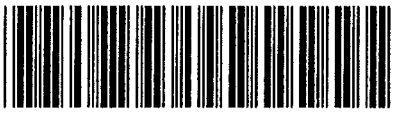

Control Number: 20400

Item Number: 507

Addendum StartPage: 0

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Kathleen Sandusky Hamilton
Senior Counsel
Legal

Southwestern Bell | SBC global network

July 11, 2002

Ms. Jennifer Fagan
Mr. Nara Srinivasa
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: *Project No. 20400*; Section 271 Compliance Monitoring of Southwestern Bell Telephone Company of Texas

Judges Fagan and Srinivasa:

Attached for filing is the Mid-Level Document, which conforms with the Business Rules Version 2.0. This document has been updated relative to PM 13.

If you have any questions, please give me a call.

Very truly yours,

Kathleen S. Hamilton
Senior Counsel

Attachments

cc: All Parties of Record

PERFORMANCE MEASUREMENTS
DATA COLLECTION FLOW

Pre-Ordering/Ordering

1. Measurement: THIS PM WAS ELIMINATED WITH VERSION 2.0

1.1. Measurement:
Average Response Time for Manual Loop Make-Up Information
Definition:
The average time required to provide manual loop qualification for xDSL capable loops measured in business days.
Data Collection Flow:
For a DataGate/EDI/CORBA or Verigate initiated requests:
The start date/time is when the request is received in the Loop Qual System. The end date/time for the DataGate/EDI/CORBA or Verigate request is when the loop makeup information has either been e-mailed back to the CLEC or, if the CLEC does not want email, is available in the Loop Qual System.

For manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date/time is the receipt date and time of the good LSR. The end date/time is when the loop makeup information is available in the Loop Qual System.

Data from the Loop Qual system is copied and retained for 30 days in the Universal Tracking Data Base (UTDB).

The Decision Support System (DSS) reads the UTDB to determine the requests that are applicable for reporting in a given month. For the start date/time, if the request originated from Datagate/EDI/CORBA or Verigate, DSS will use the start date/time recorded in UTDB. If the request is associated with an LSR initiated by the LSC, DSS will take the LSR# populated in UTDB and go against LASR to get the LSR start date/time. End times for all requests come from UTDB.

1.2. Measurement:
Accuracy of Actual Loop Makeup Information Provided for DSL Orders
Definition:
The percent of accurate DSL actual Loop Makeup Information provided to the CLEC.
Data Collection Flow:
For DSL Loop and Line Shared Loop activity, this measurement compares the completed and posted originating service order to a Supplemental order or to a Subsequent order for the same circuit within 10 business days of the original order completion.

A company miss is assigned if the CLEC is forced to add conditioning to a circuit, either through service order supplements or subsequent orders. The addition of conditioning is based on specific condition USOCs (Universal Service Order Codes).

Supplemental Logic:

If the Original Order had:	And the Supplement had:	
No Conditioning	Conditioning	Miss
Conditioning	Different Conditioning	Miss

Subsequent Logic:

If the Original Order had:	And the Subsequent had:	
No Conditioning and the Loop had met minimum qualifications (LQ indicator = LS)	Conditioning	Miss
Conditioning	Conditioning	Miss

Data for the measurement is reported by DSS using SOT tables.

2. **Measurement:**
Percent Responses Received within "X" seconds – Operations Support System (OSS) Interfaces
Definition:
The percent of responses completed in "X" seconds for pre-order interfaces (Verigate and DataGate) by function
Data Collection Flow:
See Measurement #1.

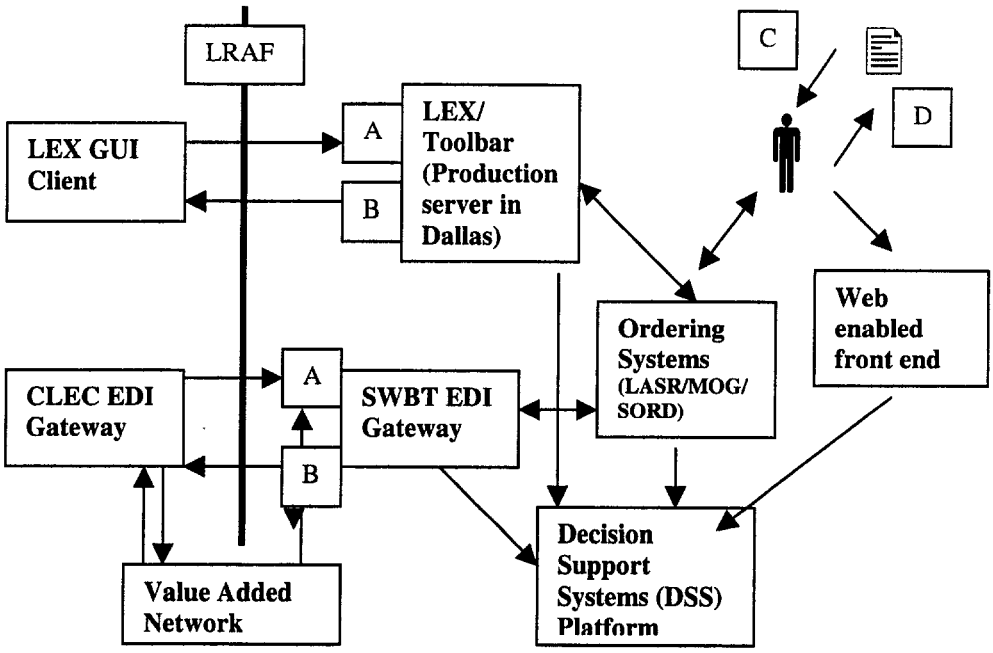
3. **Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7**

4. **Measurement:**
Operations Support System (OSS) Interface Availability
Definition:
Percent of time OSS interface is available (based on scheduled availability).
Data Collection Flow:
This measurement is primarily manual data entered into various tracking tools as follows:

For EASE, EDI (reported by protocol – SSL3, FTP, NDM, VAN), EDI/CORBA Preorder, Datagate, Verigate, LEX, LRAF, Toolbar, Order Status, Trouble Admin, Provisioning Order Status and Solid GUI: System, application or Information Services (IS) Call Center personnel create records in an internal tracking tool. The tool tracks various pieces of data including downtime minutes. A record is entered for each availability impacting incident. On a monthly basis, application Subject Matter Experts (SMEs) pull all records and calculate downtime as a percentage of hours unavailable divided by hours scheduled available.

4.1. Measurement: THIS PM WAS ELIMINATED WITH VERSION 2.0

5. **Measurement:**
Percent Firm Order Confirmations (FOCs) Received Within "X" Hours.
Definition:
Percent of FOCs returned to the CLEC within a specified time frame from receipt of a complete and accurate service request to return of confirmation to the CLEC.
Data Collection Flow:
FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m. to 5:30 p.m., excluding holidays and weekends. If the start time is outside of the normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation. The returned confirmation to the CLEC will establish the actual end date/time.



Mechanized (received via LEX or EDI):

An LSR is received from the CLEC through either LEX or EDI and a start timestamp is taken at point A. The start timestamp follows the LSR through the Ordering systems and when the FOC is made it is sent with the other LSR information to the DSS platform by the Ordering systems. When the FOC is made available to the CLEC via LEX or transmitted to the CLEC via EDI the end timestamp is taken at point B. The end timestamp is sent to the DSS platform by LEX and EDI.

Activities before start timestamp:

- Penetration through the SWBT LRAF facility
- Protocol transmission time via SSL3, VAN, NDM or FTP

Activities after end timestamp:

- Protocol transmission time via SSL3, VAN, NDM or FTP
- Receipt of FOC by CLEC

Manual (Received via paper or fax)

Manual service order requests are those initiated by the CLEC either by telephone, fax or other manual methods (i.e. courier). The LSC inputs the fax time or receipt time of paper request into a WEB based system at the order level or at the PROJECT (PRN) level at point C, as well as Manager over-rides (where ITRAK and receipt date and time fields can be over-ridden). The fax receipt date and time is recorded and input on the SM-FID on each service order in SORD for each FOC opportunity. The FOC end time is the actual date and time a successful attempt is made to send a paper fax back to the CLEC at point D and also entered into the WEB based system. If a CLEC does not require a paper fax, the FOC information is provided over the telephone. In these instances, the order distribution time is used as the FOC end date and time. If a CLEC chooses to receive their FOCs via the Website, the end time is the date and time the FOC is loaded into the Website. When FOC times are negotiated with the CLEC, the ITRAK-FID is used. The LSC populates the ITRAK-FID with certain pre-established data entries used in the FOC calculation.

Orders passed with a Marketing Office Indicator of EA (order initiated by CLEC via EASE), CE (order initiated by CLEC – LSC entered in EASE) and CS (order initiated by CLEC – LSC entered in SORD) that have a valid receipt date (date and time request received) are reported in this measurement.

General:

Manual requests that have 5 hour FOC benchmarks count only LSC business hours (8-5:30 M-F) against the FOC measurement. Manual requests that have greater than 5 hour FOC benchmarks are running clock from the receipt of the LSR, excluding holidays and weekends. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation.

The request type and line count fields from LASR are the primary components used to categorize the levels of disaggregation for the FOC calculation. If the request type is not available from LASR and the class of service indicator is blank, then the activity field from LASR is reviewed. If it contains a value of "R" for record change, the LSR is assigned to Residence Simple Business category to avoid the LSR from being placed into the other category. All other record types will be categorized into Simple Residence and Business unless the class of service or the orders created indicates complex. If other activity values from LASR are encountered they will be placed into the other category. Directory records are not counted in the FOC results. The request type values are:

A – Loop
B – Loop w/Number Portability
C – Number Portability
E – Resale
F – Port
J – Directory
M – Loop w/Port

Secondary logic is in place to ensure an LSR can be categorized into one of the levels of disaggregation.

