loops, a trouble report is counted if it is received within 10 calendar days of a service order completion.

UNEs are selected based on a specific service code off of the circuit ID. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will, at a minimum, equal the numerator – see Note below.) The numerator is the number of trouble reports received within 30 (10 for 8 dBs) calendar days of service order completion that were closed during the reporting month.

This PM excludes trouble reports received on the due date before service order completion. Only N, T, and C orders are counted. Also excluded are trouble tickets that are coded to Customer Premise Equipment, Inter-exchange Carrier/Competitive Access Provider, and Informational closeout codes. This measure also excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC. If the UBCxx USOC is not present on the order, the trouble ticket is excluded.

Another exclusion: DSL loops greater than 12,000 feet with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office, is not currently implemented as methods are not currently available to do so.

This measure excludes Provisioning Trouble Reports (PTRs) as defined in PM 115.

With 2.0 of the Business Rules, a new exclusion was added: "Excludes trouble reports for DSL stand alone loops caused by the lack of loop acceptance testing between CLEC and SWBT due to CLEC reasons on the due date." This exclusion only applies to the No Line Sharing disaggregation ("stand alone loops"). The presence of the UBCxx USOC indicates that acceptance testing was ordered by the CLEC. A CTR2MFC of I53 indicates that testing was performed and found to be acceptable. A CTR2MFC of I58 indicates that SWBT contacted the CLEC to perform testing but the CLEC either declined or was unavailable to test within the window. So trouble tickets are excluded both where testing was not ordered, and where testing was declined even after having been ordered.

If multiple trouble reports are received within 30/10 days of the completion of an installation order, the first report received is flagged as an I30/I10 report and any additional trouble reports will be excluded from this measurement and counted in the repeat measurement (PM 69).

The data is collected (both numerator and denominator) from WFA. This is a parity measure with the exception of DSL Loops without Line Sharing, which has a 6% benchmark for I-30 reports.

Data is collected using the AskMe.

Note: The I-30/I-10 report may not be associated with a service order that completes in the same month as the trouble ticket is closed. Thus you could have unbalanced data if volumes are small.

Refer to table under PM 55 for valid service codes used for determining disaggregations. The following table gives disaggregations and the retail comparisons for parity.

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS (Res/Bus FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with Line Sharing
Benchmark:	
14. DSL Loops – Non-Line Sharing	6% (No critical z-value applies)

60. Measurement:

Percent Missed Due Dates Due to Lack Of Facilities (LOF)

Definition:

Percent UNEs with missed committed due dates due to lack of facilities. Excludes orders that are not N, T, or C. This measure is reported at a circuit level for all UNEs with the exception of 8.0 dB loops, which are reported at an order level to facilitate comparison with POTS retail.

Data Collection Flow:

See Measure 55 for general CLEC and Retail process flow information and exclusions with the following exceptions:

This is a Diagnostic measure. This measure includes orders for which any completion date is greater than the due date, and has a SWBT lack of facilities missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8.0 dB loops, which are reported at an order level to facilitate comparison to POTS retail.

The data is collected (both numerator and denominator) from WFA. Refer to the flow chart for PM 59 and the table under PM 59 for determining disaggregations and parity comparisons. Refer to table under PM 55 for valid service codes.

Misses are selected based upon the completion date being greater than the due date. Only Adds, Rearranges and Changes are included in this measurement. The date range is selected based upon the Reported Completion Date in WFA. Missed Reason Codes (Jeopardy Codes) of B05, B08, B17, B18, B24, B25, B26, B32, H08, H17, H25, H45, J20, K08, L24, M08, M17, M18, M26, M32, N05, N06, N08, N17, N18, N24, N25, N26, N32, N45, P17, Q32, R08, T08, T17, T20, T25, T45, W08, M05, M06, J18, B16, M16, and N16 are used to identify circuits (or orders for 8.0 dB loops) with lack of facility misses, to be included in the measure. The calculation is the number of circuits (orders for 8.0 dB loops) with missed due dates due to LOF divided by the total number of posted circuits (orders for 8.0 dB loops) for the reporting month.

Data is collected using AskMe.

61. Measurement: THIS MEASURE WAS ELIMINATED WITH VERSION 2.0

62. Measurement:

Average Delay Days for SWBT Caused Missed Due Dates

Definition:

Average calendar days from the customer requested due date, when that date is greater than or equal to the offered interval, [or if expedited (accepted or not accepted), the date agreed to by SWBT which is the due date reflected on the FOC], to completion date on company missed UNEs (8.0 dB loops are measured at an order level). Excludes orders that are not N, T, or C.

Data Collection Flow:

See Measure 55 for general CLEC and Retail process flow information and exclusions with the following differences:

The interval is the difference in calendar days between the completion date and the FOC due date. The Due Date is the customer requested due date when that date is greater than or equal to the offered interval. If expedited (accepted or not accepted), the Due Date is the date agreed to by SWBT, which is the due date reflected on the FOC. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8.0 dB loops, which are reported at an order level to facilitate comparison with POTS retail. The calculation if the summation of the delay days divided by the total number of circuits having SWBT missed due dates (8.0 dB loops by orders) posted in the reporting month. Only Adds, Rearranges and Changes are included in this measurement.

A new exclusion for 2.0: "Excludes any incremental days attributable to the CLEC after the initial SWBT caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SWBT." This exclusion has not yet been implemented.

Data is collected using AskMe.

The data (both numerator and denominator) is collected from WFA. Refer to the flow chart for PM 59. Refer to table under PM 55 for valid service codes. This PM is closely related to PM 58. The numerator of PM 58 is the denominator of this PM. The following table gives disaggregations and the retail comparisons for parity.

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS (Res/Bus FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL loops with Line Sharing
Benchmark:	
14. DSL Loops – Non-Line Sharing	6.5 Days (No critical z-value applies)

63. Measurement: THIS MEASURE WAS ELIMINATED WITH VERSION 2.0

64. Measurement: THIS MEASURE WAS ELIMINATED WITH VERSION 2.0

UNBUNDLED NETWORK ELEMENTS (UNEs) Maintenance

65. Measurement:

Trouble Report Rate

Definition:

The number of customer trouble reports within a calendar month per 100 UNEs

Data Collection Flow:

Repair reports are entered into and tracked via WFA by trouble ticket type. Reports are counted in the month they are typed to completion. The base of items (both numerator and denominator) is out of Work Force Administration (WFA). The date range is based upon the close date of the ticket. The ticket must have a CLEC AECN identified on it. The ticket counts are divided by the cumulative circuit count as of the first of the month.

Tickets excluded are those that are closed out to Customer Provided Equipment, Informational, and Inter-exchange Carrier or competitive Access Providers. Also excluded are those identified as Provisioning Trouble Reports (PTRs) as defined in PM 115.

This measure excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC. A USOC of UBCxx on the order indicates that testing has been ordered. Tickets associated with orders that do not have this USOC on them are excluded.

This measure also has the following exclusion that is not yet implemented, as methods to do so have not been developed: Excludes DSL loops > 12 Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.

Levels of Disaggregation: UNEs contained in the UNE price schedule, and/or agreed to by parties; DSL Loops with Line Sharing; DSL Loops with no Line Sharing; and Broadband service products.

Refer to table below for valid service codes. This is a combination parity and benchmark measurement as shown in the second table.

SCGM (SCGM4)	SERVICE CODE	DESCRIPTION	STANDARD INTERVAL FOR MEASURES #55 - #56	ATT. 17 CATEGORY	RETAIL COMPARISON FOR MEASURES #58 -#63	RETAIL COMPARISON FOR MEASURES #65 - #69
L8DB	LXRT LXRC	8.0 dB Loop with Test Access 8.0 dB Loop without Test Access	1-10 Loops 3 Days 11-20 Loops 7 Days 20+ Loops 10 Days	2 Wire Analog & Digital and INP	POTS FW vs. NFW (Combine with & without Test Access)	POTS (Report only "with Test Access")
L5DB	LYRT LYRC	5.0 dB Loop with Test Access 5.0 dB Loop without Test Access	1-10 Loops 3 Days 11-20 Loops 7 Days 20+ Loops 10 Days	2 Wire Analog & Digital and INP	VGPL (Combine with & without Test Access)	VGPL (Report only "with Test Access")
LBRI	IART IAQT IARC	BRI Loop with Test Access BRI Loop without Test Access	1-10 Loops 3 Days 11-20 Loops 7 Days 20+ Loops 10 Days	2 Wire Analog & Digital and INP	IBRI (Combine with & without Test Access)	IBRI (Report only "with Test Access")

PBRI	IBCU	ISDN BRI Port	1-50 Ports 3 Days 50+ Ports 5 Days	Switch Port – BRI Port	IBRI	IBRI
LDS1	HCRT HCRC	DS1 Loop with Test Access DS1 Loop without Test Access	1-10 Loops 3 Days 11-20 Loops 7 Days 20+ Loops 10 Days	DS1 Loop	DS1 (Combine with & without Test Access)	DS1 (Report only "with Test Access")
DDS1	HCRU	DS1 Dedicated Transport	1-10 Circuits 3 Days 11-20 Circuits 5 Days 20+ Circuits None	Dedicated Transport (DS0, DS1, DS3)	DS1	DS1
PPRI	DCCU DZCU	Subtending Channel (23B) Trunks Subtending Channel (1D) Trunks (Combined into ISDN – PRI)	1-20 Ports 5 Days 20+ Ports 10 Days	Switch Port – PRI Port	IPRI	IPRI
PTAT **PTAL**	DICU DIXU SXRU	Analog Trunk Port Analog Line Port	All Orders 2 Days	Switch Ports – Analog Ports	VGPL	VGPL
SUBD	TGCU DDCU DNCU	Subtending Digital Direct Combination Trunks	1-10 Loops 3 Days 11-20 Loops 7 Days 20+ Loops 10 Days	2 Wire Analog & Digital and INP	VGPL	VGPL
DDS3	HFFU	DS3 Dedicated Transport	1-10 Circuits 3 Days 11-20 Circuits 5 Days 20+ Circuits None	Dedicated Transport (DS0, DS1, DS3)	DS3	DS3
DKFB	TXCU TXXU LXCU	Dark Fiber	N/A	N/A	VGPL	VGPL
	IBMU	ISDN UNE Loop and Port Combo	Reported in Specials			
			Standard Interval for Measure #55.1			
LDSL	ACFU AVFU AHFU AGXU AVXU	DSL Loops	ADSL Condition/ No Condition	N/A	ADSL Condition/ No Condition	N/A

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS Business (FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	Parity
Benchmark:	
14. DSL Loops – Non-Line Sharing	3% (No critical z-value applies)
15. Broadband service product (additional disaggregations may be required in the future)	

65.1 Measurement:

Trouble Report Rate Net of Installation and Repeat Reports

Definition:

The number of customer trouble reports exclusive of installation and repeat reports, within a calendar month per 100 UNEs

Data Collection Flow:

Repair reports are entered into and tracked via WFA by the trouble ticket type. Reports are counted in the month they are typed to completion. The base of items (both numerator and denominator) is out of Work Force Administration (WFA). The "total number of circuits" count comes from the History Database of WFA/C. Refer to the flow chart for PM 65.

Tickets excluded are those that are closed out to Customer Provided Equipment, Informational, and Inter-exchange Carrier or competitive Access Providers. The date range is based upon the close date of the ticket. The ticket must have a CLEC AECN identified on it.

This measure excludes any trouble reports that are counted in PM 59 and PM 69. It also excludes Provisioning Trouble Reports (PTRs) as defined in PM 115.

PM 65.1 excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC. A USOC of UBCxx on the order indicates that testing has been ordered. Tickets associated with orders that do not have this USOC on them are excluded. Also excluded are BRI loops without test access.

This measure also has the following exclusion that is not yet implemented, as methods to do so have not been developed: Excludes DSL loops > 12 Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.

This measure is based on PM 65 and excludes all trouble reports that are counted in PM 59 or PM 69.

See also PM 59 and PM 69. Refer to table under PM 65 for valid service codes. Levels of Disaggregation: UNEs contained in the UNE price schedule, and/or agreed to by parties; DSL Loops with Line Sharing; DSL Loops with no Line Sharing; and Broadband service products.

This is a combination parity and benchmark measurement as follows:

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS Business (FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	Parity
Benchmark:	
14. DSL Loops – Non-Line Sharing	3% (No critical z-value applies)
15. Broadband service product (additional disaggregations may be required in the future)	

66. Measurement:

Percent Missed Repair Commitments

Definition:

Percentage of trouble reports not cleared by the commitment time for SWBT reasons

Data Collection Flow:

The commitment time is currently defined as 24 hours for both 8.0 dB loops and DSL line sharing. If the cleared date and time minus the received date and time are greater than 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code from the circuit ID. (If at such time, the contractual commitment for DSL line sharing changes, this measurement will be changed to reflect the appropriate interval.)

