic, Z^T

Calculate the aggregate test statistic, Z^T, using the following formula.

$$Z^T = \begin{cases} Z_1 & L = 1 \\ \dfrac{\sum_J W_j Z_j^* - \sum_J W_j E(Z_j^* | H_0)}{\sqrt{\sum_J W_j^2 Var(Z_j^* | H_0)}} & \text{otherwise} \end{cases}$$

3. Balancing Critical Value

There are four key elements of the statistical testing process:

Symbol	Element	Description
H_0	Null hypothesis	parity exists between ILEC and ALEC services
H_a	alternative hypothesis	the ILEC is giving better service to its own customers
Z^T	truncated Z statistic	
c	critical value	

The decision rule[3] using these elements is summarized below.

If $Z^T < c$ then accept H_a

If $Z^T \geq c$ then accept H_0.

There are two types of errors possible when using such a decision rule:

- Type I Error Deciding favoritism exists when there is, in fact, no favoritism
- Type II Error Deciding parity exists when there is, in fact, favoritism.

3. This decision rule assumes that a negative test statistic indicates poor service for the ALEC customer. If the opposite is true, then reverse the decision rule.

The probabilities of each type of error are:

- Type I Error $\alpha = P(Z^T < c \mid H_0)$
- Type II Error $\beta = P(Z^T \geq c \mid H_a)$

We want a balancing critical value, c_B, so that $\alpha = \beta$.

It can be shown that

$$c_B = \frac{E(Z^T \mid H_a) - E(Z^T \mid H_0)}{SE(Z^T \mid H_a) + SE(Z^T \mid H_0)}$$

when Z^T is approximately normally distributed. The deviation of the components of this equation depends on the number of cells in the test, as well as other factors.

This calculation is described for single-cell (L=1)and multi-cell (L>1) tests.

Single-Cell Tests (L = 1)

For the single-cell test, Z^T is the cell Z statistic. Let m_1 and se_1 be the mean and standard error of the cell Z score under the alternative hypothesis as defined below.

Mean Measure

H_0: $\mu_{1j} = \mu_{2j}$, $\sigma_{1j}^2 = \sigma_{2j}^2$

H_a: $\mu_{2i} = \mu_{1i} + \delta_i \cdot \sigma_{1i}$, $\sigma_{2i}^2 = \lambda_i \cdot \sigma_{1i}^2$ $\quad \delta_i > 0$, $\lambda_i \geq 1$ and $j = 1,\ldots,L$.

In this case, Z_1 is approximately normally distributed with mean 0 and standard error 1 under the null hypothesis. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error

$$m_1 = -\delta_1 \sqrt{\frac{n_{11} n_{21}}{n_{11} + n_{21}}}$$

and

$$se_j = \sqrt{\frac{\lambda_j n_{1j} + n_{2j}}{n_{1j} + n_{2j}}}$$

Proportion Measure

$$H_0: p_{2j} = p_{1j}$$

$$H_a: \arcsin(\sqrt{p_{2j}}) - \arcsin(\sqrt{p_{1j}}) = \frac{\delta_j}{2} \quad j = 1,\ldots,L.$$

In this case, Z_1 is approximately the same as

$$Z = \frac{\arcsin\left(\sqrt{\frac{a_{11}}{n_{11}}}\right) - \arcsin\left(\sqrt{\frac{a_{21}}{n_{21}}}\right)}{\frac{1}{2}\sqrt{\frac{1}{n_{11}} + \frac{1}{n_{21}}}}$$

which is approximately normally distributed with mean 0 and standard error 1 under the null hypothesis. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error

$$m_1 = -\delta_1\sqrt{\frac{n_{11}n_{21}}{n_{11} + n_{21}}}$$

and

$$se_1 = 1$$

Rate Measure

$$H_0: r_{2j} = r_{1j}$$

$$H_a: \sqrt{r_{2j}} - \sqrt{r_{1j}} = \frac{\delta_j}{2} \qquad j = 1,\ldots,L$$