- If the request type is blank, the class of service indicator from Service Order Tracking (SOT) and the line count from LASR is used.
- If the class of service indicator is "S" then the Simple Residence and Business category is populated.
- If the class of service indicator is "C" then the line count is reviewed to determine if the Complex Business 1-200 or over 200 lines category is populated.
- If the class of service indicator is "U" then the line count is reviewed to determine if the Unbundled Network Element (UNE) Loop 1-49 or over 50 Loop category is populated.
- If the request type field from LASR is not equal to "M", the class of service field from SOT is reviewed. If UT6 or XPU is found, the Switch Port category is populated.
- If the business/residence/coin indicator from SOT equals "R" for Residence, then the Simple Residence/Business category is populated.
- If the Network Portability indicator (NP) is "D" then the LNP category is populated based on line count and class of service for complex LNP.
- If the PRN FID has "MBOS" as the 1st 4 characters, the MBOS category is populated.

All UNE-P orders are categorized as Simple or Complex in the same manner as Retail or Resale orders are categorized. All orders flowing through EASE are categorized as Simple and all orders not flowing through EASE are categorized as Complex.

A Mechanized Business Ordering system (MBOS) document is also required for engineering of trunks that must take place prior to the request being worked.
The MBOS form must be initiated by the LSC service representative with information from the LSR for services such as Centrex, Direct Inward Dialing (DID), Plexar I, Package II, Plexar II Basic, Plexar Custom Basic, and PRI services such as Smart Trunks, Select Video, etc.

Once the MBOS form is completed, the LSC service representative must release it to the other involved departments for review and determination of the design information and to determine the necessary steps to provide the services. This may involve review of TN number availability, design circuit provisioning, translations requirements, etc. to determine the service availability and due date. Depending on the service and complexity of the request, the return of the MBOS could be 3-5 days. Therefore, the FOC is to be negotiated for any services that require an MBOS.

The following are excluded from this measure:

- MOG originated (non-LASR) orders - originating Typing Location = YY99, YY88, EXBC, EXNP or EXRC.
- Rejected manual and electronic LSRs.
- SWBT only disconnect orders - either Disconnect (D) orders with a Blank AECN, OR, Change (C) orders with a Blank AECN AND a Disconnect Reason Code (DCR) of CP (Competition-Convert to or from Local Service Provider (LSP), or disconnected by LSP), CU (Conversion to Unbundled Network Element (UNE) Port), CT (Convert to Local Number Portability (LNP)) or CX (Conversion to Interim Number Portability (INP)), OR, Disconnect orders with both an AECN and an OAECN (Out AECN) AND a DCR of CP, CU, CT or CX.
- ACCESS orders - Defined by the Class of Service maintained via a table on SWB 271 Website and the Access Tariff.
- INTERCONNECTION orders - Defined by the Class of Service maintained via a table on SWB 271 Website, OR, orders with an AECN of 7015 (Waller Creek) AND a Class of Service of UBNTX or XLO.

Levels of Disaggregation include:
Electronic/Electronic

- Resale (Residential and Simple Business combined)
- UNE-P (POTS loop/port combinations)
- UNE Loop (excluding DSL loops), with or without LNP
- DSL Capable Loops (Including standalone loops, line sharing and line splitting)
- LNP only
- All other

Manual Intervention

- Resale (Residential and Simple Business combined)
- UNE-P (POTS loop/port combinations)
- UNE Loop (excluding DSL loops), with or without LNP
- DSL Capable Loops (Including standalone loops, line sharing and line splitting)
- LNP only
- All other (Includes order types requiring manual submission).

This measure is calculated by taking the total number of FOCs returned within "X" hours divided by the total number of FOCs sent multiplied by 100.

This measure is a Tier 1 – Low and Tier 2 – Medium measurement type. Penalties would be assessed at the following levels:

- Electronic/Electronic
- Manual Intervention: Resale
- Manual Intervention: UNE-P
- Manual Intervention: UNE-Loop
- Manual Intervention: DSL Capable Loops
- Manual Intervention: LNP Only
- Manual Intervention: All Other (Includes order types requiring manual submission)

(Note: SWBT shall not be liable for Tier-2 damages for tail violations, however, SWBT will continue to report the tail data.)

The Benchmark for this measure is as follows:
Electronic/Electronic 95% within 60 minutes
Manual Intervention 95% within the benchmark defined below:
Within 5 hours for-
Mechanized Simple Residence and Business
Mechanized UNE Loop (1-49)
Mechanized Switched Ports
Mechanized LNP with Loop (1-19)
Within 6 hours for-
Mechanized UNE xDSL Capable Loop (1-20)
Mechanized Line Sharing (1-49)
Within 14 hours for-
Mechanized UNE xDSL Capable Loop (> 20)
Mechanized Line Sharing (> 49)
Within 24 hours for-
Manual and Mechanized Complex Business (1-200)
Manual and Mechanized LNP Complex Business (1-19)
Manual Simple Residence and Business
Manual UNE Loop (1-49)
Manual Switched Ports
Manual LNP with Loop (1-19)
Manual LNP Complex Business (1-19)
Manual UNE xDSL Capable Loop (1-49)
Manual Line Sharing (1-49)
Within 48 hours for-
Manual and Mechanized Complex Business (> 200)
Manual and Mechanized UNE Loop (> 50)
Manual and Mechanized LNP Complex Business (20-50 Lines)
Manual and Mechanized LNP with Loop (> 20)
Manual UNE xDSL Capable Loop (> 49)
Manual Line Sharing (> 49)
Within the Negotiated Interval for-
Mechanized and Manual LNP Complex Business (> 200)
MBOS related services (Centrex, Plexar I Package II, Plexar Custom Basic and DID Trunks (1-200 lines)
Negotiated with Notification of Timeframe within 24 Clock Hours

The critical Z-Value does not apply to this measure.

Tails Test:
The average for the last 5% will not exceed 20% of the benchmark. A weighted average will be used for the manual categories where there are more than one time interval. The weighted average will be compared to a weighted benchmark to determine if the tails test has been met. The Tails Test applies to Tier 1 and only if SWVT has met the benchmark on the corresponding "percent within X" measurement.

5.1. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

5.2. Measurement:
Percent Firm Order Confirmations (FOCs) Returned within X days on ASR requests
Definition:
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.
Data Collection Flow:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00a.m. – 5:30a.m. , excluding holidays and weekends. If the start time is outside of normal business hours, the start date/time is set to 8:00a.m. on the next business day. If the request is received on anytime on a holiday, the valid start time will be the next business day at 8:00a.m. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established with the DSS reporting systems to accommodate situations when the LSC works holidays, weekends and when requests are received outside normal working hours.

An ASR is received from the CLEC into EXACT and a start timestamp is taken. The start timestamp follows the ASR through the Ordering systems. An end timestamp is based on when the confirmations are extracted from the EXACT system (this process occurs 3 times a day) and are available for the CLEC to pick them up. An extract from EXACT is received by DSS on a daily basis and is used for reporting.

Levels of Disaggregation:

Interconnection Facilities and Trunks < 7 Business Days
Unbundled Dedicated Transport

- DS3s < 5 Business Days
- DS1s < 1 Business Day

Projects – Negotiated
Broadband service product (Note: Additional disaggregations may be required as necessary in the future.)

Benchmark:

Interconnection Facilities and Trunks = 95% < 7 Business Days
Unbundled Dedicated Transport DS3s = 95% < 5 Business Days
Unbundled Dedicated Transport DS1s = 95% < 1 Business Day

The calculation for this measure is the number of FOCs returned within "X" hours divided by the total FOCs sent times 100.

This is a Tier 1 – Low and Tier 2 – Medium measurement and the Critical Z-Value applies.

6. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

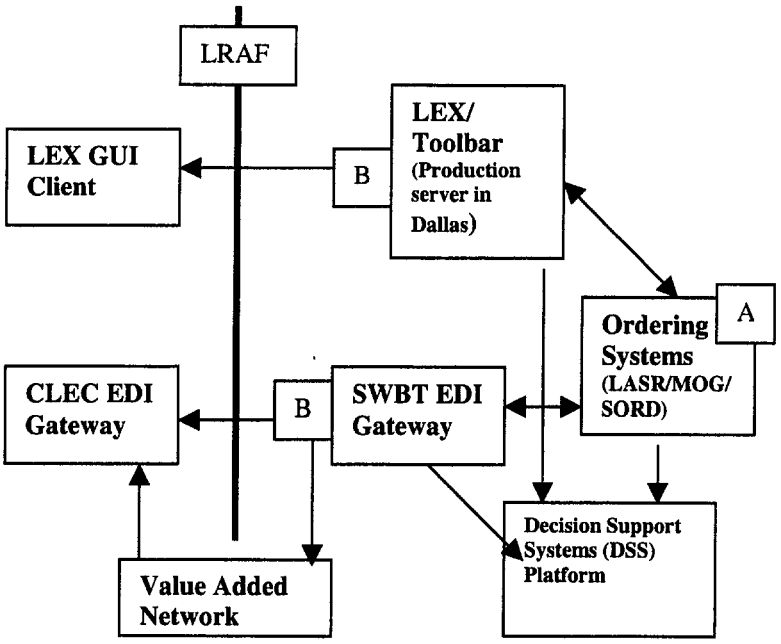
6.1. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

7. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

7.1. Measurement:

Percent Mechanized Completions Notifications Available Within 1 Day of Work Completion
Definition:
Percent mechanized completions notifications returned within 1 day

Data Collection Flow:



The start date is the date of the last completed order that fulfills the TN/Circuit ID requirement for sending an SOC. This means that if there are 5 TNs, it is the completion date out of SORD of the order that LASR received that covered the final TN associated with the LSR. This datestamp is recorded in SORD by the technician who completed the work or the process that performed the automatic completion at point A. When the SOC is made available to the CLEC via LEX or transmitted to the CLEC via EDI the end datestamp is taken at point B. The end datestamp is sent to the DSS platform by LEX and EDI.