The base of items (both numerator and denominator) is out of Work Force Administration (WFA). The date range is based upon the close date of the ticket. The ticket must have a CLEC AECN identified on it. The elapsed time is the responsible duration on the ticket as calculated by WFA (Work Force Administration). This duration excludes no access and delayed maintenance.

Tickets excluded are those that are closed out to Customer Provided Equipment, Informational, and Inter-exchange Carrier or competitive Access Providers.

Levels of Disaggregation: "POTS type" loops (2-Wire Analog 8.0 dB Loop) with test access, DSL Line Sharing. This is a parity measurement - Parity with SWBT POTS Business; Parity with ASI for DSL line sharing.

For valid service codes, see the table under PM 65.

67. Measurement:

Mean Time to Restore

Definition:

Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.

Data Collection Flow:

The base of items (both numerator and denominator) is out of Work Force Administration (WFA). The start time is when the report is received. The stop time is when the report is cleared in the WFA. The date range is based upon the close date of the ticket. The ticket must have a CLEC AECN identified on it. The elapsed time is the actual duration on the

ticket as calculated by WFA (Work Force Administration). This duration excludes no access and delayed maintenance.

Tickets excluded are those that are closed out to Customer Provided Equipment, Informational, and Inter-exchange Carrier or competitive Access Providers. The date range is based upon the close date of the ticket. The ticket must have a CLEC AECN identified on it.

This measure excludes Provisioning Trouble Reports (PTRs) as defined in PM 115.

It also excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC. A USOC of UBCxx on the order indicates that testing has been ordered. Tickets associated with orders that do not have this USOC on them are excluded. Also excluded are BRI loops without test access.

This measure has the following exclusion that is not yet implemented, as methods to do so have not been developed: Excludes DSL loops > 12 Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.

Levels of Disaggregation: UNEs contained in the UNE price schedule, and/or agreed to by parties; DSL Loops with Line Sharing; DSL Loops with no Line Sharing; and Broadband service products. These are further disaggregated by Dispatch/No Dispatch.

Refer to table under PM 65 for valid service codes. This is a combination parity and benchmark measurement as follows:

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS Business (FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	Parity
Benchmark:	
14. DSL Loops – Non-Line Sharing	9.0 hours (No critical z-value applies)
15. Broadband service product (additional disaggregations may be required in the future)	

68. Measurement: THIS MEASURE WAS ELIMINATED WITH VERSION 2.0

69. Measurement:

Percent Repeat Reports

Definition:

Percentage of customer trouble reports received within 30 calendar days of a previous customer report

Data Collection Flow:

The base of items (both numerator and denominator) is out of Work Force Administration (WFA). The reports are chosen based on a flag that is set in WFA to show that the ticket is

a repeat on a previous ticket. The date range is based upon the close date of the ticket. The ticket must have a CLEC AECN identified on it.

This measure includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the third report is marked as a Repeat. In this case there would be two repeat reports. If the original and the second report within 30 days are both measured reports, then the second report counts as a Repeat report.

Tickets excluded are those that are closed out to Customer Provided Equipment, Informational, and Inter-exchange Carrier or competitive Access Providers.

It also excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC. A USOC of UBCxx on the order indicates that testing has been ordered. Tickets associated with orders that do not have this USOC on them are excluded.

This measure has the following exclusion that is not yet implemented, as methods to do so have not been developed: Excludes DSL loops > 12 Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.

Levels of Disaggregation: DSL loops with line sharing, DSL loops with no line sharing, Broadband service product may be added in the future, UNEs contained in the UNE price schedule, and/or agreed to by parties. Refer to table under PM 65 for valid service codes. This is a combination parity and benchmark measurement as follows:

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS Business (FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	Parity
Benchmark:	
14. DSL Loops – Non-Line Sharing	12% (No critical z-value applies)
15. Broadband service product (additional disaggregations may be required in the future)	

INTERCONNECTION TRUNKS

70. Measurement:

Percent of Trunk Blockage

Definition:

Percent of calls blocked on outgoing traffic for Alternate Final (AF) and Direct Final (DF) trunk groups from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office.

Data Collection Flow:

SWBT follows the standard trunk engineering practices per The Telcordia " Trunk Traffic Engineering Concepts and Applications, Special Report SR-TAP-000191, Issue 2, December 1989".

The blocked calls are aggregated by CLEC, by Market Area. The trunk blockage for this PM is calculated from two measurements: peg count (call attempts) from all CLEC final groups and blocked calls (those calls receiving all trunks busy) from CLEC final groups. Using Focus software and spreadsheets, the overflow count is divided by total peg count to calculate the percent of blocked calls for final trunk groups only. High usage trunk groups are excluded from this measure by the statement: traffic class NE PH or IH. These measurements are calculated by aggregating twenty days (excluding weekends and holidays) of data each month from the TNDS/TK database. That same database is used by SWBT traffic engineers to service SWBT trunk groups.

The data is manually examined and imported into an Excel spreadsheet by the SWBT SME (staff Area Manager-Trunk Planning and Engineering) for calculation and reporting purposes. The spreadsheet is forwarded to the SWBT Trunk Engineers who will analyze all blocked conditions and will remove groups from the final report which meet the allowable exclusions as follows:

- CLECs have trunks busied-out for maintenance at their end, or have other network problems under their control.
- CLEC is not ready or able to accept trunk turn-up on due date.
- CLEC does not take action on SWBT initiated Trunk Group Service Recommendation (TGSR) or ASR within three business days or in the timeframe as specified on the InterConnection Agreement (ICA).
- CLEC does not take action on TGSR within 10 business days when a pre-service of 75% or greater occupancy situation is identified by SWBT for ICA specified timeframe.
- CLEC fails to provide a forecast within the last six months unless specified in ICA.
- If actual trunk usage exceeds 25% over CLEC's most recent six month forecast.

Updated spreadsheet is then forwarded to Performance Measurements group for monthly reporting.

70.1. Measurement:

Trunk Blockage Exclusions

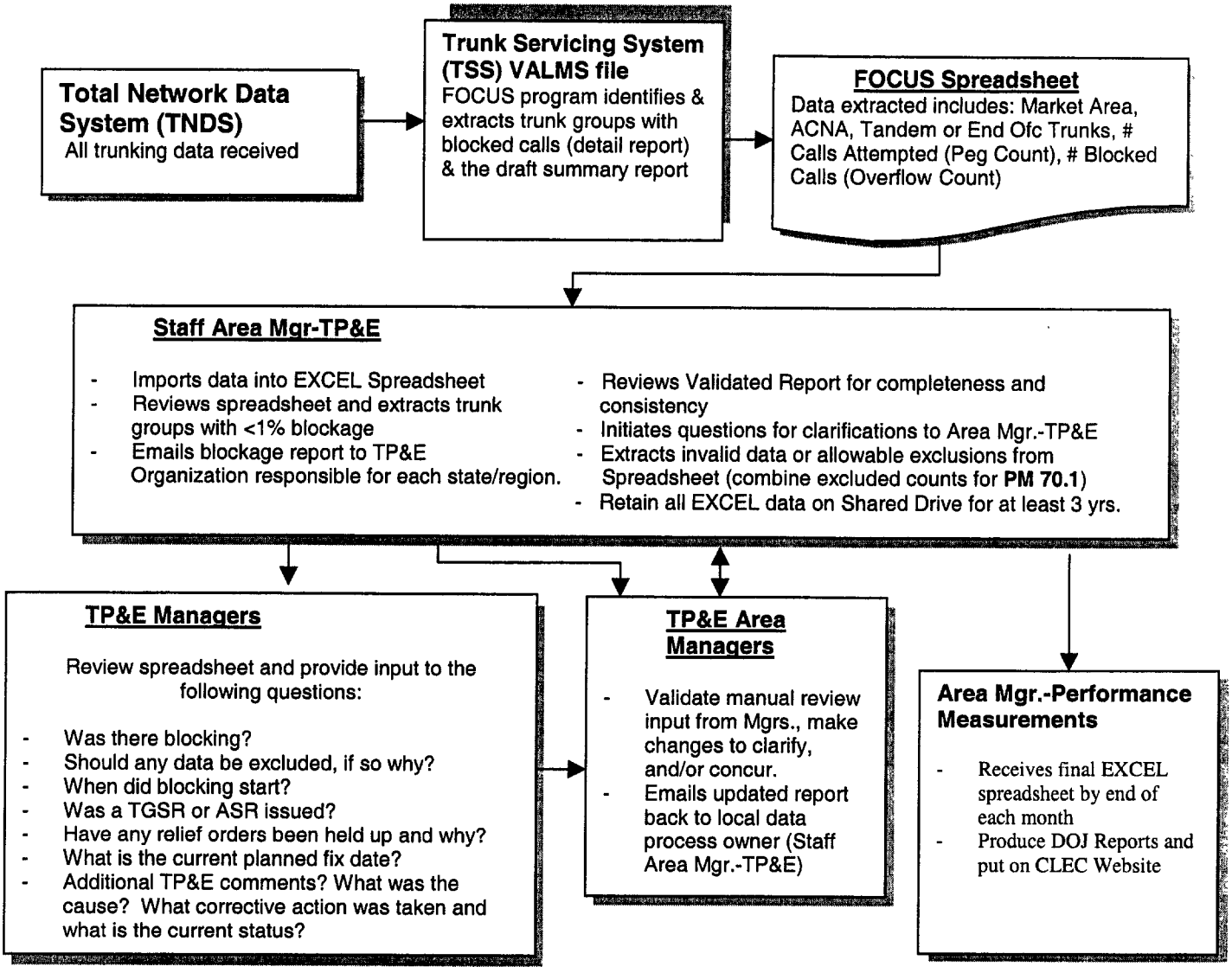
Definition:

Number of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.

Data Collection Flow:

See PM 70 for general information on data collection.

This diagnostic measure reports the number of blocked calls and total calls which were excluded from the monthly blockage data reported under PM 70.



PM 70 Percentage of Trunk Blockage Process Flow
PM 70.1 Trunk Blockage Exclusions

71. Measurement:

Common Transport Trunk Blockage

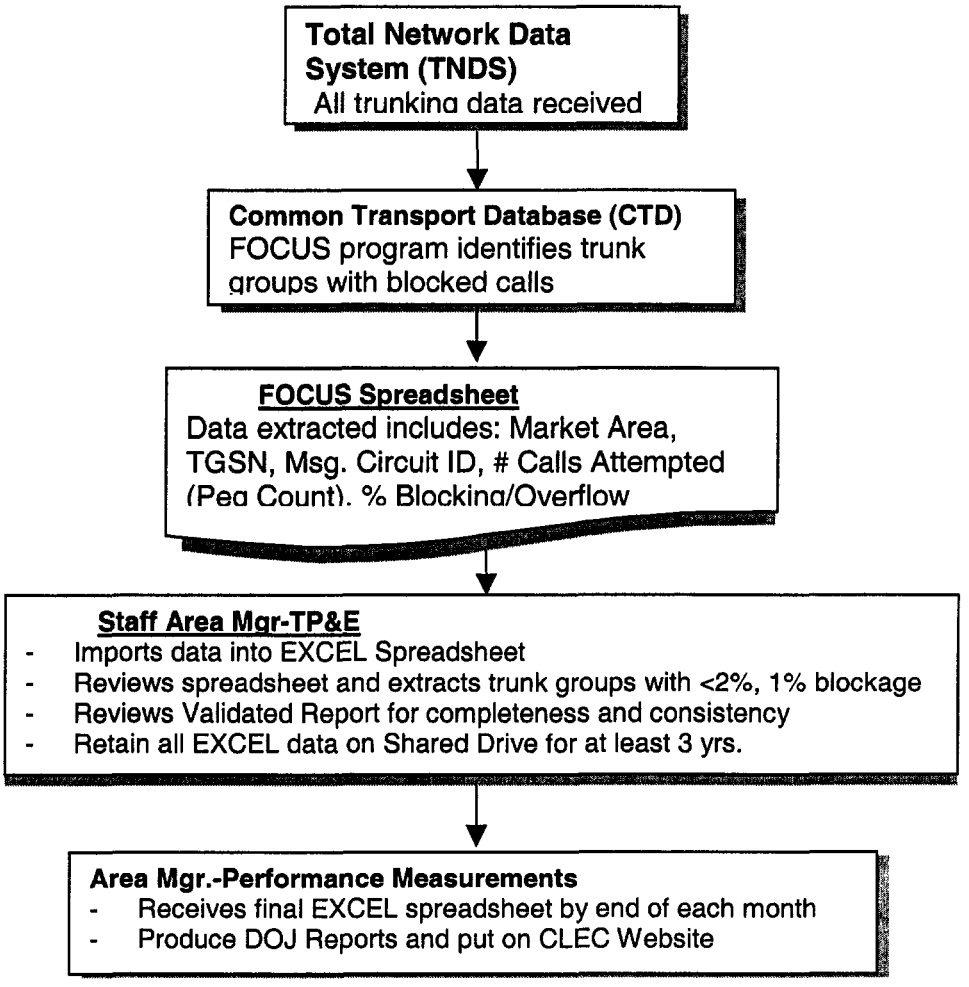
Definition:

Percent of local common transport trunk groups exceeding 2%, 1% blockage.