In this case, Z_1 is approximately the same as

$$Z = \frac{\sqrt{\frac{n_{11}}{b_{11}}} - \sqrt{\frac{n_{21}}{b_{21}}}}{\frac{1}{2}\sqrt{\frac{1}{b_{11}} + \frac{1}{b_{21}}}}$$

which is approximately normally distributed with mean 0 and standard error 1 under the null hypothesis. Note that this statistic is approximately the same as

$$Z = \frac{\arcsin\left(\sqrt{\frac{n_{11}}{b_{11}}}\right) - \arcsin\left(\sqrt{\frac{n_{21}}{b_{21}}}\right)}{\frac{1}{2}\sqrt{\frac{1}{b_{11}} + \frac{1}{b_{21}}}}.$$

when the BST and ALEC sample rates are close to 0. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error

$$m_1 = -\delta_1 \sqrt{\frac{b_{11} b_{21}}{b_{11} + b_{21}}}$$

and

$$se_1 = 1$$

Single-Cell Summary

The balancing critical value becomes

$$c_B = \frac{m_1}{se_1 + 1}$$

For a mean measure with $\gamma_1 = 1$, or a proportion measure, the balanced critical value becomes

$$c_B = -\frac{\delta_1}{2} \sqrt{\frac{n_{11} n_{21}}{n_{11} + n_{21}}}$$

For a rate measure the balanced critical value becomes

$$c_B = -\frac{\delta_1}{2} \sqrt{\frac{b_{11} b_{21}}{b_{11} + b_{21}}}$$

Multi-Cell Tests (L > 1)

When there is more than one cell in the test, the balancing critical value equation becomes

$$c_B = \frac{\sum_j W_j E(Z_j^* \mid H_a) - \sum_j W_j E(Z_j^* \mid H_0)}{\sqrt{\sum_j W_j^2 Var(Z_j^* \mid H_a)} + \sqrt{\sum_j W_j^2 Var(Z_j^* \mid H_0)}}$$

The calculations of the components of this equation depend on many factors. Two processes for multi-cell tests are available.

Variable	Action
1 $W_j = 0$	Set the following to 0. $E(Z_j^* \mid H_0)$ | $E(Z_j^* \mid H_a)$ | $Var(Z_j^* \mid H_0)$ | $Var(Z_j^* \mid H_a)$ Note that the mean and variance under H_0 was already set to 0 in Calculate the Theoretical Mean and Variance of the Truncated Statistic Under the Null Hypothesis of Parity
2 $W_j \neq 0$	Approximate the mean and variance of the truncated cell Z statistic using the following equations: $E(Z_j^* \mid H_0) = -\frac{1}{\sqrt{2\pi}}$ | $E(Z_j^* \mid H_a) = m_j \Phi\left(\frac{-m_j}{se_j}\right) - se_j \phi\left(\frac{-m_j}{se_j}\right)$ $Var(Z_j^* \mid H_0) = \frac{1}{2} - \frac{1}{2\pi}$ and $Var(Z_j^* \mid H_a) = (m_j^2 + se_j^2)\Phi\left(\frac{-m_j}{se_j}\right) - m_j se_j \phi\left(\frac{-m_j}{se_j}\right) - E(Z_j^* \mid H_a)^2$ where • $\Phi(.)$ is the cumulative standard normal distribution function • $\phi(.)$ is the standard normal density function • m_j and se_j represent the mean and standard error of Z_j under H_a The derivation of these values follows the same reasoning as that for single-cell tests.

The formulas for m_j and se_j for multi-c.ell tests are shown below.

Measure Type	m_j	se_j
Mean	$m_j = -\delta_j \sqrt{\frac{n_{1j} n_{2j}}{n_{1j} + n_{2j}}}$	$se_j = \sqrt{\frac{\lambda_j n_{1j} + n_{2j}}{n_{1j} + n_{2j}}}$
Proportion	$m_j = -\delta_j \sqrt{\frac{n_{1j} n_{2j}}{n_{1j} + n_{2j}}}$	$se_j = 1$
Rate	$m_j = -\delta_j \sqrt{\frac{b_{1j} b_{2j}}{b_{1j} + b_{2j}}}$	$se_j = 1$

Determining the Parameters of the Alternative Hypothesis

- Parameter Choices for δ_j: The set of parameters δ_j are important because they directly index differences in service. The Florida commission staff has chosen to vary these parameters based on the number of ALEC transactions. The following function will be used to determine these parameters:

$$\delta_j = \left(\frac{K}{n_{2j}^2} \right)^d \quad j = 1, \ldots, L$$

where K = 4 and d = 0.155

- Parameter Choices for λ_j: The set of parameters λ_j index alternatives to the mean measure null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to a ALEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z test is relatively insensitive to all but very large values of the λ_j. Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen. Hence,

$$\lambda_j = 1 \quad j = 1, \ldots, L$$

Appendix E: BST SEEM Remedy Calculation Procedures

BST SEEM Remedy Procedures

Four sample calculations are included in this appendix. These calculations cover the following:

- Tier 1 Calculation for Retail Analogs
- Tier 2 Calculation for Retail Analogs
- Tier 1 Calculation for Benchmarks
- Tier 2 Calculations for Benchmarks

1. Tier 1 Calculation for Retail Analogs

Complete the steps below to calculate performance for a Tier 1 retail analog. An example follows the procedure.