Activities before start datestamp:

- All activities prior to completion in SORD

Activities after end datestamp:

- Protocol transmission time via SSL3, VAN, NDM or FTP
- Receipt of SOC by CLEC

A feed from the Ordering systems to the DSS for LSRs with a response type of 'Service Order Completion' ('SOC') or completed is matched to the end datestamp recorded by EDI or LEX. The LSR Number and Supplement (SUPP) Number must match between LASR and EDI/LEX or the record is not counted. The interval is in calendar days.

Days are calculated by subtracting the date the SOC was available to the CLEC via EDI/LEX minus the order completion date. If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time.

There are no levels of disaggregation for this measure.

The measure is calculated by taking the number of mechanized completions notifications returned to the CLEC within 1 day of work completion and dividing by the total mechanized completions notifications times 100.

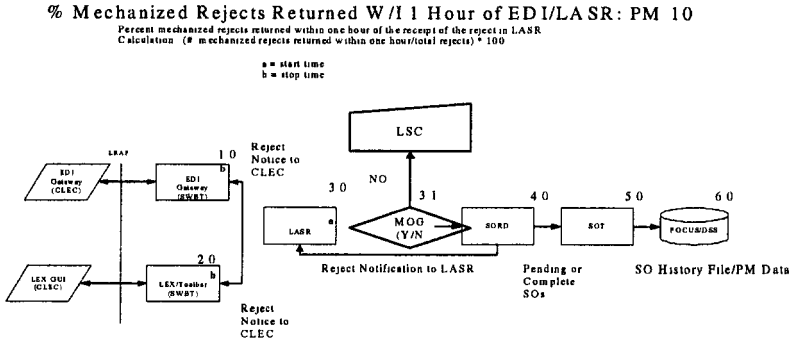
This is a Tier 1 – Low and Tier 2 – None measurement with a Benchmark of 97% and the Critical Z-Value does not apply.

8. **Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7**

9. **Measurement:**
Percent Rejects
Definition:
The number of rejects compared to the issued unique LSRs and SUPPs for the electronic interfaces (EDI and LEX).
Data Collection Flow:
The records from the Request, Cancels, and Reject databases are counted from LASR and are used for the denominator. The records from the Reject database are counted from LASR and are used for the numerator. Only one is counted for every LSR number/Supplement (SUPP) number combination for both the numerator and denominator. So, if you have a record from Pending, Firm Order Confirmation (FOC), and Service Order Completion (SOC), only one is counted for the LSR number/SUPP number combination, even if there are three records existing for that same LSR number/SUPP number. No match between systems is required for this measurement. Per the business rules, SWBT is allowed to exclude notifications returned post-FOC as electronic jeopardy.

There are no levels of disaggregation for this measure and this measurement is diagnostic.

The flow chart below is for both PM 9 and PM 10:



10. **Measurement:**
Percent Mechanized Rejects Returned Within 1 Hour of receipt of the LSR.
Definition:
Percent mechanized rejects returned within 1 hour of the reject being created and sent to the CLEC. The start time used is the date and time the LSR is recorded by the interface (EDI/LEX), and the end time is the date and time the reject notice is provided to the CLEC via EDI or LEX. A mechanized reject is any reject made available to the CLEC electronically without manual intervention. If the CLEC accesses SWBT systems using a Service Bureau

Provider, the measurement of SWBT's performance does not include the Service Bureau Provider processing, availability of response time.

Data Collection Flow:

A mechanized reject is any reject (Response Type = "E") made available to the CLEC electronically without manual intervention.

The start time used is the date and time the LSR is received from the CLEC through either LEX or EDI. The start timestamp follows the LSR through the Ordering systems and is sent with the other LSR information to the DSS platform by the Ordering systems. When the reject is made available to the CLEC via LEX or transmitted to the CLEC via EDI the end timestamp is sent to the DSS platform by LEX and EDI. The end time is the date and time the reject notice is available to the CLEC via EDI or LEX.

Activities before start timestamp:

- Penetration through the SWBT LRAF facility (Local Competitive Exchange Carrier Remote Access Facility)
- Protocol transmission time via SSL3, VAN, NDB or FTP (Valued Added Network)

Activities after end timestamp:

- Protocol transmission time via SSL3, VAN, NDM or FTP
- Receipt of Reject by CLEC

A feed from the Ordering systems to the DSS for LSRs with a response type of 'E' (error) is matched to the end timestamp recorded by EDI or LEX. The LSR Number and Supplement (SUPP) Number must match between LASR and EDI/LEX or the record is not counted. Hours of operation for EDI/LEX are used to calculate interval.

There is no level of disaggregation for this measure.

The calculation for this measure is the number of mechanized rejects returned within 1 hour divided by the total number of rejects times 100. This is a Tier 1 – Low/ Tier 2 – None measurement and the Critical Z-Value applies.

Benchmark:

97% within 1 hour of receipt of the LSR.

10.1. Measurement:

Percent Manual Rejects Received Electronically and Returned Within "X" Hours

Definition:

Percentage of manual rejects received electronically and returned within "X" hours of the receipt of the LSR for the CLEC.

Data Collection Flow:

A LSR is received from the CLEC through either LEX or EDI and a start timestamp is taken at point (a). The start timestamp follows the LSR through the Ordering systems and is sent with the other LSR information to the DSS platform by the Ordering systems. The manual rejects in this measurement are returned mechanically via LASR GUI. No manual timestamps are taken. When the reject is made available to the CLEC via LEX or transmitted to the CLEC via EDI the end timestamp is taken at point (b). The end timestamp is sent to the DSS platform by LEX and EDI.

Activities before start timestamp:

- Penetration through the SWBT LRAF facility
- Protocol transmission time via SSL3
- VAN time

Activities after end timestamp:

- Protocol transmission time via SSL3
- VAN time (Value Added Network)

- Receipt of FOC by CLEC

The records from the Rejects database are pulled and matched to the EDI and LEX databases. Only records with an 'R' response type are used, which indicates manual rejects. The LSR Number and Supplement (SUPP) Number must match between LASR and EDI/LEX or the record is not counted. The interval is based on LSC business hours of operation – Monday through Friday, 8:00 a.m. – 5:30 p.m. excluding holidays. If an LSR is received after hours of operations (5.30 p.m.), the start time will begin at 8:00 a.m. the next business day. The clock will stop at 5:30 p.m. and begin again at 8:00 a.m. the following business day. Therefore, you will never accumulate more than 9 ½ hours per day.

There are no disaggregations for this measure. This measure is calculated by the number of electronic manual rejects returned within "X" hours of receipt of the LSR divided by the total number of electronic manual rejects times 100.

This is a Tier 1 – Low/Tier 2 – None measure and the Critical Z-Value does not apply.

CLECs with a reject rate of 30% or greater for three consecutive months for electronic LSRs that receive a manual reject will not be eligible for Tier 1 Payments. If the CLEC requests a reconciliation of this performance measurement data during which it is found the rejects were returned inappropriately by SWBT and this caused the rate to exceed the 30% level, the restriction will be lifted.

The benchmark is 95% within 6 hours.

10.2. Measurement:

Percentage of Orders that Receive SWB-caused Jeopardy Notification

Definition:

Percentage of total orders received electronically via LEX/EDI and processed for which SWB notifies the CLEC that an order is in jeopardy of meeting the due date because of SWB.

Data Collection Flow:

Percentage of orders given jeopardy notices measures the number of jeopardy notices sent to customers as a percentage of the total number of orders completed in the period. A jeopardy is a notification provided to the CLECs where SWBT identifies the potential for not meeting the scheduled due date. End date is used for the numerator and denominator. LASR "start-time and end-time" is adjusted to be within hours of availability of LEX/EDI. Hours of availability for LEX /EDI are Monday – Saturday, 6:00 a.m. – 11:30 p.m. and Sunday 9:00 a.m. – 6:00 p.m.

Disaggregation on the following:

- Jeopardies previously referred to as Rejects (Accessible letter CLEC SS99-175 dated December 30, 1999.
- Facilities Jeopardies
- Other SWBT caused Jeopardies
- CLEC/EU caused Jeopardies (See Appendix Four – Jeopardy Codes)

The calculation of this measure is the number of orders jeopardized divided by the number of orders confirmed times 100.

This measure is diagnostic.

11. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

11.1 Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

11.2 Measurement:

Average SWB-caused Jeopardy Notification Interval

Definition:
The average remaining time between the pre-existing committed order completion date and time (communicated via FOC) and the date and time SWB issues a notice to the CLEC indicating an order received electronically via LEX/EDI is in jeopardy of missing the due date or the due date/time has already been missed.
Data Collection Flow:
With respect to this interval, it is assumed the order due date time is 5:00 p.m. for uncoordinated orders and the jeopardy date and time will be the actual date and time that SWB issues a notice and is available to the CLEC indicating the order is in jeopardy of missing the due date. Coordinated orders (CHC/FDT) will utilize the scheduled due date and time. If the CLEC accesses SWBT systems suing a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time. Business hours are Monday – Friday, 8:00 a.m. through 5:30 p.m. Exclusions for this measure include N and D service orders.