Data Collection Flow:

This measure considers grade of service on SWBT End Office to SWBT Tandem final trunk groups (also called common transport trunk groups) which receive CLEC calls. Individual common transport trunk groups are measured for blockage exceeding 2% where CLECs share ILEC trunks and 1% where trunk groups for CLECs are not shared by ILEC (presently not being used in SWBT territories). Data is extracted using a time consistent busy hour from the four most recent weeks from the TNDS/TK database to the Common Transport Database (CTD) on a monthly basis. The numerator and denominator reports are extracted from CTD using FOCUS code. Data excluded from this report include all weekend and holiday data as well as high usage trunk groups identified by the statement:

traffic class NE PH or IH. The data is manually input into a spreadsheet and sent to the SWBT SME for calculation and reporting purposes.



PM 71 Common Transport Trunk Blockage

72. Measurement: THIS PM WAS ELIMINATED WITH VERSION 2.0

73. Measurement:

Percentage of Installations Completed Within the Customer Requested Due Date

Definition:

Percentage of interconnection trunks completed within the customer requested due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited, the date agreed to by SWBT.

Data Collection Flow:

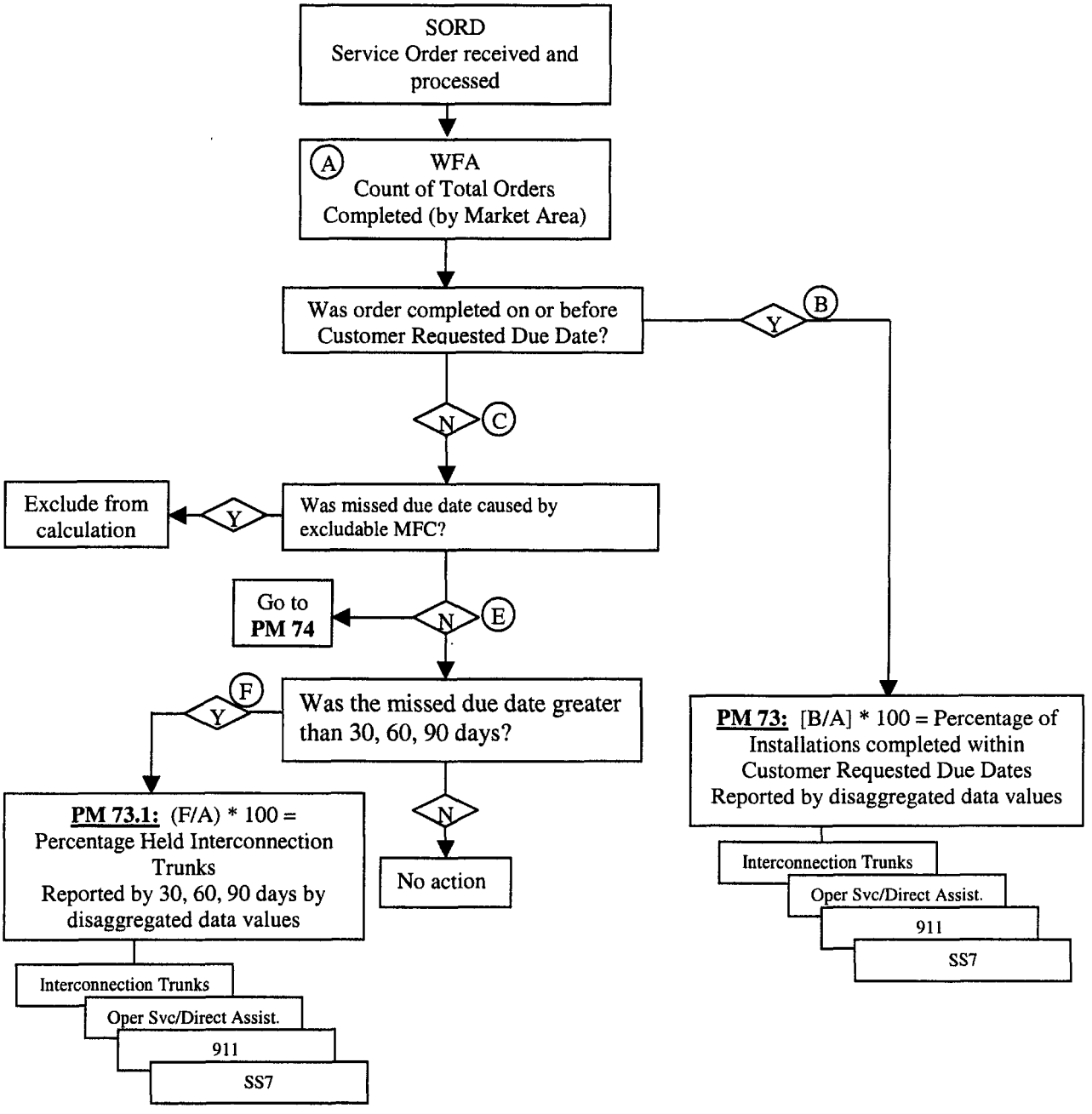
CLEC process:

Circuits reported are selected based on the WFA order customer requested due date being greater than or equal to the order completion date. Adds, Rearranges and Changes are included in this measurement. The 'special study' missed function code is excluded. The date range is selected based on the Reported Complete Date in Work Force Administration (WFA). All company orders/Official Company Service (OCS) orders are excluded. There are two installation centers that are used to distinguish Wholesale orders - SWBTMWLSPSC (Midwest) OR SWBTTXLSPSC (Texas) – and only the orders with these centers are included for this measurement. An AECN has to exist on the order for it to be

counted as Wholesale. Only orders that are 'N', 'C', or 'T' order types are included. Interconnection Trunks are identified as message circuits.

Retail process:
Circuits reported are selected based on the WFA order objective due date being greater than or equal to the order completion date. Adds, Rearranges and Changes are included in this measurement. The 'special study' missed function code is excluded. The date range is selected based on the Reported Complete Date in Work Force Administration (WFA). Retail orders are defined where the installation centers are NOT supported by - SWBTMWLSPSC (Midwest) OR SWBTTXLSPSC (Texas) and does not include a resale or CLEC AECN. Only orders that are 'N', 'C', or 'T' order types are included. Interconnection Trunks are identified as message circuits.

73.1. Measurement:
Percentage Held Interconnection Trunks
Definition:
Percentage of interconnection trunks orders held greater than 30, 60, or 90 calendar days.
Data Collection Flow:
See Measurement 73 general information on data collection.
The delay days are calculated based upon calendar days between the WFA order completion date (the date the CLEC accepts the circuit) and the customer requested due date. Any incremental days attributable to a CLEC after the initial SWBT caused delay are excluded from the calculation. The data is reported at a circuit level.



PM 73 Percentage of Installations Completed Within the Customer Requested Due Date
PM 73.1 Percentage Held Interconnection Trunks

74. Measurement:

Average Delay Days For Missed Due Dates – Interconnection Trunks

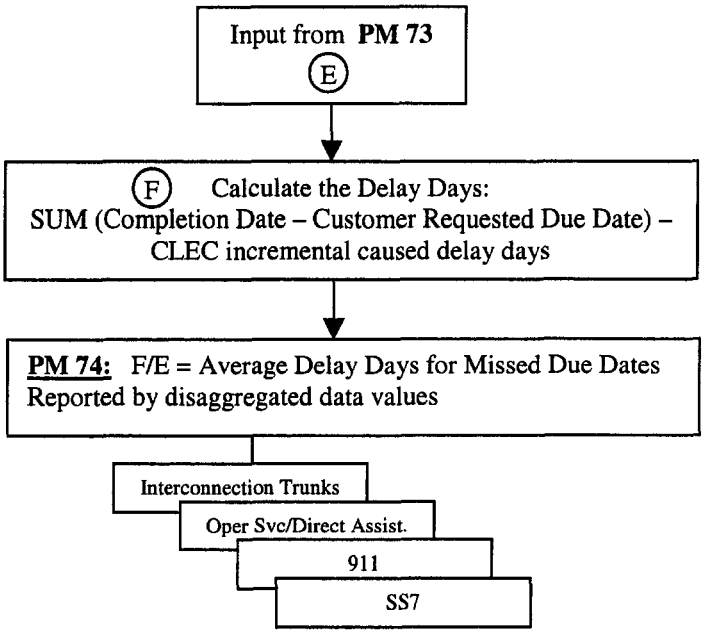
Definition:

Average calendar days from customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by SWBT to completion date on company missed interconnection trunk orders.

Data Collection Flow:

See Measurement 73 general information on data collection.

The delay days are calculated based upon calendar days between the WFA order completion date (the date the CLEC accepts the circuit) and the customer requested due date. Any incremental days attributable to a CLEC after the initial SWBT caused delay are excluded from the calculation. The data is reported at a circuit level.



PM 74 Average Delay Days For Missed Due Dates - Interconnection Trunks

75. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

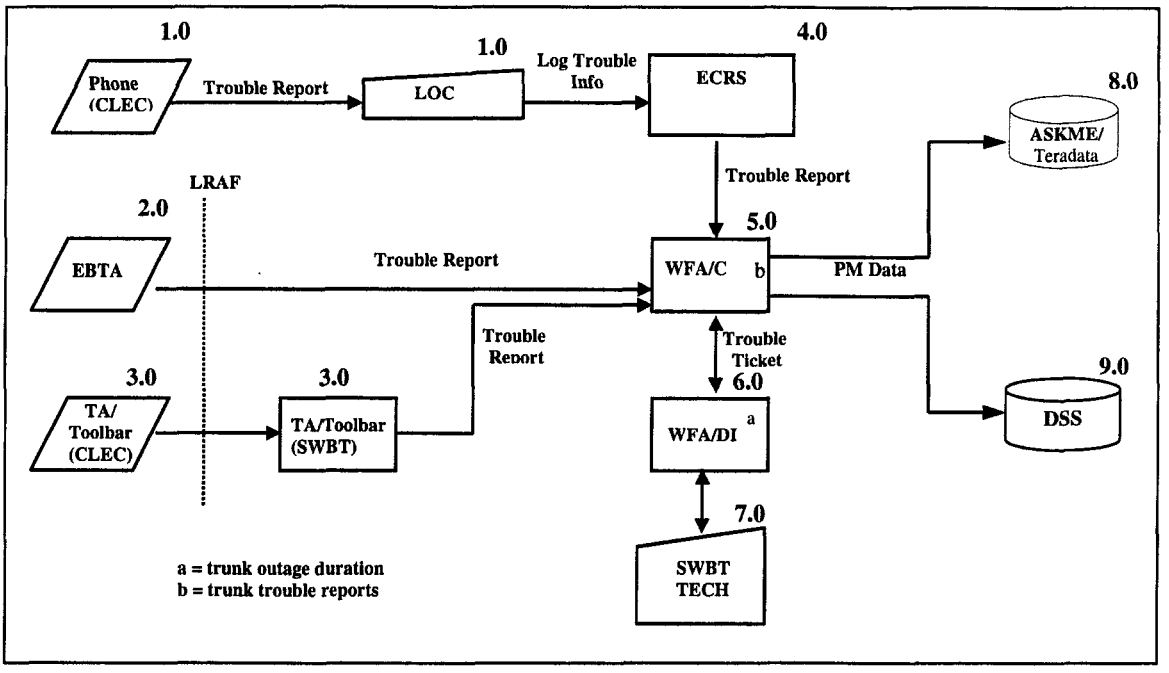
76. Measurement:

Average Trunk Restoration Interval – Interconnection Trunks

Definition:

Average time to repair interconnection trunks.