1. Calculate the overall test statistic for each ALEC; $Z^{T}_{ALEC\text{-}1}$ (per statistical methodology discussed in Appendix D).
2. Calculate the balancing critical value ($^{C}B_{ALEC\text{-}1}$) that is associated with the alternative hypothesis (for fixed parameters δ, Ψ, or ε).
3. Determine parity or disparity by subtracting the value of Step 2 from that of Step 1. $ABS(Z^{T}_{ALEC\text{-}1} - {}^{C}B_{ALEC\text{-}1})$
4. Determine the relationship of the overall test statistic (from Step 1) and the balancing critical value (from Step 2).

Relationship	Action
$^{C}B_{ALEC\text{-}1} \geq Z^{T}_{ALEC\text{-}1}$	No payment is necessary. End procedure.
$^{C}B_{ALEC\text{-}1} < Z^{T}_{ALEC\text{-}1}$	Go to Step 5.

5. Determine the payment to ALEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   ALEC Payment = fee ($$) from Tier 1 fee schedule for the appropriate measurement category.

Tier 1 Retail Analog Example:

Percent Missed Installation Appointments, "Dispatch In" < 10 circuits, UNE Loop and Port Combo, Month 1

Note: Statistics are for illustrative purposes only. While the plan is measurement based, the number of transactions are used in the calculations to determine pass or fail status.

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	263	0	1	0	0
2	0	150	0	4	0	0
3	0	847	0	1	0	0
4	108	1771	0	1	0.044565652	0.044466294
5	0	10	0	2	0	0
6	24	104	0	3	0.169841555	0.164306431
7	0	82	0	9	0	0
8	8	114	1	8	0.264906471	0.246518978
9	14	241	2	11	-5.302645611	0.351774499
10	0	198	0	3	0	0
11	17	235	1	11	0.213200716	0.203527695
Total counts	171	4015	3	54	NA	NA

The results are summarized below.

Percent Missed	
BST	4.26%
CLEC	5.56%

Aggregate Z = -3.4923
BCV = -1.83311
Difference = negative (failure)

The metric fails. The payment made to the ALEC for this failure would be based on the fee of $4,550 as listed in the Tier 1 Fee Schedule for Provisioning-UNE (CCC).

2. Tier 2 Calculation for Retail Analogs

Tier 2 is triggered by three consecutive monthly failures of any Tier 2 remedy plan submetric. Calculate monthly statistical results and failures per submetric as outlined below for the ALEC aggregate performance.

1. Determine the Tier 2 payment for the state designated agency from the Tier 2 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   State designated agency payment = fee ($$) from Tier 2 Fee Schedule

Example:
Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	22	1	11	-0.57735	0.375
2	3	18	1	10	-1.732051	0.405046
3	1	15	0	9	2.5553	0.213211
4	0	17	1	11	-1.154701	0.213211
Total counts	4	72	3	41	NA	NA

Percent Missed	
BST	5.56%
CLEC	7.32%

Aggregate Z = -1.73205.
BCV =-0.55526
Difference = negative (failure)

The measure fails. The payment made to the state designated agency for this failure would be $3,450, the fee listed in the Tier 2 Fee Schedule.

3. Tier 1 Calculation for Benchmarks

Use the procedure below to calculate results for benchmarks with five or more observations. An example follows the procedure.

1. For each ALEC with five or more observations, calculate monthly performance results for the State.
2. Determine the benchmark.

Sample Size	Benchmark Source
sample size < 5	Invalid sample size. No payment is necessary.
5 < sample size ≤ 30	Use equivalent benchmark from Table E-1 [A]
sample size > 30	SQM
[A] Collocation - Percent Missed Due Dates does not use the small sample size table. Obtain all benchmarks from the SQM.	