Levels of disaggregation include:
- Jeopardies previously referred to as Rejects (See Accessible Letter CLECSS99-175 dated December 30, 1999.)
- Facilities Jeopardies
- Other SWBT caused Jeopardies
- CLEC/End User caused Jeopardies (See Appendix Four – Jeopardy Codes)

The calculation for this measure is the sum of the committed due date/time for the order minus the date/time of the jeopardy notice times the total number of jeopardy orders.

This is a diagnostic measure, therefore, no benchmark has been determined.

12. Measurement:
Mechanized Provisioning Accuracy
Definition:
Percent of mechanized orders completed as ordered.
Data Collection Flow:
Data with an Inward Action indicator, is received on a daily basis from both SORD and Posted Service Order Database (PSOD). Only data from the FINAL CLEC ORIGINATED PASS of an order in SORD is selected. The selected SORD data is combined to the matching PSOD data at the order/post date/action code level.

An order is deemed to be accurately provisioned providing all of the USOCs associated with the FINAL CLEC ORIGINATED PASS of the order in SORD are the same as the USOCs associated with the POSTED ORDER in PSOD. Data is selected for the month based on POST DATE which is contained in both SORD and PSOD.

12.1. Measurement:
Percent Provisioning Accuracy for non-flow through orders
Definition:
Percent of completed, (non-flow through) service orders submitted via LEX/EDI that are provisioned as requested on the CLEC submitted LSR.
Data Collection Flow:
LSR's are included that have had a Service Order Completion (SOC) in the month being reported. Furthermore, only the service orders that were submitted electronically and were Non-Flow Through, not canceled and not manually rejected by the LSC are used for this measurement. This requires a comparison of information contained on the LSR as input by the CLEC and stored in LASR to what was provisioned via a service order. The LSR is the primary driver of what information is to be compared but the service order information obtained from Service Order Tracking (SOT) is key to determining Non-Flow Through activity.

The criteria for determining the base of LSRs for comparison is as follows:

- LSR had to have an SOC (LASR Response Type ='Z' for SOC)
- Completion Date of the LSR is within the month being reported
- The activity of the LSR had to be a N = New, C = Change, T = Outside Move, V = Conversion, W = Conversion As Is Resale Only
- The LSR must contain a valid AECN as determined via a table maintained by the LSC

The criteria for determining the base of service orders for comparison is as follows:

- The service orders are identified based upon the LSRN and Supplement of the LSRs determined above and must be a N = New, C = Change or T = Transfer.
- The service order cannot be manually rejected by the Local Service Center (LSC)
- The service order cannot be canceled.
- The service order is identified as a Non-Flow Through
- The LSR was an expedite as determined via LASR **(OR)**
- The LSR had a Coordinated Hot Cut indicator of 'Y'=Yes as determined via LASR **(OR)**
- The originating typing location/originating typist initials is not equal to a Mechanized Order Generated (MOG) typist location/initial (DS26, DS27, DS28, BBZP, BCZP)

(AND)

The distribution typing location/distribution typist initials is not equal to a Mechanized Order Generated (MOG) typist location/initial (DS26, DS27, DS28, BBZP, BCZP)

DESCRIPTION OF IMPLEMENTATION PROCESS:

Data elements to be compared are based upon what information is considered key to Provisioning the request. The information was grouped into several categories for comparison. The LSR contains a number of data elements that are not available on SOT. This comparison will be introduced in a 3 Phase process to allow for data elements to be included on SOT. The list of individual data elements is included in a separate document. A high level description of the 3 Phases is included below:

Phase I – Nov 2000	Basic LSR/Service Order components LSRN, Request Type, Listed Name, Service Address, LNP Ported TN, PIC (LNP), LPIC (LNP), Frame Due Time, Coordinated Hot Cut, USOC and CFA Circuit information The information was grouped into several categories for comparison purposes for Phase I: • ORDER • USOC • LNP • CFA
Phase II – January 2001	Requires the addition of Field Identifiers (FIDS) to SOT to enable the comparison of Hunting activity and End User & Listed Address
Phase III – May 2001	Requires the addition of Working Telephone for Non-LNP as well as miscellaneous FIDS to identify features and circuit information

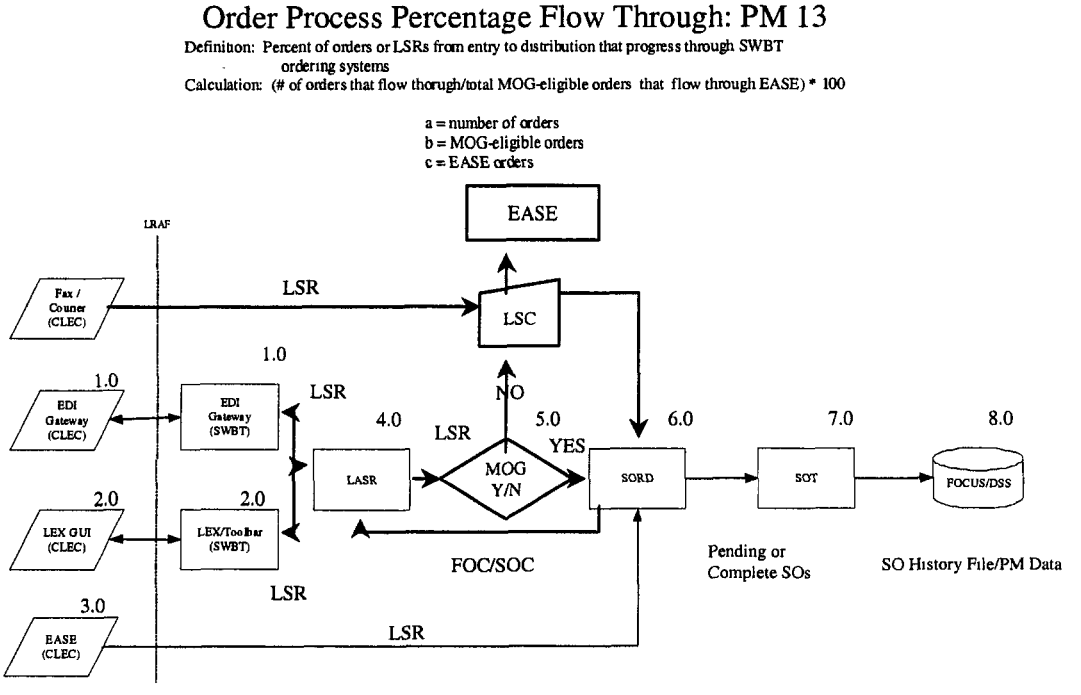
13. Measurement: [1]

Order Process Percent Flow Through

Definition:

Percent of orders from entry to distribution that progress through SWBT ordering systems.

Data Collection Flow:



LEX and EDI:

MOG eligible orders that have a Marketing Office Indicator* of LX (order initiated by CLEC via LEX) or ED (order initiated by CLEC via EDI) associated with the original pass, on Service Order Tracking (SOT), are selected for inclusion in this measurement.

* The Marketing Office Indicator is used to indicate who initiated the order, who input it, how it was originated, which system was used to originate it, and how it was received.

[1] PM 13 revised on 6/14/02.

The base for the calculation is the total number of MOG Eligible orders (those identified within LASR as being MOG Eligible) and CLEC resale orders that, although not MOG eligible, would be expected to flow through had SWBT's EASE application been used or those UNE-P orders that if were resale and entered via EASE would flow through. Those that flow through (get from LASR to SORD distribution without error) are identified as having the same originating and distributing typing location and initials, AND, the originating typing location and initials identified as MOG originated (BBZP, BCZP, DS26, DS27 or DS28).

Those resale orders that are not MOG eligible but match EASE scenarios are included in the PM 13 denominator. These orders are denoted with 'Record' (R) and 'Outside Move' (T) Activity Types. Additionally, orders based on business requirements for EASE scenarios and LASR data are included. Indicators are set for each order if it matches the activity or the EASE scenario to include in the denominator.

EASE:

Orders that have a Marketing Office Indicator of EA (order originated by CLEC via EASE) associated with the original pass, on SOT are selected for inclusion in the RESALE version of this measurement.

Orders with a System Origination of 5 (EASE) are selected for inclusion in the RETAIL version of this measurement.

The order must distribute in SORD to be included in this measurement. The order is said to have flow through to SORD if the typist location/initials are the same as the distributing location/initials.

13.1. Measurement:

Overall Percent LSR Flow Through

Definition:

Percent of LSRs that progress through SWBT's ordering, provisioning, and billing systems without manual intervention.

Data Collection Flow:

LEX & EDI:

LSRs that are received via LEX or EDI are selected for inclusion in this measurement. Every supp is included.

EASE:

Orders that have a Marketing Office Indicator of EA (order originated by CLEC via EASE) associated with the original pass on SOT are selected for inclusion in this measurement.

Flow through Analysis

For an LSR/Order to be counted as flow through it must have no errors in SORD, no errors in MOG, no errors distributing, no errors auto completing, no billing errors, no jeopardies, no ESOI or FACs errors, and no forced FOCs or SOCs. (FOC, MOG and SOC does not apply to EASE).

The Phase II implementation of this new measure will include validation for RMAC, MARCH, TIRKS and WFA errors.

BILLING

14. Measurement:

Billing Accuracy

Definition:

SWBT performs three bill audits to ensure the accuracy of the bills rendered to its customers: Customer Record Information System (CRIS), Customer Access Billing System (CABS) and toll/usage. A sample of customer accounts is selected on the basis of Universal Service Order Codes (USOCs) and Classes of Service using the Customer Information Data Base (CIDB) for each of the seven bill processing centers in the 5 SWBT states. The purpose of this audit is to assure that the monthly bills sent to the CLECs whether it is resale or unbundled services is accurate according to the rating of the USOCs and classes of service. For all accounts that are audited, the number of bills that have been released prior to correction are counted as an error.