Data Collection Flow:



PM 76 Average Trunk Restoration Interval - Interconnection Trunks

CLEC process:

The source for this measurement is WFA. There are two maintenance centers that are used to distinguish Wholesale tickets - SWBTMWLSPSC (Midwest) or SWBTTXLSPSC (Texas) – and only the tickets with these centers are included for this measurement. An AECN has to exist on the order for it to be counted as Wholesale. The duration is calculated based on the Responsible Duration field from WFA which is the difference between start time and completed/close time minus no access and delayed maintenance. The start time is mechanically defined in WFA at the time the CLEC trouble report is entered. The end time is defined when SWBT notifies the CLEC of service restoral. This time excludes no access and delayed maintenance. Tickets closed due to customer provided equipment, informational, or interexchange company reasons are excluded from the measure. The trouble ticket is reported in the calendar month the ticket is closed. Interconnection trunks are identified as message circuits according to the circuit's first character position being an "M".

Retail process:

The source for this measurement is WFA. Retail orders are defined where their installation centers are NOT supported by - SWBTMWLSPSC (Midwest) or SWBTTXLSPSC (Texas) and does not include a resale or CLEC AECN. The duration is calculated based on the Responsible Duration field from WFA which is the difference between start time and completed/close time minus no access and delayed maintenance. The start time is mechanically defined in WFA at the time the trouble report is entered. The end time is defined when SWBT work has been completed, no trouble found, or test okay. This time excludes no access and delayed maintenance. Tickets closed due to customer provided equipment, informational, or interexchange company reasons are excluded from the measure. The date range for the month collected is based on the completed record date of

the ticket. Interconnection trunks are identified as message circuits according to the circuit's first character position being an "M".

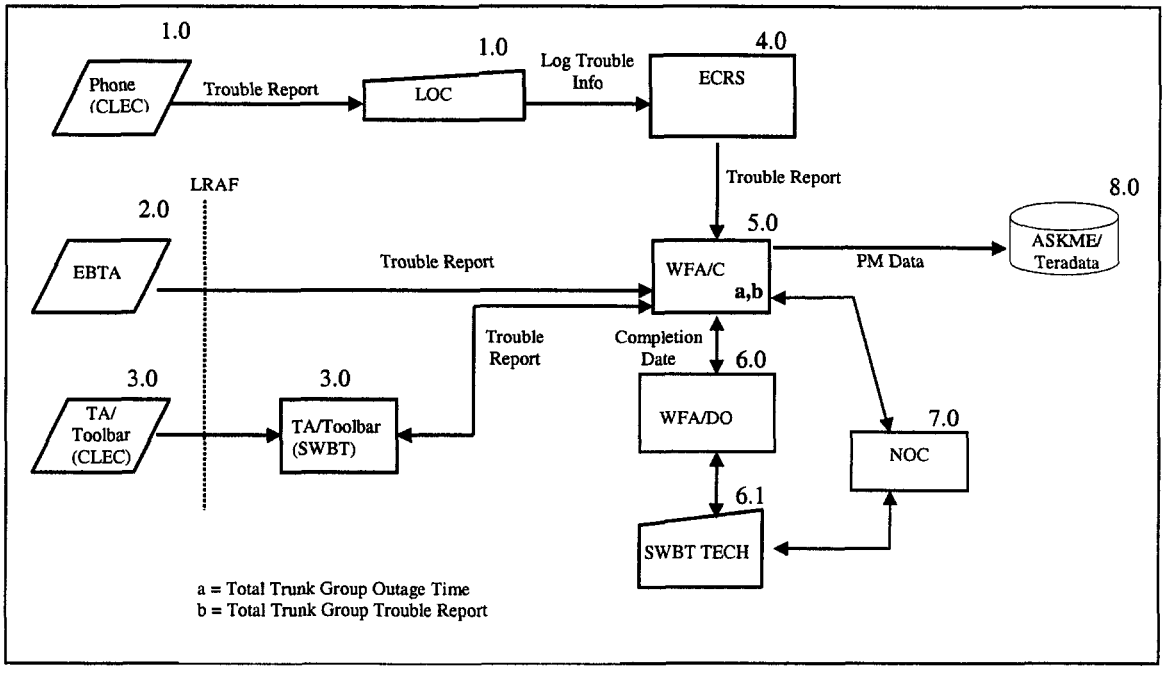
77. Measurement:

Average Trunk Restoration Interval for Service Affecting Trunk Groups

Definition:

The average time to restore service affecting trunk groups (measured tickets only).

Data Collection Flow:



PM 77 Average Trunk Restoration Interval for Service Affecting Trunk Groups

CLEC Process:

The CLEC is responsible for submitting a blockage trouble report. The CLEC calls the Local Operations Center and reports that the trunk group is down. If the CLEC informs the SWBT representative at the time the trouble report is being made that the trunk group is blocked and is service affecting, the following steps are followed. The Customer Service Representative taking the trouble ticket marks the ticket with a Function Level Code of "BLK" in WFA-C and a remark is added to the trouble ticket advising the CLEC has reported the trunk group blocked and it is service affecting. The trouble ticket is input in WFA-C and then goes to the LOC Maintenance Center to be handled. If the blockage is service affecting for a Tandem trunk group, Special Study Field 2 is marked with the letters "BLK" in WFA-C. If the blockage is service affecting for a non-Tandem trunk group, Special Study Field 1 is marked with the letters "BLK in WFA-C. The trouble ticket is closed with the Special Study Fields 1 or 2 marked "BLK" if a blockage is found. Also appropriate analysis and trouble codes are added. Customer caused outages, CPE, Interexchange or Informational and no access or delayed maintenance tickets are excluded from the measure calculation. On a monthly basis, ASKME queries WFA-C and collects all the data for reporting Performance Measurement. ASKME queries based on the parameters that the Function Level Code and either the Study Field 1 or 2 fields are marked with "BLK".

78. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

Directory Assistance/Operator Services

79. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

80. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

81. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

82. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

83. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

84. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

85. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

86. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

Local Number Portability - LNP

91. Measurement:

Percentage of LNP Only Due Dates within Industry Guidelines

Definition: Percent of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).

Data Collection Flow:

Change 'C' and Disconnect 'D' service orders for Telephone Numbers (TNs) porting out which are identified by the field identifier (FID) POUT, and are selected from Service Order Tracking (SOT) based upon Post Date (date posted to the billing system) for the reporting month. The measurement is calculated by selecting all LNP Only orders identified by the presence of Local Loop Not Furnished (LLNF) FID and where the Marketing Office (SM) date to the Original Due Date (a date negotiated by the customer and the SWBT representative for the service activation) is less than or equal to 4 days. If the SM date falls on a weekend or holiday, it is moved to the next business day. If the original SM date to Original Due Date is greater than 4 days and the Reason Code begins with C (a company miss), then include the count of telephone numbers (TNs) in the denominator of the calculation.

From this base of orders, the TNs are counted where the original SM date to Completion Date (the day that SWBT personnel complete the service order activity) is less than or equal to 4 days. If the completion date falls on a weekend or holiday, then the reporting due date should be shown as the next business day.

Orders are excluded for the following:

- where the FID NEWP (new service provider) equals 9533 (SWBT)
- SWBT_ NBR_ PRTING = W (Wholesale Number Retention = the value or "W" is being set when the OLDP and NEWP = 9533 and the AECN is not equal to 9533. This indicator will be set before Charter Number Service. Charter Number Service: The value of "C" should be set when the OLDP and NEWP = 9533 A "Blank" will be set if the conditions above are not applicable.)
- the REQ TYP is CB which signifies it is a UNE-Combo which would not be LNP only
- the Missed Reason Code begins with an S(Subscriber Miss), or where the original SM indicator is SE, SG, or SS (see following table).

Mktg Office Ind.	Order Init.	Order Origin	How order received	Order Input by	Order Input to	LSC Action Required?
SE	LSC	Manual	SWB internal	LSC	EASE	Add FID data
SG	SWB	MOG	SWB internal	MOG	SORD	Clear any errors
SS	LSC	Manual	SWB internal	LSC	SORD	Enter FID & data

The CLEC's AECN is identified in this measurement by the following steps:

- New Service Provider (NEWP FID), if the NEWP cannot be used to derive the AECN due to the existence of multiple AECNs for a single
- If the order is through EDI/LEX LSR the AECN is be identified through the LSR.
- If an EDI/LEX LSR is not found, the first four digits of the PRN are used as the AECN. All AECN's are validated against the AECN/SPID tables.
- If all steps are completed and a valid AECN is not found, manual input is required by the Local Service Center (LSC) to identify the AECN.

92. Measurement:

Percent of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer

Definition: Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or second (T2) 9-hour timers.

Data Collection Flow:

When there is a port of a telephone number, the North American Numbering Council (NANC) Inter-Service Provider LNP Operations Provisioning flow calls for 'handshake' messages between the two service providers. The 'handshake' message can indicate 1) concurrence regarding the number to be ported and the due date for the port, or 2) notification of a conflict condition that should be resolved before the porting activity for the specific TN continues. When the New Service Provider sends a 'create handshake' message to the Number Portability Administration Center (NPAC), the clock starts on the Old Service Provider T1 timer. If Old Service Provider does not send the 'release handshake' message within the initial nine-business hour window (T1 timer), the NPAC sends a T1 timer expiration message to the Old Service Provider. Delivery of this T1 timer expiration message starts the clock on the second nine-business hour window (T2 timer). If the Old Service Provider does not send the 'release handshake' within the second nine business hour period, the NPAC sends a T2 timer expiration message. The intent of this message is to advise that the period for concurrence/conflict has expired and the New Provider is free to take the telephone number without the 'handshake' message from the Old Service Provider. For this performance measurement SWBT is the Old Service Provider and the CLEC is the New Service Provider.

This calculation will be based on an extract of Order Path (Service Order Administration (SOA)) data. The extract will capture all of data elements required to calculate data as per the flowchart shown below. LSMS Information Technology personnel will transmit this notification data to EDW on a weekly basis, usually on Sundays after the normal maintenance window. The data provided will only include those notifications where SWBT is the Old Service Provider (SPID 9533).

The base will be all TNs for which an activate message was received within the report month. History for each of these TNs will be obtained from the SOA database. From this history it can be determined if a T2 timer was received and if receipt of such indicates an exclusion from the numerator. There are cases where SWBT releases the TN but the New Service Provider fails to respond to the NPAC timers. When this happens SWBT's previous release is canceled. In this circumstance a T2 timer against SWBT (as the Old Service Provider) will be included in the good count (goodcnt), since SWBT had previously done the work to release the TN.

The basic rules:

- If Activation Date is not blank AND within the Report period , include in denominator (total # of orders)
- Then if T2 Timer Expiration is blank, include in numerator (good count)
- OR if T2 Timer Expiration is not blank BUT there was a prior release, include in numerator (good count).
- If T2 Timer Expiration is blank AND Release Date is not blank, consider as on time Old SP Release.

Per the business rules, SWBT is allowed the following exclusions:
1) Customer caused or requested delays
2) NPAC caused delays unless caused by SWBT
3) Cases where SWBT did the release but the New Service Provider did not respond prior to the expiration of the T2 timer.

Other than the mechanical exclusion noted above, the process to mark these other exclusions will be manually facilitated by SWBT's Local Number Portability Center (LNPC). There is no mechanical means to evaluate these additional exclusions based on the SOA history data. Via a mechanical process SWBT LNPC personnel will be presented candidates for exclusion. Based on their analysis they will manually mark additional exclusions and will be required to indicate the reason they are incorporating this exclusion. These exclusions will be mechanically incorporated into the performance measurement results.

93. Measurement:

Percentage of Customer Account Restructured Prior to LNP Due Date

Definition: Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.

Data Collection Flow:

Change 'C' and Disconnect 'D' service orders for Telephone Numbers (TNs) porting out (identified by the FID POUT) are selected from the Service Order Tracking database (SOT) based upon Post Date (date posted to the billing system) for the reporting month.

All LNP orders are selected for this measurement. This includes both LNP Only, determined by the presence of Local Loop Not Furnished (LLNF) FID and LNP with Loop determined by the presence of Reuse facilities (RUF) FID.

This measurement determines the number of orders that were restructured before the Due/Sub Due Date of the LNP order. The Restructured Order is required when a portion of the customer's service is being ported out and the TNs are involved in a group billing arrangement and must be separated from the main account. The measurement is calculated by comparing the Completion Date (the day that SWBT personnel complete the service order activity) of the Restructured Order to the Due Date (date negotiated by the customer and the SWBT representative for service activation) or Sub Due Date (date negotiated by the customer or SWBT when the original Due Date cannot be met) of the LNP Port Out order.