Table E-1: Small Sample Size Table

90% Sample Size		95% Sample Size		85% Sample Size		97% Sample Size	
Size	Benchmark	Size	Benchmark	Size	95% Equivalent	Size	95% Equivalent
5	60.00%	5	80.00%	5	60.00%	5	80.00%
6	66.67%	6	83.33%	6	66.67%	6	83.33%
7	71.43%	7	85.71%	7	57.14%	7	85.71%
8	75.00%	8	75.00%	8	62.50%	8	87.50%
9	66.67%	9	77.78%	9	66.67%	9	88.89%
10	70.00%	10	80.00%	10	70.00%	10	90.00%
11	72.73%	11	81.82%	11	63.64%	11	90.91%
12	75.00%	12	83.33%	12	66.67%	12	91.67%
13	76.92%	13	84.62%	13	69.23%	13	84.62%
14	78.57%	14	85.71%	14	71.43%	14	85.71%
15	73.33%	15	86.67%	15	66.67%	15	86.67%
16	75.00%	16	87.50%	16	68.75%	16	87.50%
17	76.47%	17	82.35%	17	70.59%	17	88.24%
18	77.78%	18	83.33%	18	72.22%	18	88.89%
19	78.95%	19	84.21%	19	68.42%	19	89.47%
20	80.00%	20	85.00%	20	70.00%	20	90.00%
21	76.19%	21	85.71%	21	71.43%	21	90.48%
22	77.27%	22	86.36%	22	72.73%	22	90.91%
23	78.26%	23	86.96%	23	73.91%	23	91.30%
24	79.17%	24	87.50%	24	70.83%	24	91.67%

Table E-1: Small Sample Size Table (Continued)

90% Sample Size		95% Sample Size		85% Sample Size		97% Sample Size	
Size	Benchmark	Size	Benchmark	Size	95% Equivalent	Size	95% Equivalent
25	80.00%	25	88.00%	25	72.00%	25	92.00%
26	80.77%	26	88.46%	26	73.08%	26	92.31%
27	81.48%	27	88.89%	27	74.07%	27	92.59%
28	78.57%	28	89.29%	28	75.00%	28	89.29%
29	79.31%	29	86.21%	29	72.41%	29	89.66%
30	80.00%	30	86.67%	30	73.33%	30	90.00%

3. Determine whether the monthly performance percentage meets the benchmark standard (or equivalent percentage for small samples).

Monthly Performance and Benchmark Relationship	Action
Monthly performance ≥ benchmark	No payment is necessary; end procedure.
Monthly performance < benchmark	Failure; go to Step 4.

4. Determine the payment to ALEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   ALEC-1 payment= $$ from Tier 1 Fee Schedule

Tier 1 Benchmark, Small Sample Size Example:

Reject Interval Fully Mechanized 2-Wire Analog Loop Non-Design; Benchmark = 97%; Month 1

Numerator	Denominator	CLEC Performance	Benchmark (small sample size of 9)	Pass/Fail
7	9	77.78% ≤ 1 hour	88.89% ≤ 1 hour (small sample size of 9)[A]	fail

[A] The comparison benchmark of 88.89% was obtained from the Table E-1 (the small sample size table) for 97% benchmarks.

Payment to the ALEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

Tier 1 Benchmark Example:

Reject Interval - Partially Mechanized, Business; Benchmark is 95%; Month 1

Numerator	Denominator	CLEC Performance	Benchmark	Pass/Fail
36	40	90% ≤ 10 hours	95% ≤ 10 hours	fail

Payment to the ALEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

4. Tier 2 Calculations for Benchmarks

Tier-2 calculations for benchmark measures are the same as the Tier 1 benchmark calculations, except the ALEC aggregate data is evaluated over three consecutive months.

1. Accumulate the statewide monthly results for the measurement.
2. Determine whether the current month fails the statewide average.

Current Month Tier 2 Failure	Action
Yes	Go to Step 3.
No	No Tier 2 payment is necessary; end procedure.

3. Determine whether there is a Tier 2 failure.

Tier 2 Failure		Action
One Month Prior to Current Month	Two Months Prior to Current Month	
Failure	Failure	Go to Step 4.
Failure	Pass	No Tier 2 failure, no payment. End of procedure.
Pass	Failure	

4. Determine the payment to the state designated agency by obtaining the appropriate dollar amount from the Tier 2 Fee Schedule (Appendix A) for the fee measurement category containing the submetric being evaluated.

   State designated agency payment = Fee ($$) from Tier 2 Fee Schedule for the appropriate measurement category.

   Tier 2 Benchmark Example:

   Percent Missed Installation Appointments - LNP; Benchmark = 95%

Month	Numerator	Denominator	CLEC Performance (%)	Benchmark (%)	Pass/Fail
Current	1	8	87.5	95	fail
One month prior to Current	3	39	92.31	95	fail
Two months prior to current	4	75	94.6	95	fail

Payment to the state would be $5,700, the fee obtained from the LNP category in the Tier 2 Fee Schedule.