Data Collection Flow:

1. Bills are selected for audit by using a random selection criterion.
2. The system they are pulled from is the Dallas Bill Audit System, which is used for validating CRIS.
3. Most bills are checked manually. SWBT has a mechanized compare program that bumps the current bill period's monthly service against the previous months. If there is a discrepancy it places the information on a separate report with underscores of the conflicting amounts. Manual validation of formats and bill messages is performed.

SWBT had in place a Bill audit process (prior to wholesale billing) that ensured billing accuracy. This very reliable process was enhanced to include wholesale results. The following is an overview presented to the Department of Justice in March of 1998:

SWBT performs three audits to ensure the accuracy of the bills that are rendered to its customers: CRIS, CRIS Usage and CABS. Non-recurring charges are not part of this CRIS audit process SWBT has developed a test order process to ensure the accuracy of the CRIS non-recurring charges. The following paragraphs will describe these audits and test order process.

CRIS BILL AUDIT

The purpose of the Bill Audit position in Billing Operations is to ensure that the CRIS system is functioning properly, updates to the system are applied accurately, and that bills are issued to residence and business customers on a timely and accurate basis. As changes are made to CRIS, it is critical that these changes be verified prior to releasing bills to customers. It is the responsibility of the Bill Audit function to determine if bills are to be released to the customers.

In order to validate the bills, a sample of customer accounts is selected using an appropriate mix of USOCs and Classes of Service as criteria to develop preview account files. This sample reflects an accurate representation of customer products and services and is used to verify billing system functions. Therefore, any extrapolation of data from errors found during audit cannot be applied to determine the number of bills in error.
The preview bill file creates a copy of the "Live" bills during the bill creation process. The current billing amounts are mechanically compared to the previous month's billing amounts. If nothing has changed on the accounts since the previous bill period, the totals should be the same. Using the mechanized printouts and other manual reviews, all accounts reflecting a discrepancy are investigated to determine the cause of the difference. This may require looking at service orders that posted to the accounts or investigating any regulatory, tax or rate changes, which may have taken affect. Should a system wide error

be detected that would require the rerunning of the bills to avoid issuing inaccurate bills, the current billing processes allows for that capability. If a system error is not widespread, the error is referred for program correction.

The purpose of the Bill Audit is to review and recalculate each service billed for each of the seven individual processing centers in the five states. Wholesale accounts are included in each processing center's verification every billing period. The discount table is used to ensure that the correct discount is applied.

Currently, the Bill Audit unit maintains a preview file that includes at least one (1) CLEC Consolidation Bill Arrangement (CBA) and one (1) CLEC end user account per bill period, per site when available. This equates to 210 potential CLEC bills audited per month. In addition to this process, the Bill Audit Unit also attempts to verify that the discount applied to every new CLEC CBA is correct when it first bills.

TOLL/USAGE BILL AUDIT

The TOLL AUDIT is performed to ensure that toll and associated charges are correct on Residence and Business customer bills. The focus of the audit is to manually or mechanically review every toll service we provide to Residence and Business customers for each billing period.

CIDB is utilized for the account selection. The CRIS Accounts Menu from CIDB is used to find accounts and provide information on which accounts have the requested services. Whenever possible, accounts with multiple items are tested to maximize efficiency. Once accounts are selected they are entered into a Preview Bill File. The Preview Bill File contains a copy of each selected account to be audited. The Preview Bill File is continually reviewed and additions or deletions made.

The purpose of the Bill Audit is to review and recalculate each service billed for each of the seven individual processing centers in the five states. Wholesale accounts are included in each processing center's verification every billing period. The discount table is used to ensure that the correct discount is applied.

Any discrepancies found must have root cause analysis done before bills are released, for mailing by the six workday of the billing period.

CABS BILL AUDIT

CABS Bill Audit is performed to ensure that the CABS programs process each billing function correctly. Bills are chosen on different billing functions, and usage types, (Feature Groups). This includes each different Non-Switched Access, Special Access, and Feature Group for Switched Access, Switched and Special Access both have Unbundled Network Elements (UNE) included in their Bill Audit functions.

The Usage billing process is mechanically validated by our Production Code Test (PCT) process for most usage types, and SWBT manually verifies any other usage type not included in the PCT process. The PCT process includes processing from Automatic Message Accounting (AMA) through CABS billing using a test-bed of actual usage, and creates billed data that is compared to expected result data. Root cause analysis is performed on all unexpected results.

Other Charges and Credits, (OC&C), generated by service order activity is reviewed daily prior to bills being created. The amount expected for the OC&C is verified on the bill during the Bill Audit process.

Late payment charges (LPC), Alternate Billing Media (ABM), surcharges and taxes are additional manual verifications performed on all types of services.

NON-RECURRING CHARGE VALIDATION

SWBT utilizes the daily test order process to validate recurring and non-recurring charges for products and services billed via service orders. This process is embedded in the CRIS billing system programs and cycle flow and has been part of the CRIS program cycle for over twenty years.

Before any live service orders are processed by daily SWBT CRIS billing programs, a test order file is processed through the live service order rating programs. The test order file format is the same as live service orders, with the exception of 3 additional entries. These entries contain expected recurring, non-recurring and total charges from the order. There are 7 separate billing databases for SWBT, thus 7 separate test order files. Texas has 3 databases, with 1 database each for the other states. An estimate of 1400 test orders resides on these files with a minimum of 200 being CLEC orders.

The rate table update group, located in Dallas in the Billing Operations organization, maintains each test order file. Personnel in the rate groups calculate the rates based on applicable tariffs, contracts or other approved rate documentation. Each file is a representative sample of a variety of activities for existing products and services billed by SWBT. Each file is modified on a regular basis to include new products, services and CLECs, and any state specific changes.

The live service order rating programs calculate and apply rates to the test orders in the same way they rate live service orders. This encompasses using the same programs and file sources, including the CRIS rate tables and discount matrices for CLECs. When the programs have rated the test orders, a step in the program compares the program calculations to the 3 entries on each test order. Any difference causes the program to halt. Processing stops immediately. A data center manager contacts the appropriate Billing Operations manager to investigate the difference. The cycle is not allowed to continue until the difference is resolved.

15. Measurement:

Percent of Accurate and Complete Formatted Mechanized Electronic Bills via EDI or BDT.

Definition:

Measures the percent of monthly bills sent to the CLECs via the mechanized electronic EDI or BDT processes that are accurate and complete. SWBT will consider, upon review, adding new electronic processes that may be developed in the future.

Data Collection Flow:

SWBT measures the accuracy of the EDI and BDT bills sent to the CLECs and every Trading Partner who wishes to receive their telephone bill via EDI or BDT. SWBT will include those bills in this measure, separately disaggregated or not, as appropriate, with notice to CLECs of the change.

The CRIS billing data for EDI Trading Partners, including the CLECs, is collected every business day from each State. The Data is compiled into an EDI ANSI Standard format and run against SWBT EDI programs which have been written using CRIS Billing Specifications in which the programs are continually being updated to meet new business rules. If the EDI data does not balance, then the process stops, an error report is automatically generated and the data is NOT sent to the Trading Partner until the error is resolved. It is the responsibility of the EDI Billing Group to resolve the errors and forward the bill on to the Trading Partner when resolved. The resolution of errors is a manual process by the EDI Billing Group and the standard for resolving the errors is one business day.

All EDI and BDT data sent to the Trading Partners is also sent to the Enterprise Data Warehouse (EDW) in the same automatic data transmission process thus providing a transmission date on the data as well as a bill date. Reports are generated, using Business Objects, from the EDW for total number of bills, dollars, accounts, type of accounts, bill date, transmission date and etc.

The EDI Group maintains a daily spreadsheet that reflects which accounts by trading partner do not pass through the EDI checks. These errors constitute only errors where the data cannot be balanced throughout the bill. EDI forces the "bottom line" (total amount due) to match the CRIS records that would have generated a paper bill. This spreadsheet becomes part of the overall statistics for SWBT EDI. Similarly, this type of information is sent monthly to the Billing Project Management group. It reflects the CLEC accounts which did not pass through the EDI checks, and it indicates which state the error occurred. The Billing Project Management group utilizes this information in the calculations of the end of month reports or DOJ reports.

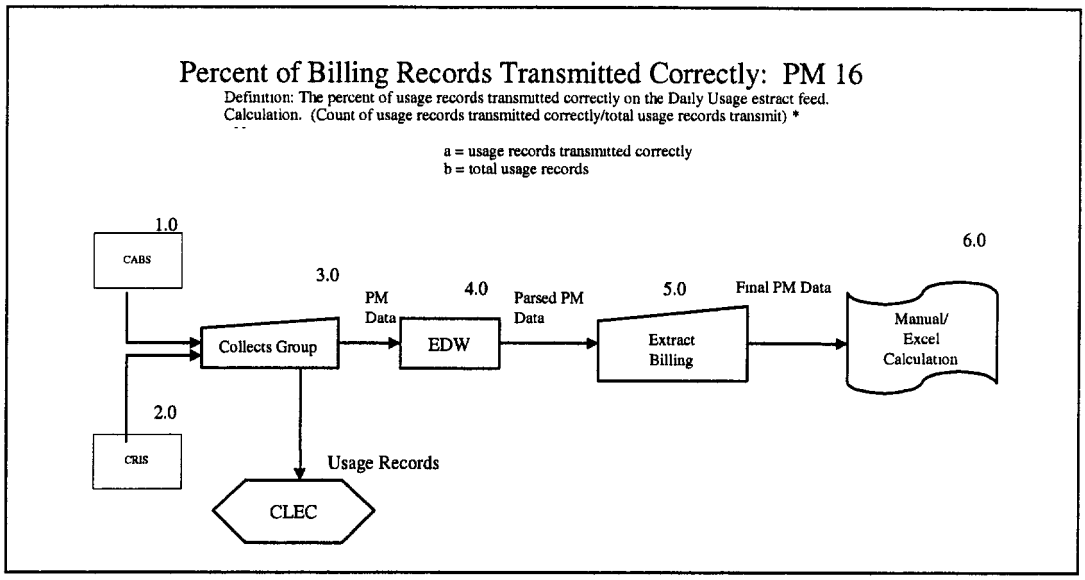
16. Measurement:

Percent Of Accurate Usage Records transmitted (of those records subject to active CLEC review) via the "Extract Returns File" process.