The service orders to be included in this measurement are selected when the Project Number (PRN) FID contains LNPR. This indicates that the account required restructuring.

The CLEC's AECN is identified in this measurement by the following steps:

- ❖ New Service Provider (NEWP FID), if the NEWP cannot be used to derive the AECN due to the existence of multiple AECNs for a single
- ❖ If the order is through EDI/LEX LSR the AECN is be identified through the LSR.

❖ If an EDI/LEX LSR is not found, the first four digits of the PRN are used as the AECN. All AECN's are validated against the AECN/SPID tables.

The LSC is also responsible for manual input on the website to identify AECN's that were invalid through the above steps and the Completion Date of the Restructured Order.

Orders are excluded where NEWP equals 9533 (SWBT) or where the original SM indicator is SE, SG, or SS. See PM 91 for descriptions of these indicators and SWBT_ NBR_ PRTING = W (see PM 91 for footnote 1)

94. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

95. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

96. Measurement:

Percentage Pre-mature Disconnects for CHC/FDT Stand alone LNP Telephone Numbers

Definition: Percentage of Stand Alone LNP telephone numbers where SWBT disconnects the customer (e.g. switch translations are removed) prior to the scheduled start time.

Data Collection Flow:

A premature disconnect occurs when SWBT disconnects the customer >= 10 minutes before the scheduled time of cut.

The CLEC's are instructed via Accessible Letter #CLEC 00-155 that the following should be included when trouble reporting resulting in a LNP premature disconnect (i.e. disconnects occurring more than 10 minutes prior to the scheduled start time) on Frame Due Time (FDT) and Coordinated Hot Cuts (CHC) conversions.

Verbal Trouble Reporting

- Call 1-800-803-1114 (available 24 x 7);
- Identify the trouble report as a 'Premature Disconnect' or 'LNP Conversion Outage' to the SWBT Representative;
- Provide the order number and all related order numbers;
- For LNP conversions without loop, report each telephone number experiencing trouble;
- Provide details of trouble condition and correct callback contact information

Any verbal trouble report not identified as a 'premature disconnect' or 'LNP conversion outage,' or not reported to the 800-803-1114 number, will not be included in the data collection for the Performance Measurements identified in this letter.

Electronic Trouble reporting

Electronic Trouble Reports for premature disconnects or LNP conversion outages submitted via Toolbar or Electronic Bonding must have 'LNP Conversion Outage' or 'Premature Disconnect' typed in the Trouble Narrative. All other processes and procedures for submitting electronic reports remain the same.

Any electronic trouble report not identified as a 'premature disconnect' or 'LNP Conversion Outage' in the Trouble Narrative of the report will not be included in the data collection for the Performance Measurements.

The data collection comes from LMOS for POTS and WFA for Specials. NOTE: These reports are identified from LMOS as follows:

- Full disposition code 1332 - FDT premature disconnect
- Full disposition code 1334 - CHC premature disconnect

These reports are identified from WFA as follows.

- Analysis code 82 - FDT premature disconnect
- Analysis code 84 - CHC premature disconnect
  Excluded from the PM are Stand Alone LNP telephone numbers where the CLEC requests that the cutover begin prior to the scheduled time. Orders where a Change of Due Date is requested by the CLEC less than four business hours prior to the scheduled Date/Time, and Stand Alone LNP telephone numbers where SWBT disconnects less than or equal to 10 minutes of the scheduled start time.
  The exclusion is identified by the following:
- Cause Code 222 from LMOS (CLEC caused trouble)
- Trouble Code CPE from WFA-C (CLEC caused trouble)

The data for the Numerator is all trouble reports as reported and described above. Data is pulled for trouble reports taken in LMOS and WFA. The AECN will be identified by the following:

- LMOS - FL1 use all 3 positions. FL2 use the first position only.
- WFA – for field SF1 use all 3 positions, and for field SF2 use the first position only. By using all 4 positions the CLEC AECN is identified. The technician closing the order in the LOC (Local Operation Center) will populate these fields. This applies to both FDT and CHC trouble reports.

The Denominator is the count of circuits using SF3 (all 3 positions) from WFA. This applies to FDT and CHC Stand Alone LNP orders completed without loop trouble reports. This data is extracted from SOT (Service Order Tracker).

97. Measurement:

Percentage of Time SWBT Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition: Percentage of time SWBT applies the 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs prior to the due date.

Data Collection Flow:

This calculation will be based on the process of:

1. From the MARCH (System used to update Switches) POSACK (Positive Acknowledgment) file of when the disconnect translation message was sent to the switch – this is the time the switch actually accepted the translation change, identify the TN (Telephone Number) for which a TDT POSACK was found (assumes Ten Digit Trigger (TDT) was applied). Include as count in the denominator.
2. Find the due date for those TNs.
3. Determine if TDT = less than or equal to DD-1(Due Date minus 1)
4. If yes, we met our commitment for those TNs and include as count in the numerator.

The denominator is a count of all TNs where:
The POSACK file shows a successful application of the TDT, showing the due date, trigger application date and NEWP for these TNs.

The numerator is a count of TNs where:
The TN has qualified to be in the denominator
-and-
The TDT application date is no later than DD-1

Examples:
TDT application = 05/19/99 and TN order due date is 05/20/99 then include in numerator.
TDT application = 05/19/99 and TN order due date is 05/21/99 then include in numerator.
TDT application = 05/19/99 and TN order due date is 05/19/99 then exclude from numerator.
TDT application = 05/20/99 and TN order due date is 05/19/99 then exclude from numerator.

TDT is generated as follows:
This calculation will be based on the process of finding the TN for which a TDT POSACK was found (assumes TDT was applied). Next, find the due date for those TNs. If TDT = DD-1 then we met our commitment for those TNs.

1. TRIG (ZFST FID represents identifies to SOAC (Service Order Analysis & Control) that an order should be passed to FIRST (FACS Internal Resolution System Technology) for processing) (initiates trigger) and MDT (MARCH Due Time) 10PM when:
    - the service order contains the POUT (Port Out) FID
    - the service order is a D or C with outward activity
2. FIRST will receive orders with /ZFST TRIG and send an FCIF (FACS Component Interface Format) to MARCH with the tag LNPP=Y, FDT=10PM and DD=dd-1. The FIRST system will hold the trigger message until 8PM on the evening before the due date. "D" orders are converted to "C" orders so that only one "D" order is passed to the switch. (Example: D123456 becomes C123456TGx (where X is the SORD Division).)
3. MARCH will create a message to add the TDT based on the tag LNPP=Y and release the order on dd-1 at 10pm.

MARCH will receive 2 messages in an export scenario. One message to the TDT from FIRST and one to disconnect the line from SOAC. Both messages will be released at 10 P.M. based on the FID MDT 10 P.M.. SOAC will parse the MDT 10PM and actually send FDT 10PM to MARCH. If the end user requests a time later than 10pm, SORD REQ will generate MDT = the FDT (Frame Due Time) time rather than MDT = 10PM. This will apply to the disconnect message only. The trigger message will still be released at 10 P.M. on DD -1.

If an order comes in with a due date past tomorrow the order is held in queue. Everyday a job is run to see if the orders in queue are the most current by checking against the status in FACS and if today is DD -1. If today is not DD - 1 the order stays in queue.

If it is DD -1, then the trigger due date is today. They will build an FCIF record for the trigger order and hold in until 8:00PM on DD - 1 (or 8:00PM on the trigger due date). At 8:00 PM a job is run to push these orders out to the appropriate MARCH system so the triggers can be set by 10:00PM.

- If a core pass comes in on an order with a trigger due date of today and it is before 8:00 PM and the due date stays the same, the FCIF is rebuilt reflecting the changes to the order.

- If a core pass comes in on an order with a trigger due date of today and it is after 8:00PM and the due date stays the same, then an error message regarding that order is sent to the RCMAC (Recent Change Memory Administration Center) for manual handling.

- If a core pass comes in on an order with a trigger due date of today and the due date changes to a later date, they remove today's trigger packet and place the order in queue.

Excluded from the measure are CLEC or Customer causes or delays by identifying the appropriate JEP/Supplemental Due Date codes and any remote call forwarding in DMS 100s, and direct inward dials (DID) in all offices and ISDN (Integrated Services Digital Network) TN's.

98. Measurement:

Percentage Stand Alone LNP I-Reports in 10 Days

Definition:

Percentage of Stand Alone LNP orders that receive a LNP related customer trouble report within 10 calendar days of service order completion.

Data Collection Flow:

Data is retrieved from ASKME (Acquisition of Statistical Knowledge Made Easy), which is a storage database system.

CLEC process

The base of circuits for resale is collected from Work Force Administration (WFA) based upon Completion Date as well as service order information from Service Order Tracking (SOT) to provide Application Date. Results for the PM are limited to N, T and C type service orders (N – New, T- Transfer, C-Change) if they have a valid Division Code (processing entity) and if the CLEC AECN is populated. Circuits are also selected based upon two specific installation centers SWBTMWLSPSC (Midwest) OR SWBTTXLSPSC (Texas) that handle Resale activity. Unbundled Network Elements (UNE) and Interconnection Trunks and UNE COMBOS, except those with service code IBMU (UNE Loop and Port ISDN) are excluded. Also excluded are circuits that have a customer requested due date greater than 20 business days or orders which have been delayed as a result of a customer caused
See Measurement 43 for CLEC and Retail collection methods and excluding the following trouble reports coded as Customer Provided Equipment (CPE), Interexchange Carrier (IEC) or Informational (INF). Data is retrieved from AskMe (Acquisition of Statistical Knowledge Made Easy), which is a storage database system. Missed Function Code (MFC) A (CLEC caused miss), C (Customer caused miss), or D (Independent Carrier miss) as well as special study codes and there is no SWBT delay during the life of the order. In addition, orders are excluded where SWBT is operating as a CLEC, for internal tracking processes and Official Company Service (OCS) activity. The circuit orders must be completed during the month for inclusion in this measure.

Retail Process

The base of circuits for retail is collected from Work Force Administration (WFA) based upon Completion Date as well as service orders from ASKME to provide Application Date. Results for the PM are limited to N, T and C type service orders if they have a valid Division Code (processing entity) and if the CLEC AECN is *not* populated. Interconnection Trunks are excluded as well as circuits that have a customer requested due date greater than 20 business days or orders which have been delayed as a result of a customer reason and there is no SWBT delay during the life of the order. In addition, orders are excluded where SWBT is operating as a CLEC, for internal tracking processes and Official Company Service (OCS) activity. The circuit orders must be completed during the month for inclusion in this measure.

This Performance Measurement determines the number of N and C type service orders at the LNP order level receiving a network customer trouble report within 10 calendar days of service order completion. A trouble report is counted if it is flagged on WFA as a trouble report that had a service order completion within 10 days (sometimes referred to as I-10s). Trouble reports received on the due date prior to service order completion are not included in the calculations.

The data is collected by LNP Stand Alone circuit from WFA based upon Completion Date of the trouble ticket and is reported in the month when the trouble report is completed and the I-10 flag is set. The trouble report cannot be a repeat report and must be considered a Measured Ticket which is identified as a customer report where the trouble type is not Customer Provided Equipment (CPE), Interexchange Carrier (IEC) or Informational (INF).

The calculation is the number of LNP service orders that receive an I-10 divided by the total number of orders that complete during the month.

Note: The I-10 report may not be associated with a service order (number ported) that completes in the same month as the trouble ticket is closed.

99. Measurement:

Average Delay Days for SWBT Missed Due Dates for Stand Alone LNP Orders.

Definition: Average calendar days from the due date to completion date on company missed orders.

Data Collection Flow:

Data is retrieved from AskMe, which is a storage database system.

CLEC process

The base of circuits for resale is collected from Work Force Administration (WFA) based upon Completion Date as well as service order information from Service Order Tracking (SOT) to provide Application Date. Results for the PM are limited to N, T and C type service orders (N – New, T- Transfer, C-Change) if they have a valid Division Code (processing entity) and if the CLEC AECN is populated. Circuits are also selected based upon two specific installation centers SWBTMWLSPSC (Midwest) OR SWBTTXLSPSC (Texas) that handle Resale activity. Unbundled Network Elements (UNE) and Interconnection Trunks and UNE COMBOS, except those with service code IBMU (UNE Loop and Port ISDN) are excluded. Also excluded are circuits that have a customer requested due date greater than 20 business days or orders which have been delayed as a result of a customer caused
Missed Function Code (MFC) A (CLEC caused miss), C (Customer caused miss), or D (Independent Carrier miss) as well as special study codes and there is no SWBT delay during the life of the order. In addition, orders are excluded where SWBT is operating as a CLEC, for internal tracking processes and Official Company Service (OCS) activity. The circuit orders must be completed during the month for inclusion in this measure.

Retail Process

The base of circuits for retail is collected from Work Force Administration (WFA) based upon Completion Date as well as service orders from ASKME to provide Application Date. Results for the PM are limited to N, T and C type service orders if they have a valid Division Code (processing entity) and if the CLEC AECN is *not* populated. Interconnection Trunks are excluded as well as circuits that have a customer requested due date greater than 20 business days or orders which have been delayed as a result of a customer reason and there is no SWBT delay during the life of the order. In addition, orders are excluded where SWBT is operating as a CLEC, for internal tracking processes and Official Company Service (OCS) activity. The circuit orders must be completed during the month for inclusion in this measure.

This Performance Measurement determines the percent of N and C type service orders at the ported circuit level where SWBT missed the committed due date due on Stand Alone LNP service orders. The Due Date is the objective. The Completion Date is the day that SWBT personnel complete the service order activity. This measures excludes the following trouble reports coded as Customer Provided Equipment (CPE), Interexchange Carrier (IEC), or Information (INF).

The calculation for this measurement is the count of Stand Alone service orders completed which carry SWBT Company Caused Missed Function Codes (MFC) divided by the total number of LNP Stand Alone orders completed in the reporting months.

100. Measurement: THIS PM WAS ELIMINATED WITH VERSION 2.0

101. Measurement:

Percent Out of Service < 60 minutes

Definition: The number of LNP related conversions where the time required to facilitate the activation of the port in SWBT's network is less than 60, expressed as a percentage of the total number of activations that took place.

Data Collection Flow:

This calculation is based on an extract and compilation of 'episode' data from Number Manager LSMS (Local Service Management System). This episode data will represent a finalized view of start and end times per Telephone Number (TN) per porting event. LSMS Information Technology personnel will do this finalized view and pass it to EDW (Enterprise Data Warehouse) on a weekly basis, usually on Sundays after the normal maintenance window.

In the episode data, the Time to Provision (TTP) represents the total time to facilitate the porting event in SWBT's network.

The numerator is a sum of TTPs from the activate episode data provisioned in less than 60 minutes. The TTP should be summed by State, and Service Provider ID (SPID) (or CLEC). The TN will have to be used as the means to convert to State. The SPID can be found in the episode data.

The denominator is a count of the total number of activated porting events. The count should be made by State and SPID. The Action and SPID can be found in the episode data. The TN will need to be converted to State.

Excluded from the data are CLEC caused errors, NPAC (Number Portability Administration Center) caused errors unless caused by SWBT, and Stand Alone LNP Orders with more than 500 telephone number activations.

The process to mark these exclusions will be manually facilitated by SWBT's Local Number Portability Center (LNPC) located in Dallas/Fort Worth, Texas. There is no mechanical means to evaluate exclusions based on the LSMS history data. Via a mechanical process SWBT LNPC personnel will be presented candidates for exclusion. Based on analysis done in the LNPC, exclusions will be manually marked and the reason the exclusion is taken will be documented. These exclusions will then be mechanically incorporated into the performance measurement results.

The start time is the receipt time of the NPAC Broadcast activation message in SWBT's LSMS. The end time is when the provisioning event is successfully completed in SWBT's network as reflected in SWBT's LSMS.

Calculation of the number of activations provisioned less than 60 minutes divided by the total LNP activations during reporting month.

E-911

102. Measurement:

Average Time to Clear Errors

Definition:

The average time it takes to clear an error after it is detected during the processing of the 911 database. This is only on resale or UNP-P orders that SWBT installs.

Data Collection Flow:

- The SWBT service order file is sent to the DBMS (Database Management System). This file may contain either retail or resale records.
- When processing of the file begins, each record is processed through MSAG (Master Street Address Guide) for ESN (Emergency Service Number) routing information and checked for various other errors. If no errors occur, the record is added to the TN table and is ignored by PM102 processing.
- If one or more errors occur, the record is added to the SWBT error table (instead of the TN table), with a time stamp showing the date and time the error was processed.

- Errors are manually cleared by the Data Integrity Unit, and at the time the record is processed error free and added to the TN table, it is time stamped showing the date and time cleared.
- The interval used for PM 102 is the average per company (SWBT or reseller) of the time errors were cleared minus the time the same errors were created.

103. Measurement:

% Accuracy for 911 Database Updates (Facility Based Providers)

Definition:

The percentage of 911 records that were updated by SWBT in error

Data Collection Flow:

- We currently report the number of drop-off files received on this measure as noted in PM 104.
- The error data required in calculating this measurement would be provided by the CLEC. To date, we have not had a request of this type. (See Business Rule)

104. Measurement:

Average Time Required to Update 911 Database (Facility Based Providers)

Definition:

The average time it takes to update the 911 database file

Data Collection Flow:

- CLECs drop off files into their unique space (directory) in our system, generally via dial-up connection. The file is time stamped at drop off.
- One minute after the file is created the processing begins. (The minute allows time to make sure the CLEC has finished, exited and the file is ready for processing)
- Once all records are processed, an output file is created to confirm completion to the CLEC. This file is time stamped at creation.
- The interval for PM 104 is the difference in the two timestamps.

104.1 Measurement:

Average Time it Takes to Unlock the 911 Record

Definition:

The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC

Data Collection Flow:

When SWB receives notification from a competing dial tone provider that a customer has submitted an order to change carriers, SWB issues and distributes a service order on the Service Order Record Distribution (SORD) system.

When a SWB technician completes a port to unlock a telephone number to be claimed by another carrier, the technician posts the actual date and time the work was physically done (Completion Date) on the service order. The service order is then typed into completion status and distributed to the FR/DBMS in a file. Service order files are received by the Fault Resistant Database Management System (FR/DBMS) twice daily.

The FR/DBMS recognizes certain Field Identifiers (FID's) that are used on service orders when a porting in or porting out situation occurs. When these FID's are encountered, the 9-1-1 interface will create the appropriate function code to process the record in the FR/DBMS. When the SWBT issues an Unlock (U) FOC, the existing ALI record and selective routing record is not changed. The U FOC symbolizes that the SWBT knows that this subscriber has decided to change carriers and places the record in the Unlock table in FR/DBMS pending receipt of a Migrate record from the competing dial tone provider.

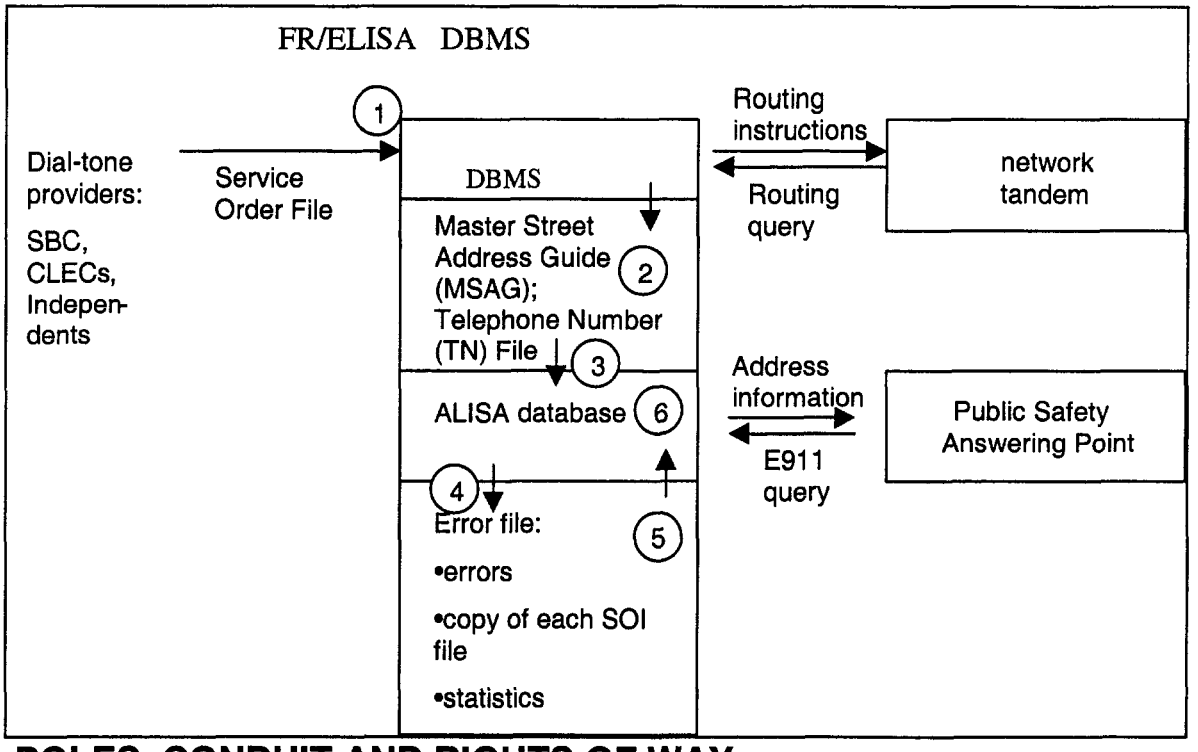
FR/DBMS LNP –UNLOCK Table - This Table contains TN's that have had a successful Unlock FOC record processed for them. Unlocking a TN is the first step to migrating a TN to another company. The unlocked TN remains in this table until a successful Migrate record is processed for the TN. (THE TN RECORD IS NOT REMOVED FROM THE FR/DBMS OR THE ALI DATABASES)

The FR/DBMS processes each record in the service order file against the Master Street Address Guide (MSAG) and performs edit checks. Records that have not passed the edit checks are corrected in a partly manual process by SWB. These records are not sent to the Unlock Table until they have been corrected.

The FR/DBMS sends a batch of edit-checked records for insertion into or correction of records in its database at fixed 30 minute intervals. Records with an Unlock function of change that do not require further corrections will then be placed in the Unlock table.

When a record is successfully Unlocked, it receives a timestamp that records the date, hour, minute and second the record was unlocked.

This PM will calculate the service order completion date from SORD, minus the date the record was Unlocked from the FR/DBMS Unlock table. This information will be accumulated daily and reported monthly for individual CLEC, and all CLEC's and SWB affiliates.
(As of 12/10/01 the 911 mechanization group was unable to verify if this flow is correct)



POLES, CONDUIT AND RIGHTS OF WAY

105. Measurement:

Percentage of Requests processed within 35 days

Definition:

The percent of requests for access to poles, conduits, and rights-of-way processed within 35 days.

Data Collection Flow:

The CLEC makes a request for access to poles, conduit or right-of-way via fax, registered mail, or delivery in person. The requests are manually stamped with the date and time of receipt. The requests are then entered into an electronic tracking system. The electronic tracking system is also updated when SWBT responds back to the CLEC concerning the request. At the end of each month, the electronic tracking system provides a monthly report which is merged into an EXCEL spreadsheet with applicant's name and the number of calendar days required to process each individual request. The SWBT five-state coordinator then emails their EXCEL spreadsheet to a centralized location. All calculations for number of days to process and average days to process a request originate from the electronic tracking system. Manual audits are done to ensure the electronic day calculations are correct.

The clock starts upon the receipt of the application for access to poles, conduits and rights-of-way. The clock stops upon response date of the application granting or denying access.

The benchmark is 90% within 35 days. Critical z-value does not apply.

106. Measurement: THIS MEASURE WAS ELIMINATED WITH VERSION 2.0

COLLOCATION

107. Measurement:

Percentage Missed Collocation Due Dates

Definition:

The percentage of SWBT caused missed due dates for Physical Collocation projects

Data Collection Flow:

The clock starts when SWBT receives - in compliance with the approved tariff - payment and return of proposed layout for space as specified in the application form from the CLEC. The clock stops when the CLEC receives notice in writing or other method agreed to by the parties, that the collocation arrangement is complete and ready for CLEC occupancy. The CLEC will then have 5 business days to accept or not accept the collocation space. If the CLEC does not accept the collocation space (because the space is not complete and ready for occupancy as specified), AND the CLEC notifies SWBT of such within 5 business days, the collocation space will not be considered complete. The time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for SWBT to complete the space, per the specifications, will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Dates will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items.

Work items include but are not limited to:

- CLEC return to SWBT corrected and complete floor plan drawings.
- CLEC placement of required component(s).