Definition:

For those CLECs who agree to utilize the "Extract Returns Process," this measure identifies the Usage records transmitted, within a given month, by SWBT to the CLECs on the Daily Usage extract feed that have been identified by the CLECs as being inaccurate. The CLECs would return these inaccurate records (preferably within the same month) via the "Extract Return File" process to SWBT. SWBT would then be responsible for validating that these records or a portion of these records were, indeed, transmitted inaccurately. CLECs will have an opportunity to contest any determination by SWBT that a record identified by a CLEC as inaccurate should be considered accurate.

Data Collection Flow:



Measures the % of billing records transmitted correctly on the usage extract feed. Usage records are sent to the CLEC each day containing information to enable the CLEC to more promptly bill their own customers. Controls and edits within the billing system uncover certain types of errors, which are likely to appear on the usage records. When these errors are uncovered, a new release of the program will be written to insure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month.

1. Program AT97011A and AT98011A are run Daily in all seven divisions. AT98011A is a Billing Outcollects application which produces an output file (MPS@.AT98011A.IECFILE) that is used in the calculation of Performance Measurements #16 and 19. AT98011A is the main driver for the pack creation module, which is the last Billing step before Extract usage records are sent to the CLEC's. At the end of every month, all of the daily MPS@.AT98011A.IECFILE cycles are manually captured into one dataset per division, which are transmitted to the St. Louis test system for processing in the Performance Measurements AT99911A program.

   AT99911A is the measurement module. Its purpose is to show that parity exists in the way usage is collected and transmitted to the CLECs. Since we have no comparable processes to compare against to show parity, this program's function then is to prove that SBC is exercising due diligence in assuring that Extract usage is being sent out in *a timely and accurate manner.*

   AT99911A is a measurement module which runs at the end of the month after Extract has already been sent to the CLECs. Error detection and correction is performed on a DAILY basis by AT97011A, the main driver module that controls the input of data into the Local Service Provider (LSP) Extract system. Errors detected by AT97011A are sent to Error Management System (EMS) and loop back into AT97011A after they have been corrected.

The theory was that if messages erred in AT99911A, then this would indicate a need for a program fix in AT97011A or AT98011A. This would only be practical, however, if the usage was processed on a Daily basis because by the time the current AT99911A Performance Measurements module is run at end of month, erred usage would have already gone out to the CLECs.

2. The data is collected manually. In the near future, however, Enterprise Data Warehouse will be fully loaded with the MPS@.AT98011A.IECFILE Extract messages currently being collected manually. Data will be uploaded from April 1, 1999, forward and once this has been completed, the manual process will be discontinued and Billing Services will begin performing Performance Measurements using scripts.

3. The output of AT99911A consists of 5 reports: AT999-001 CLEC ACTIVITY REPORT By CLEC, AT999-002 EMR RECORD COUNTS By CLEC, AT999-003 CLEC ERROR REPORT, AT999-004 WORK DAY DELAY REPORT and AT999-005 CLEC ACTIVITY RECORD COUNTS FOR MONTH (TOTAL). As stated earlier, error correction is not performed within the Performance Measurements process, as this is an end-of-month process which runs after the daily Extract usage has already been sent to the CLECs.

When these reports are created, they are passed to the SWBT Subject Matter Expert (SME) for data extraction and reporting.

17. Measurement:

Billing Completeness

Definition:

Percent of service orders completed within the billing cycle that are posted in the CRIS or CABS billing systems prior to the CLECs' bill period.

Data Collection Flow:

The following procedure is followed for both retail and wholesale data.

The Billing Completeness Measure is created from the Posted Service Order Data Base (PSOD). PSOD includes copies of all posted service orders for both CRIS and CABS. PSOD includes the Bill Period, Completion Date, and Post Date for each Service Order as well as an On-Time/Late indicator based on these dates. Access service orders billed through CABS as well as interconnection trunk orders are excluded. This On-Time/Late indicator is calculated as follows:

1. Determine the Bill Date, Completion Date and Post Date for any order that has an Operating Company Number (OCN) regardless of the order type.
2. Calculate the Bill Date minus one month by subtracting one month from the Bill Date.
3. Determine the Bill Render Date by using the Bill Date to look up the Bill Render Date on the Bill Period Calendar.
4. Compare the Completion Date, Bill Date, Bill Date Minus one month, Bill Render Date and Post Date of the service order to determine if order is on-time or late.

   a) If the Completion Date of the service order is prior to the Bill Date minus one month, then the order is late.
   b) Compare the Post Date to the Bill Render Date. If the Post Date is earlier than or equal to the Bill Render Date and the Completion Date of the service order is equal to or greater than the Bill Date minus one month, then the order is on-time.
   c) In all other cases, the order is late.

The Billing Completeness Measure for each month is based on all orders that post within that given month. The denominator of the measure is all orders within that month. The numerator is the total number of on-time orders for that same month.

The Billing Completeness Measure calculation is completed for each CLEC, for all CLEC's and for all retail service orders. The CLEC orders for both CRIS and CABS are defined as all service orders that include the AECN or OCN FID. The retail orders are all CRIS orders that do not include an AECN.

This measure changed from Tier 1 – Low and Tier 2 – Medium in V1.7 to Diagnostic with V2.0

17.1 Measurement:

Service Order Posting

Definition:

This measurement will determine the percentage of service orders posting within five business days of service order completion.

Data Collection Flow:

This measure includes all SORD orders and is created from the Posted Service Order Database (PSOD). This measurement would include all SORD orders produced as a result of an LSR request (i.e., C, N and D wholesale orders). The base for this measure is the total number of SORD service orders that post in a given month. Access Service Orders billed through CABs and Interconnection Trunk Orders are excluded from this measure.

With V2.0 reporting, this measure changed from diagnostic to Tier 1-Low and Tier 2-Medium. The Benchmark is 95% of service orders posted within five days of service order completion with no allowance for critical-Z value.

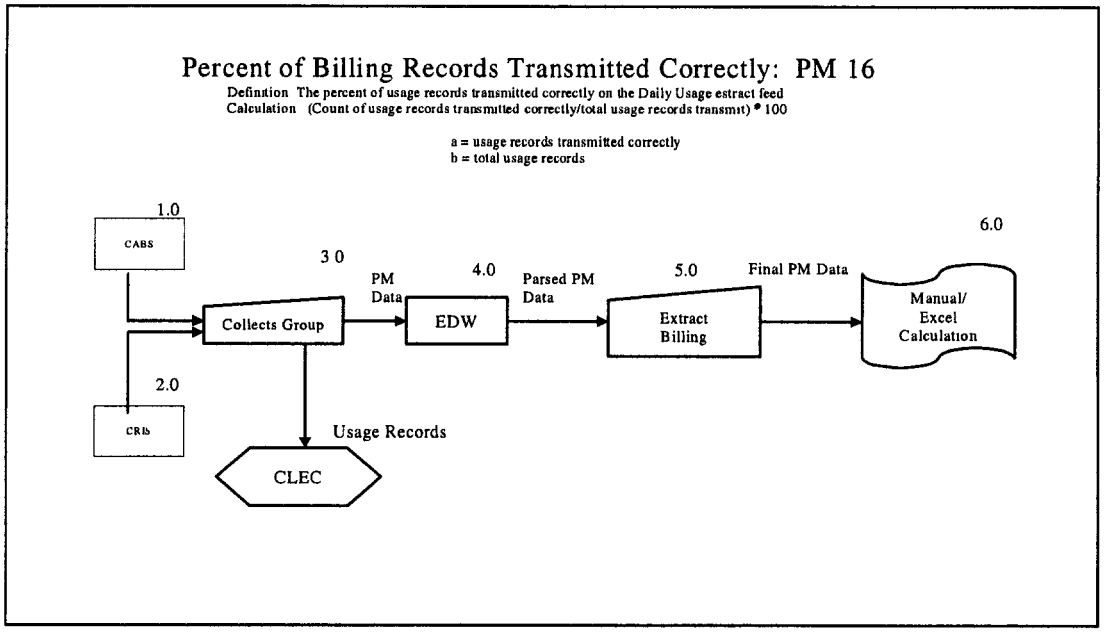
18. Measurement:

Mechanized Electronic Billing Timeliness EDI and BDT (Wholesale Bill)

Definition:

Mechanized Electronic Billing Timeliness measures the length of time from the billing date to the time it is sent or transmitted (made available) to the CLECs. Data is collected from a transmission report obtained each month from CIDB.

Data Collection Flow:



Resale billing data is processed through the CRIS system and supplied to the CLECs via EDI. The UNE billing data is processed via the CABS system and supplied to CLECs via CABS BDT.