If the business rules and tariff are inconsistent, the terms of the tariff will apply.

The Collocation Service Center, Network Sales Support project managers, and the Collocation Project Managers are responsible for entering new and updated information into the Collocation Database as the job is initiated and progresses. The Decision Support System (DSS) is used monthly to run reports against the Collocation Database. Reports are created based on the levels of disaggregation: Physical, Caged, Shared Cage, Caged Common, Cageless, Adjacent On-site, Adjacent Off-site, and Augments to the various Physical types. Also included are Virtual Collocation jobs and Augments to Virtual.

The Benchmark is 95% within the due date. Damages and Assessments will be calculated based on the number of days late. Critical z-value does not apply.

108. Measurement:

Average Delay Days for SWBT Missed Due Dates

Definition:

The average delay days caused by SWBT to complete collocation facilities. There are no exclusions.

Data Collection Flow:

See Measurement 107 for general data regarding collocation projects. The numerator of PM 107 is the denominator of PM 108.

The Benchmark is 10% of the tariffed intervals. Critical z-value does not apply.

109. Measurement:

Percent of requests processed within the tariffed timelines

Definition:

The percent of requests for collocation facilities processed within the tariffed timelines, or no space available notification.

Data Collection Flow:

See Measurement 107 for general data regarding collocation projects. This PM measures the return of requests within the standard industry intervals. For all SWBT states, this is 10 Business days for both quotes where floor space exists, and also for the "No space available" notification letters.

The measure used to exclude Weekends and Holidays but does not now due to a FCC ruling.

Where a CLEC submits changes to the request, prior to the quote response due date, the clock starts over on the response period. Where a CLEC submits changes to a request that has already been responded to, this will be treated as a new request, and tracked as a new instance.

The Benchmark is 90% within the tariff timeline. Critical z-value does not apply.

DIRECTORY ASSISTANCE DATABASE

110. Measurement:

Percent of updates completed into the DA Database within 72 Hours for Facility Based CLECs.

Definition:

The percent of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory change only and within 72 hours of the completion date on a provisioned service order where a provisioning order is required.

Data Collection Flow:

Facility Based Listing requests are manually processed and are transmitted to SWBT through FAX Machine or E-mail applications. The Faxed and E-mailed request have an automatic date and time of transmission affixed to the incoming request. LASR/Folders orders do not get counted in this measurement as they flow through mechanically.

When a request is made for an update to the DA (White Pages Listings) database, a worksheet is created with a Date & Time stamp to be kept with the request. Recording of time intervals is kept in 24 hour increments. Requests received before 3 p.m. on a day are date & time stamped for that day start time. Requests received after 3 p.m. on a day are date & time stamped for the next day. Any requests received on the weekend or on holidays are dated the next business day.

Each SWBT representative who receives requests keeps daily activity worksheets. Worksheets contain the following data which ties them to the original request: Customer name, TN, AECN, State and contains the date and time stamps for when the request was received and when the update was completed. Activity logs are faxed to the CLECS every Wednesday and Friday. Daily reports are cumulated for monthly results and are summarized in an EXCEL spreadsheet for calculation and reporting.

Weekends and Holidays are exclusions from this measure. The levels of disaggregation are 95% updated within 72 hours, 95% within (X) hours (diagnostic) and 90% within (X) hours (diagnostic). The measurement type is Tier 1 – Low and no Critical Z-Value applies.

111. Measurement: THIS PM WAS ELIMINATED WITH VERSION 2.0

112. Measurement:

Percent DA Database Accuracy For Manual Updates

Definition:

The definition of this measure is the percent of DA records that were updated by SWBT in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly.

Data Collection Flow:

The data required to calculate this measurement will be provided by the CLEC's. The data file will be verified against the original records provided by the CLEC's and SWBT caused errors will be counted.

There are no exclusions or levels of disaggregation under this measure. The results of this measure are calculated by taking the number of SWBT caused update errors divided by the total number of updates. This is a Tier 1 – Low Measurement Type. The benchmark is 97% and no critical Z-Value applies.

113. Measurement:

Percent of Electronic Updates flow through DSR Process w/o manual intervention

Definition:

Percentage of DSRs from entry to distribution that progress through SWBT ordering systems to the Advanced Listing Product Services System/Listing Information Realtime Access (ALPSS/LIRA) data base.

Data Collection Flow:

A Directory Service Request (DSR) is sent by the CLECs using the Local Exchange/Electronic Data Interchange (LEX/EDI) program. The DSR attempts to flow through the Local Access Service Request (LASR) system. If the DSR does not flow through LASR successfully, it is sent back to the CLEC as a reject. Should the DSR flow through LASR successfully, it is placed in a queue status. Monday through Friday at 6:00pm, all DSRs held in a queue status are distributed to the ALPSS/LIRA database. DSRs flowing successfully through the ALPSS/LIRA database, are processed appropriately. DSRs erroring out of this database are processed manually by the Directory group. An electronic verification report is available out of ALPSS/LIRA. A copy of the directory is sent, upon request, via a CD to the CLEC 60 Days prior to Business Office Close (BOC).

This measure excludes rejected DSRs due to CLEC error and there are no levels of disaggregation. The results of this measure are calculated by taking the number of DSRs that flow through to ALPSS/LIRA and dividing that number by the total DSRs. The benchmark is 97% and critical Z-Value applies.

Coordinated Conversions

114. Measurement:

Percentage Pre-Mature Disconnects for Coordinated Hot Cuts (CHC) or Frame Due Time (FDT) with Loop Lines

Definition: Percentage of CHC/FDT LNP with Loop Lines where SWBT disconnects the customer (e.g. switch translations and/or cross connect is removed) prior to the scheduled start time.

Data Collection Flow:

A premature disconnect occurs when SWBT disconnects the customer greater or equal to 10 minutes before the scheduled time of cut. The CLEC has been instructed via Accessible Letter #CLEC 00-155 that the following should be included when trouble reporting resulting in a LNP premature disconnect (i.e. disconnect occurring more than 10

minutes prior to the scheduled start time) on Coordinated Hot Cuts (CHC) or Frame Due Time (FDT) conversions.

Verbal Trouble Reporting:

- Call 1-800-803-1114 (available 24 x 7);
- Identify the trouble report as a 'Premature Disconnect' or 'LNP Conversion Outage' to the SWBT Representative;
- Provide the order number and all related order numbers;
- For LNP conversions without loop, report each telephone number experiencing trouble;
- Provide details of trouble condition and correct callback contact information

Any verbal trouble report not identified as a 'premature disconnect' or 'LNP conversion outage,' or not reported to 800-803-1114, will not be included in the data collection for the Performance Measurements identified in this letter.

Electric Trouble Reporting:

Electronic Trouble Reports for premature disconnects or LNP conversion outages submitted via Toolbar or Electronic Bonding must have 'LNP Conversion Outage' or 'Premature Disconnect' typed in the Trouble Narrative. All other processes and procedures for submitting electronic reports remain the same.

Any electronic trouble report not identified as a 'premature disconnect' or 'LNP Conversion Outage' in the Trouble Narrative of the report will not be included in the data collection for the Performance Measurements.

The data collection comes from LMOS for POTS and WFA for Specials.

These reports are identified from LMOS via as follows:

- Full disposition code 1331 - FDT premature disconnect
- Full disposition code 1333 - CHC premature disconnect

These reports are identified from WFA via ASKME as follows.

- Analysis code 81 - FDT premature disconnect
- Analysis code 83 - CHC premature disconnect
- Analysis code 85 – FDW (Field Work) premature disconnect
  - IDLC (Integrated Digital Loop Carrier)
  - Integrated Pair Gain
  - Miniplex (DAML)
  - 2 wire changing to 4 wire (loop too long)

This Performance Measurement has exclusions of the following:

- FDT/CHC LNP with Loop lines where CLEC request the cut-over begin prior to the scheduled due date
- Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time.

The exclusions are identified by the cause and trouble codes:

- Cause Code 222 from LMOS (CLEC caused trouble)
- Trouble Code CPE from WFA (CLEC caused trouble)

Numerator: Data is pulled from ASKME trouble reports taken in LMOS and WFA. The following will identify the AECN:

- LMOS = FL1 use all 3 positions. FL2 use the first position only
- WFA = SF1 use all 3 positions. SF2 use the first position only

(i.e. if the AECN is 9533 in LMOS the FL1 would be 953 and the FL2 would be 3)

By using all 4 positions we can identify the AECN. The technician closing the order in the LOC will populate this. This applies to both FDT and CHC. When FDW (IDLC) is reported as PDR the FDW will fall into the CHC category.

To count the number of circuits the SF3 (all three positions) field is used from WFA. This applies to FDT and CHC trouble reports for LNP with Loop orders. This data is extracted from Greta Pro.

Denominator: The Denominator is collected from Greta Pro, counting LNP with Loop orders (FDT, CHC/FDW). The denominator identifies the base of order numbers by the Type_of_Cut that is equal to CHC or FDT or FDW and the Completed_On_Date within the results month. FDW is included in the disaggregation under CHC.

114.1. Measurement:

CHC/FDT (Coordinated Hot Cuts/Frame Due Time)LNP with Loop Provisioning Interval

Definition: The percentage of CHC/FDT LNP with Loop Lines completed by SWBT within an established provisioning intervals of 60 minutes (1-10 lines) and 120 minutes (1-24 lines).

Data Collection Flow:

This measures the amount of time it takes to provision a LNP with Loop line (both CHC and FDT). For CHC orders, the clock starts with the CLEC calls the SWBT LOC to start the conversion, and ends when the SWBT technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut over has been completed. CHC will include any FDW (Field Work) orders due to IDLC (pair gain) and is included in the CHC results of this measurement. IDLC FDW orders can be identified as the following:

- IDLC (Integrated Digital Loop Carrier)
- Integrated Pair Gain
- Miniplex (DAML)
- 2 wire changing to 4 wire (loop too long)

For FDT orders, the clock starts at the time the frame due time on the service order and ends when the SWBT technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. The measurement only included CHC, FDT, and FDW orders with 1-24 lines and is disaggregated between CHC and FDT with 1-10 lines and 11-24 lines. Any orders with 25 lines or more is considered a project and the interval is negotiated with the CLEC. For FDT orders, this is a diagnostic measure, however, the numerator is calculated in a PM 115.2. For CHC orders, this would included all FDW (Field Work IDLC) orders and has a benchmark of 95%.

Exclusions consist of the following:

- CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).
- CLEC caused delays (e.g. no dial tone for CLEC : CLEC translations) that do not allow SWBT the opportunity to complete CHC/FDT LNP with Loop with the designated interval.

The data is collected via the Greta Pro Systems.

The Numerator is calculated by the number of LNP with Loop orders that have met the interval criteria within the 60 minutes (1-10 lines) and 120 minutes (11-24 lines).

- CHC – Start Time of Cut minus End Time of Cut less NA (No Access) time using Actual Duration_Time
- FDT – Schedule Time of Cut minus End Time of Cut less NA time using Actual_Duration_Time.
- FDW – Start Time of Cut minus End Time of Cut less NA time using Actual_Duration_Time.

The Denominator is collected from Greta Pro, counting LNP with Loop orders (FDT, CHC/FDW). The denominator identifies the base of order numbers by the Type_of_Cut that is equal to CHC or FDT or FDW and the Completed_On_Date within the results month. FDW is included in the disaggregation under CHC.

114.2 Measurement: New measure-Place holder for future use

CHC/FDT (Coordinated Hot Cuts/Frame Due Time) For DSL Digital Subscriber Loop) Loops and Line Sharing

115. Measurement:

Percent Provisioning Trouble Reports (PTR)

Definition: Measures the percent of CHC/FDT LNP with loop circuit (lines) for which the CLEC submits a trouble report on the day of conversion or before noon on the next day business day.

Data Collection Flow:

CLEC should call the LOC (Local Operations Center) to report trouble with a conversion on the due date of the order and up to noon of the next business day of the due date. These reports are called "provisioning trouble reports" (PTR) because they are associated with the provisioning of a CHC, FDT, FDW (Coordinated Hot Cut, Frame Due Time, Fieldwork – IDLC line. This measure is for LNP with loop. The technician in the LOC creates the PTR in WFA-C all information relative to the PTR, including the trouble cause is input into and retained in WFA-C.

The CLEC has been instructed via Accessible Letter #CLEC 00-155 that the following should be included when trouble reporting resulting in provisioning:

Verbal Trouble Reporting:

- Call 1-800-803-1114 (available 24 x 7);
- Identify the trouble report as a 'Premature Disconnect' or 'LNP Conversion Outage' to the SWBT Representative;
- Provide the order number and all related order numbers;
- For LNP conversions without loop, report each telephone number experiencing trouble;
- Provide details of trouble condition and correct callback contact information

Any verbal trouble report not identified as a 'premature disconnect' or 'LNP conversion outage,' or not reported to 800-803-1114, will not be included in the data collection for the Performance Measurements identified in this letter.

Electronic Trouble Reporting:

Electronic Trouble Reports for premature disconnects or LNP conversion outages submitted via Toolbar or Electronic Bonding must have 'LNP Conversion Outage' or 'Premature Disconnect' typed in the Trouble Narrative. All other processes and procedures for submitting electronic reports remain the same.

Any electronic trouble report not identified as a 'premature disconnect' or 'LNP Conversion Outage' in the Trouble Narrative of the report will not be included in the data collection for the Performance Measurements.

Exclusions in this measurement are as follows:

- Excludes Non-Measured reports (CPE, Interexchange, and Informational)
- Excludes no access to the end user's location
- Reports attributable to the SWBT network (unless SWBT had knowledge of the trouble prior to the due date).

Exclusions are identified via WFA-C, Non-Measured reports are identified by trouble report codes of CPE, INF, and IEC.

The Numerator is the count of the trouble reports from WFA-C closed during the specified timeframe of the end of month reporting. WFA-C field identifies a Provision Trouble Ticket when "FLC" (Function Level Code) is equal to 'PTR'. The records for the month is determined by looking at the 'CLOSED_DT' field and AN_CD (analysis code) equal to the following:

- 81 = FDT LNP with loop
- 83 = CHC LNP with loop
- 85 = FDW LNP with loop

AECN is determined by first 3 digits from SF1, first digit from SF@, MKT_AREA is identified from LATA_ID using existing FOCUS translation processes.

The Denominator is the count of converted circuits (lines) from Greta Pro during the specified timeframe and grouped by CHC and FDT (FDW is included under CHC). Greta Pro fields include records where 'Type_of_CUT' = "CHC" , "FDT" or "FDW", pulling 'COMPLETED_ON_DATE' for specified period.

The calculation is the count of the CHC/FDT/FDW circuits (lines) for which the CLEC submits trouble tickets on or before noon of the next business day after the conversion.

This performance measurement is disaggregated by CHC (which includes all FDW –IDLC) and FDT.

With Version 2.0, this measurement is diagnostic, however, the PTRs are counted in the new PM 115.2, Combined Outage Percentage of CHC/FDT LNP with Loop Lines Conversions.

115.1. Measurement:

Percentage of Provisioning Trouble Reports (PTR) completed in < 8 hours

Definition: Average duration of the outage from the receipt of the PTR to the time it is cleared. A PTR is the report of any trouble with a conversion on the due date of the order and up to noon on the next business day.

Data Collection Flow:

CLEC should call the LOC (Local Operations Center) to report trouble with a conversion on the due date of the order and up to noon of the next business day of the due date. These reports are called "provisioning trouble reports" (PTR) because they are associated with the provisioning of a CHC, FDT, FDW (Coordinated Hot Cut, Frame Due Time, Fieldwork – IDLC line. This measure is for LNP with loop. The technician in the LOC creates the PTR in WFA-C, all information relative to the PTR, including the trouble cause is input into and retained in WFA-C.

The CLEC has been instructed via Accessible Letter #CLEC 00-155 that the following should be included when trouble reporting resulting in provisioning:

Verbal Trouble Reporting:

- Call 1-800-803-1114 (available 24 x 7);
- Identify the trouble report as a 'Premature Disconnect' or 'LNP Conversion Outage' to the SWBT Representative;
- Provide the order number and all related order numbers;
- For LNP conversions without loop, report each telephone number experiencing trouble;
- Provide details of trouble condition and correct callback contact information

Any verbal trouble report not identified as a 'premature disconnect' or 'LNP conversion outage,' or not reported to 800-803-1114, will not be included in the data collection for the Performance Measurements identified in this letter.

Electronic Trouble Reporting:
Electronic Trouble Reports for premature disconnects or LNP conversion outages submitted via Toolbar or Electronic Bonding must have 'LNP Conversion Outage' or 'Premature Disconnect' typed in the Trouble Narrative. All other processes and procedures for submitting electronic reports remain the same.

Any electronic trouble report not identified as a 'premature disconnect' or 'LNP Conversion Outage' in the Trouble Narrative of the report will not be included in the data collection for the Performance Measurements.

Exclusions in this measurement are as follows:
- Excludes Non-Measured reports (CPE, Interexchange, and Informational)
- Excludes no access to the end user's location
- Reports attributable to the SWBT network (unless SWBT had knowledge of the trouble prior to the due date).

Exclusions are identified via WFA-C, Non-Measured reports are identified by trouble report codes of CPE, INF, and IEC.

The Numerator is the count of PTRs that were completed in less than 8 hours from receipt of the report. Duration is identified in WFA-C by using 'RESP_DSP_DUR' field which excludes any "no access" time. Converting the total minutes into hours to identify if PTR was completed in less than 8 hours.

The Denominator is the count of the trouble reports from WFA-C closed during the specified timeframe of the end of month reporting. WFA-C field identifies a Provision Trouble Ticket when "FLC" (Function Level Code) is equal to 'PTR'. The records for the month is determined by looking at the 'CLOSED_DT' field and AN_CD (analysis code) equal to the following:
- 81 = FDT LNP with loop
- 83 = CHC LNP with loop
- 85 = FDW LNP with loop

AECN is determined by first 3 digits from SF1, first digit from SF2, the MKT_AREA is identified from LATA_ID using existing FOCUS translation processes.

The calculation is the count of the PTRs completed in less than 8 hours divided into the numbers of PTRs during the specified timeframe.

This performance measurement is disaggregated by CHC (which includes all FDW –IDLC) and FDT.

With Version 2.0, PM 115.1 has a benchmark of 95% completed in less than 8 hours.

115.2. Measurement:

Combined Outage Percentage of CHC/FDT (Coordinated Hot Cuts/Frame Due Time) LNP with Loop Lines Conversions

Definition: Percentage of CHC/FDT LNP with Loop Lines where outage occurs. Included with this measure are FDW (Fieldwork – IDLC)

Data Collection Flow:

An outage in defined as the following:
- a premature disconnect found in PM 114, for both 'CHC' and 'FDT'
- excessive duration for 'FDT' found in PM 114.1

- provisioning trouble tickets found in PM 115, for both 'CHC', 'FDT' and 'FDW'

Any and all exclusions are addressed in the individual Performance Measurements that the outages are derived from (i.e. PM 114, 114.1, 115).

The Numerator is the total outages identified in each individual Performance Measurement (i.e. PM 114 CHC/FDT, PM 114.1 FDT, and PM 115 CHC/FDT).

The Denominator is collected from Greta Pro, counting LNP with Loop orders (FDT, CHC/FDW). The denominator identifies the base of order numbers by the Type_of_Cut that is equal to CHC or FDT or FDW and the Completed_On_Date within the results month.

This measurement has no disaggregation. The benchmark is 5%.

116. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

NXX

117. Measurement:
Percent NXXs loaded and tested by the Local Exchange Routing Guide (LERG) effective date
Definition:
The percent of NXXs loaded and tested in the end office and/or tandem switches by the LERG effective date
Data Collection Flow:
When SWBT, an Independent Company, Cellular, Paging or CLEC customer orders a new code, each company will initiate the necessary paperwork and submit a request to the Neustar database. Subsequently within SWBT, these requests are directed to a Network Regulatory-Code Administration group by email or FAX. The Code Administration group enters (manual) the customer request into ACCORD (A Complete Code Opening Routing Deployment Database) and uses application calculations (mechanical) to determine the best rate and route pattern. ACCORD marks the customer order (mechanical) as an "open" work request against the appropriate central office(s). Translation personnel in the central offices open, work and complete the order (mechanical) in each office. Testing personnel open, test and complete the order (mechanical) in each office. Once work in the last office is marked complete in ACCORD, the entire order is marked complete in ACCORD (mechanical). Mechanized data collection is in place throughout SWBT. ACCORD produces a monthly flat file (mechanical) for import, calculation and reporting purposes. Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s) where an appropriate point of interconnection was not established prior to the LERG effective date. Data for additional NXXs in the local calling area will be based on the LERG effective date.

Levels of disaggregation are by Market Region.

The calculation for this measure is the total count of NXXs loaded and tested by the LERG effective date or interconnection date, divided by the total NXXs loaded and tested, as a percentage. This is a Parity measurement with Tier 1 – High and Tier 2 - High Measurement Types.

118. Measurement:
Average Delay Days for NXX loading and testing
Definition:

Average calendar days from due date to completion date on company missed NXX orders

Data Collection Flow:

When SWBT, an Independent Company, Cellular, Paging or CLEC customer orders a new code, each company will initiate the necessary paperwork and submit a request to the Neustar database. Subsequently within SWBT, these requests are directed to a Network Regulatory-Code Administration group by email or FAX. The Code Administration group enters (manual) the customer request into ACCORD (A Complete Code Opening Routing Deployment Database) and uses application calculations (mechanical) to determine the best rate and route pattern. ACCORD marks the customer order (mechanical) as an "open" work request against the appropriate central office(s). Translation personnel in the central offices open, work and complete the order (mechanical) in each office. Testing personnel open, test and complete the order (mechanical) in each office. Once work in the last office is marked complete in ACCORD, the entire order is marked complete in ACCORD (mechanical). Mechanized data collection is in place throughout SWBT. ACCORD produces a monthly flat file (mechanical) for import, calculation and reporting purposes. Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s) where an appropriate point of interconnection was not established prior to the LERG effective date. Data for additional NXXs in the local calling area will be based on the LERG effective date.

Levels of disaggregation are by Market Region.

The calculation for this measurement is the sum of the Completion Date minus the LERG date/Interconnection date divided by the number of SWBT caused late orders.
This is a Parity measurement with Tier 1 – Low Measurement Type.

119. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

BONA FIDE REQUEST PROCESS (BFRS)

120. Measurement:

Percent of Requests Processed Within 30 Business Days

Definition:

Percentage of Bona fide/Special requests processed and preliminary analysis provided to the customer within 30 business days of receipt of BFR

Data Collection Flow:

A Request is received by the Account Manager (AM) and reviewed for accuracy. The request will be returned to the CLEC for additional information if required or forwarded to the appropriate personnel for processing and input into a Microsoft Access database. An Acknowledgment letter is forwarded by the AM to the CLEC on the 10th business day. If the request is rejected a 'no' response will be provided to the CLEC with the reason for the rejection within 30 business days. . If the request is not rejected, it will be processed by the appropriate Product Manager to provide the initial estimation of costs (Preliminary Analysis). This analysis will be returned to the CLEC within 30 business days.

All of the above steps are time-stamped and input into a Microsoft Access database for reporting purposes reporting purposes, and are extracted at the end of each month and sent to the SME for reporting purposes.

121. Measurement:

Percent Quotes provide for Authorized BFRs within 'X' (10, 30, 90) Business Days

Definition:

Percentage of quotes provided in response to bona fide requests for within X (10, 30, 90) business days

Data Collection Flow:

The time starts when the CLEC returns to SWBT authorization to proceed with the final cost estimate. The authorized BFR is routed to the appropriate product manager for the final cost estimate. The final cost estimate is returned to the CLEC via the AM within 90 business days. This data is time-stamped and input into a Microsoft Access Database for reporting.

123. **Measurement:** Percent of Timely and Compliant Change Management Notices

Definition:

The percent of timely and compliant change management notices (as specified in the current Change Management Process (CMP), as made effective July 12, 2000) for EDI/LSR ordering, EDI, CORBA, DataGate Pre-ordering interfaces, and Verigate. This measure also includes LEX, Provisioning Order Status, Trouble Administration, EASE and SORD. Timely and complete documentation provided to the CLECs for requirement associated with releases will be part of this measurement.

Data Collection Flow:

New measure under development

124. **Measurement:**

Timely resolution of significant Software Failures related with Releases

Definition:

Measures timely resolution of software after a release that is having a significant impact on CLEC business activity

Data Collection Flow:

The IS Call Center and Availability Team maintain a Release/Software Issues Log. All orders impacting releases are logged with the date/time they go into production. Any CLEC reported issue associated with a release is also logged with a date/time it is reported and a date/time it is resolved. Additionally a root cause is noted and an indicator is set whether the issue is or is not release related. This information is compiled and reported in DSS.