EDI:

The input to the EDI billing system is billing data received from CRIS. A daily file containing measurement statistics about data processed is automatically supplied to EDW from the EDI group. Business Objects queries are used to extract this data from the EDW to create a spreadsheet containing the number of accounts sent out per day during a specified month. This is used to calculate timeliness. The bill is considered on time when it is sent out by the 6th workday of the billing period.

CABS BDT:

A separate measure is produced for CABS BDT bills. Bills are considered on time when sent out by the 6th workday of the billing period.

Weekends, holidays and test transmissions are excluded from this measure. The calculation is the count of mechanized electronic bills transmitted on time ÷ the total number of bills released.

19. Measurement:

Daily Usage Feed Timeliness

Definition:

Usage information is made available to the CLECs on a daily basis. This usage data must be made available to the CLEC within 6 days in order to be considered timely.

Data Collection Flow:

This performance measure is currently based on a manual process; however, there is a migration strategy and work underway to move the process to an automated process using the Corporate Data Warehouse (CDW). At the end of each calendar month, the SWBT CRIS SME manually accesses all of the production billing systems (i.e. all billing regions). The Subject Matter Expert (SME) determines which data sets are relevant to a particular month and collects extracts of data for all data sets. The SME examines date records from the first and last data set of the month to insure that the correct calendar days are being examined. (Under normal processing, there should be only one data set per cycle. More than one data set per cycle is indicative of recoveries; once this is confirmed, these datasets will also be included in the data capture for the measurements.) The data is then transmitted electronically to the St. Louis test system for further processing. The data is loaded on an MVS computer in the St. Louis test center and an MVS program is executed that creates several reports. These reports form the basis of the data for the performance measures. The program examines the data for the following information and aggregates on a per CLEC basis:

- Count of records
- Count of number of errors (new error types can be added if reported by a CLEC)
- Invalid EMR type (record format type)
- Invalid Tax Field (match two fields)
- Invalid return code
- Invalid Revenue Accounting Office (RAO)
- Invalid Record Data Width (RDW) – this count not used in PM since does not currently adversely affect any CLECs
- Number of days between date in EMR message from CRIS and cycle date on the header of the data transmitted to the CLEC. (note: if the data has t general information on data collection o be recovered and retransmitted, the cycle date will indicate "late" data)

Data is collected from a report supplied by AT999 programs, which gives the daily usage records by OCN. The bill date / transmission date is calculated based upon "business days" and compiled onto a spreadsheet for calculation and reporting.

Same procedures and AT999 programs as above. The AT999-004 WORKDAY DELAY REPORT By CLEC is used to calculate Daily Usage feed timeliness. These counts are calculated by comparing the cycle date on the header when the Daily usage was sent to the CLEC against the date of the message on the EMR record. Once this report is created, it is passed to the SWBT SME for data extraction and reporting.

Weekends and Holidays are excluded from this measure. The calculation is the number of usage feeds transmitted on time ÷ total number of usage feeds. The benchmark is 95% within the 6th workday and a critical z-value does not apply.

20. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

MISCELLANEOUS ADMINISTRATIVE

21. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

22. Measurement:
Local Service Center (LSC) Grade Of Service (GOS)
Definition:
Percent of calls answered by the Local Service Center (LSC) within 20 seconds
Data Collection Flow:
The measure begins when the customer calls into the LSC. All call information is captured electronically by the Automatic Call Distribution, (ACD) and for this PM. The measure is determined by the number of calls answered within a specified amount of time by an LSC representative, (20 seconds). Data collected by the ACD is captured on daily reports for PM 22 from generic hard copy reports directly from the ACD using Management Information System, (MIS). This system gives information on number of calls, number of calls answered within 20 seconds, percent busy, total delay time, blocked calls, and more. Weekends and holidays are excluded from the measure as the office hours of operation are Monday to Friday 8:00 A.M. to 5:30 P.M. After hour calls are given a recorded message of the regular business hours. Data is manually input into a spreadsheet and sent to the Southwestern Bell Telephone, (SWBT) Subject Matter Expert, (SME) for calculation and reporting purposes.

23. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

24. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.6

25. Measurement:
Local Operations Center (LOC) Grade Of Service (GOS)
Definition:
Percent of calls answered by the LOC within 20 seconds.
Data Collection Flow:
The measure begins when the customer calls into the LOC where all CLECs repair tickets are reported. All call information is captured electronically by the ACD and for this PM. The number of calls answered within a specified amount of time by an LOC representative, (20 seconds) determines the measure. Call information on time spent in queue is captured by the ACD and is determined by the number of calls answered within a specified amount of time. Data collected by the ACD is captured on daily reports for PM 25 from generic hard copy reports directly from the ACD using MIS. This system gives information on number of calls, number of calls answered within 20 seconds, percent busy, total delay time, blocked

calls, and more. Data is manually input into a spreadsheet and sent to the SWBT SME for calculation and reporting purposes.

26. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS

27. Measurement:

Average Installation Interval

Definition:

Average business days from application date to completion date.

Data Collection Flow:

The following paragraphs detailing the CLEC and Retail processes pertains to all of the POTS & UNE Combo (UNE-P) Provisioning Performance Measures, 27 – 36. Data is retrieved from AskMe (Acquisition of Statistical Knowledge Made Easy), which is a storage database system. The PMs are determined by the orders / circuits that are posted in the reporting month.

CLEC

The clock starts on the application date, which is the date that SWBT receives a correct LSR from the CLEC. A service order is created from the LSR. A resale conversion will be done on a C order and a new resold customer will be added on an N order. For UNE Loop and Port conversion orders an N, D, and C will be created. The N order is the file guide order, which establishes billing, and is not included in this measurement. The C order establishes service and is included in the measurement. The D order disconnects SWBT service and is not included in the measurement. The orders are created in the Service Order Retrieval and Distribution (SORD) database. Orders are then sent to Work and Force Administration (WFA). WFA sends the order to SWITCH and / or a SWBT technician to complete the service order. SWITCH is an inventory and assignment system that can initiate electronic changes in the central office equipment. The clock stops on the Completion Date, which is the day that SWBT personnel complete the service order activity. The interval is the difference in the Application data and the Completion date in business days. WFA sends completion information to SORD. SORD sends the completed information to the Customer Record Information System (CRIS) which initiates billing, and it is sent to Loop Maintenance Operations System (LMOS) which contains the line records. LMOS downloads nightly into AskMe. Records of service orders are accessed from AskMe for the creation of Performance Measurement results. Orders are included in the month they are completed.

RETAIL

The retail customer initiates a service order via a SWBT service representative, which starts the clock. The clock stops when the technician completes the order or the order is completed by WFA in SWITCH. SWBT and CLEC data are collected identically. This is a parity measure. POTS Resale Residence and Business field work (FW) and no field work (NFW) orders are compared to the same type orders in retail. SWBT compares FW and NFW UNE loop and port conversion orders to SWBT retail FW and NFW N, T and C orders. Orders are included in the month they are completed.

Results for this PM are limited to only N, T, and C type service orders (N – New, T – Transfer, C – Change). Only POTS (Plain Old Telephone Service) are included. This excludes Special Circuits and UNE (Unbundled Network Elements). Weekends and Holidays are excluded, as are expedited orders. Also excluded are field work orders in which the customer requests a due date 5 days beyond the application date, and this is beyond the date being offered. No field work (NFW) orders are excluded if the customer requests a due date beyond the due date being offered. Due dates for NFW orders are typically the same business day for LSRs received before 3:00 P.M. For LSRs received after 3:00 P.M. the due date is typically the next business day. NFW Orders are excluded if

the requested due dates do not meet these criteria. Orders are excluded which have been delayed as a result of a customer reason and there is no SWBT delay during the life of the order. If there is a SWBT delay, the order is included, whether there was a customer delay or not. The calculation is the total of all intervals divided by the total number of orders completed in the given month.

28. Measurement:

Percent POTS/UNE-P Installations Completed Within the customer requested due date.

Definition:

Measure of orders completed within 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.

Data Collection Flow:

See Measurement 27 for general data collection procedures and exclusions with the following exceptions:

Due dates for Field Work (FW) Orders are determined by the offered interval on the due date board at the time that the order is distributed, unless an expedite has been requested and accepted by SWBT. If the CLEC submits an expedited date which is not accepted, or the LSR contains an invalid due date, then the SWBT agreed to due date will be substituted for the customer requested due date and included in this measure.

Due dates for No Field Work (NFW) Orders will be the due date requested on the LSR, except for a NFW Order submitted after 3:00 p.m. and the due date requested is the same business day. That due date will be the next business day, unless an expedited date has been accepted by SWBT. PM 28 differs from PM 27 with this change, that NFW orders with extended due dates will be counted in PM 28.

Only business days are counted, i.e. weekends and holidays are excluded from the measure. Only N, T, and C orders are included. Orders are excluded which have been delayed as a result of a customer reason and there is no SWBT delay during the life of the order. If there is a SWBT delay, the order is included, whether there was a customer delay or not. This is a parity measure with Residence, Business, and UNE-P FW and NFW comparisons. There are no differences in the retail and wholesale process.

SWB will provide a diagnostic measure (additional disaggregations) as to how often due date on FOC changes from requested. This will be in the form of a monthly report of the percentage of CLEC requested due dates which are confirmed by FOC, reported separately for resale and for UNE-P if technically feasible, (including disaggregated by both Field Work and No Field Work orders).

29. Measurement:

Percent SWBT Caused Missed Due Dates

Definition:

Percent of N, T, and C orders where installation was not completed by the due date as a result of a SWBT caused miss.

Data Collection Flow:

See Measurement 27 for general data collection procedures and exclusions with the following exceptions:

This measurement collects the number of orders where the completion date of the installation is greater than the due date and the delay code shows a SWBT caused reason. Data is not limited to those orders within the normal provisioning intervals. Therefore the base of orders could be greater than the base of orders for PM 27 which excludes orders not within standard or accepted intervals. For orders with multiple misses, an order with a customer miss would be included if any of the missed appointments were for a SWBT reason. This measure includes in both the numerator and the denominator the number of

orders canceled after a SWBT-caused missed due date. The calculation is the number of SWBT caused missed due dates or cancels divided by the total number of orders plus canceled orders completed within the given month. This is a parity measure with Residence, Business, and UNE-P FW and NFW comparisons. There are no differences in the retail and wholesale process.

30. **Measurement:**
Percent SWBT Missed Due Dates Due To Lack Of Facilities (LOF)
Definition:
Percent N, T, C orders with missed committed due dates due to lack of facilities.
Data Collection Flow:
See Measurement 27 for general data collection procedures and exclusions with the following exceptions:

This measurement reports the number of orders where the completion date of the installation is greater than the due date and the delay code shows a lack of SWBT facilities. For orders with multiple misses, an order with a customer miss would be included if any of the missed appointments were for a SWBT missed appointment as a result of the lack of facilities. The total orders reported will match the total orders on PM 29. The calculation is the number of SWBT caused missed due dates due to LOF divided by the total number of orders completed within the given month. This is a parity measure with Residence, Business, and UNE-P FW and NFW comparisons. There are no differences in the retail and wholesale process.

31. **Measurement: THIS PM WAS ELIMINATED WITH VERSION 2.0**

32. **Measurement:**
Average Delay Days For SWBT Caused Missed Due Dates
Definition:
Average calendar days from due date to completion date on company missed orders.
Data Collection Flow:
See Measurement 29.

This measurement collects the number of orders where the completion date of the installation is greater than the due date. For orders with multiple misses, an order with a customer miss would be included if any of the missed appointments were for a SWBT missed appointment for any reason. The total orders reported will be the difference of the orders reported on PM 29 and total orders on PM 30. This is a parity measure with Residence, Business, and UNE-P FW and NFW comparisons. There are no differences in the retail and wholesale process.

33. **Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7**

34. **Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7**
(The data reported in this measure is now included in PM 29)

35. **Measurement:**
Percent Trouble Report Within 10 Days (I-10) of Installation
Definition:
Percent of N, T, and C orders that receive an electronic or manual trouble report on or within 10 calendar days of service order completion.
Data Collection Flow:
See Measurement 27 for general data collection procedures and exclusions with the following exceptions:

Only Customer Trouble Reports (POTS & UNE Combo) are included, i.e., employee and informational reports are not included. Also excluded are reports closed to disposition code

13 (Excludable codes) and code 12 CPE (customer provided equipment), reports received on the due date before service order completion (except UNE Combo repair reports behind conversion orders closed to 1316 which are included), and subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. An I-10 flag is set on the repair report if it is received within 10 days after the service order completion date, which identifies the report as included in this measure. This is a parity measure with Residence, Business, and UNE-P FW and NFW comparisons. There are no differences in the retail and wholesale process.
Note: The I-10 report may not be associated with a service order that completes in the same month as the trouble ticket is closed.

35.1. Measurement:
Percent UNE-P Trouble Reports On the Completion Date
Definition:
Percent of C orders for UNE-P conversions that receive an electronic or manual trouble report on the day of completion.
Data Collection Flow:
See Measurement 35 for general data collection procedures. For exclusions see the following:

Only No Field Work (NFW) UNE Combo Customer Trouble Reports received on the due date are included, i.e., employee and informational reports are not included. Also excluded are reports closed to disposition code 13 (Excludable codes) with the exception of 1316, and code 12, CPE (customer provided equipment) reports, and subsequent reports. This is a parity measure, but diagnostic in nature with Residence, Business, and UNE-P FW and NFW comparisons. There are no differences in the retail and wholesale process.

36. Measurement: THIS PM WAS ELIMINATED WITH VERSION 2.0

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS

37. Measurement:
Trouble Report Rate
Definition:
The number of electronic or manual customer trouble reports per 100 lines.
Data Collection Flow:
The following paragraph pertains to all of the POTS & UNE Combos Maintenance Performance Measures, 37 – 42. Data is retrieved from AskMe (Acquisition of Statistical Knowledge Made Easy), which is a storage database system. All Maintenance PMs are determined by the number of trouble tickets that are completed / cleared in the reporting month.

CLEC
The clock starts on the date and time SWBT receives a trouble report from a CLEC or a retail customer. The CLEC customer initiates a repair report via calling the Local Operations Center (LOC) or via Toolbar.
RETAIL
The retail customer initiates a repair report via a customer service representative. The report is created in the Loop Maintenance Operations System (LMOS) database. The report is then sent from LMOS to WFA, which dispatches a SWBT technician to perform the required task to restore service. The clock stops on the date and time that the technician clears the repair activity and completes the repair report in WFA. WFA sends completion information to LMOS. LMOS downloads nightly into AskMe. Records of repair reports are accessed from AskMe for the creation of Performance Measurement results. Records are included in the month they are completed. SWBT and CLEC data are collected identically.

This is a parity measure with Residence, Business, and UNE-P comparisons. There are no differences in the retail and wholesale process.

Results for this PM is limited to customer initiated reports, i.e. employee generated and informational reports are not included. This measure excludes reports closed to disposition code 13 (excludable reports with the exception of code 1316) and code 12, CPE (customer provided equipment) reports. All other trouble reports are included in this measure. The calculation is the total number of trouble tickets divided by the total number of lines in service for the particular service as a percentage.

37.1. Measurement:

Trouble Report Rate net of installation and repeat reports

Definition:

The number of customer trouble reports not caused by CPE or wiring, CPE and disposition code "13" reports within a calendar month per 100 lines.

Data Collection Flow:

See Measurement 37 for general data collection procedures and exclusions with the following exceptions:

This PM excludes trouble reports included in PM 35 (I-10 reports) and PM 41 (Repeat reports). SWBT and CLEC data are collected identically. This is a parity measure with Residence, Business, and UNE-P comparisons. There are no differences in the retail and wholesale process. The calculation is the same as for PM 37.

38. Measurement:

Percent Missed Repair Commitments

Definition:

Percent of trouble reports not cleared by the commitment time, excluding disposition code "13" reports.

Data Collection Flow:

See Measurement 37 for general data collection procedures and exclusions with the following exceptions:

The commitment date and time is established when the repair report is received. The cleared time is the date and time that SWBT personnel clear the repair activity and complete the trouble report. The missed commitment flag is set when the cleared date and time is greater than the commitment date and time, and identifies the ticket as included in this measure. SWBT and CLEC data are collected identically. This is a parity measure with Residence, Business, and UNE-P Dispatch and No Dispatch comparisons. There are no differences in the retail and wholesale process. The calculation is the total number of trouble tickets not cleared by the commitment date and time divided by the number of trouble tickets for the reporting month as a percentage.

39. Measurement:

Receipt To Clear Duration.

Definition:

Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared with the customer excluding subsequent, and all disposition code "13" reports (excludable with the exception of code 1316).

Data Collection Flow:

See Measurement 37 for general data collection procedures and exclusions with the following exceptions:

The clock starts on the date and time SWBT receives a trouble report. The clock stops on the date and time that SWBT personnel clear the repair activity and complete the trouble report in WFA. This measure includes code 12 (CPE) reports but excludes reports closed to disposition code 13 (with the exception of code 1316), and subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open

on the same number. SWBT and CLEC data are collected identically. This is a parity measure with Residence, Business, and UNE-P Dispatch and No Dispatch comparisons for both Out of Service (OOS) and Affecting Service conditions. There are no differences in the retail and wholesale process. The calculation is the total time to clear all tickets divided by the total number of trouble tickets for the reporting month in hours.

40. Measurement:

Percent Out Of Service (OOS) < 24 Hours.

Definition:

Percent of OOS trouble reports cleared in less than 24 hours excluding subsequent tickets, tickets received on Saturday or Sunday, no access and all disposition code "13" reports (excludable with the exception of code 1316).

Data Collection Flow:

See Measurement 37 for general data collection procedures and exclusions with the following exceptions:

This measure excludes reports delayed as a result of "No Access" to the customer's premise. Only reports classified as "Out of Service" are included, i.e. it excludes "Affecting Service" reports. Reports are classified Out of Service or Affecting Service depending on the type of trouble reported. Holidays are excluded. Customer trouble reports are cleared within 24 hours when: The customer report is received Monday through Friday cleared within 24 hours. Or, the customer report is received Saturday and cleared within 48 hours. Or, the customer report is received Sunday and cleared before midnight Monday. The calculation is the total number of OOS trouble tickets cleared in less than 24 hours divided by the total number of OOS trouble tickets for the reporting month as a percentage.

41. Measurement:

Percent Repeat Reports

Definition:

Percent of customer trouble reports received within 10 calendar days of a previous customer report that were not caused by CPE or wiring excluding subsequent reports and all disposition code "13" reports (excludable).

Data Collection Flow:

See Measurement 37 for general data collection procedures and exclusions with the following exceptions:

This measure excludes reports closed to disposition code 13 (excludable reports with the exception of code 1316) and code 12, CPE (customer provided equipment) reports. A repeat report occurs when a second report is received in 10 days of a trouble report on a specific telephone number (TN), the first 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 an additional 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat and the third report is marked as a Repeat. In this case there would be two repeat reports. The calculation is the total number of repeat trouble tickets received within 10 days (not counting excludables – CPE and subsequents) divided by the total number of trouble tickets (not counting the same excludables) for the reporting month as a percentage.

42. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

SPECIALS – PROVISIONING

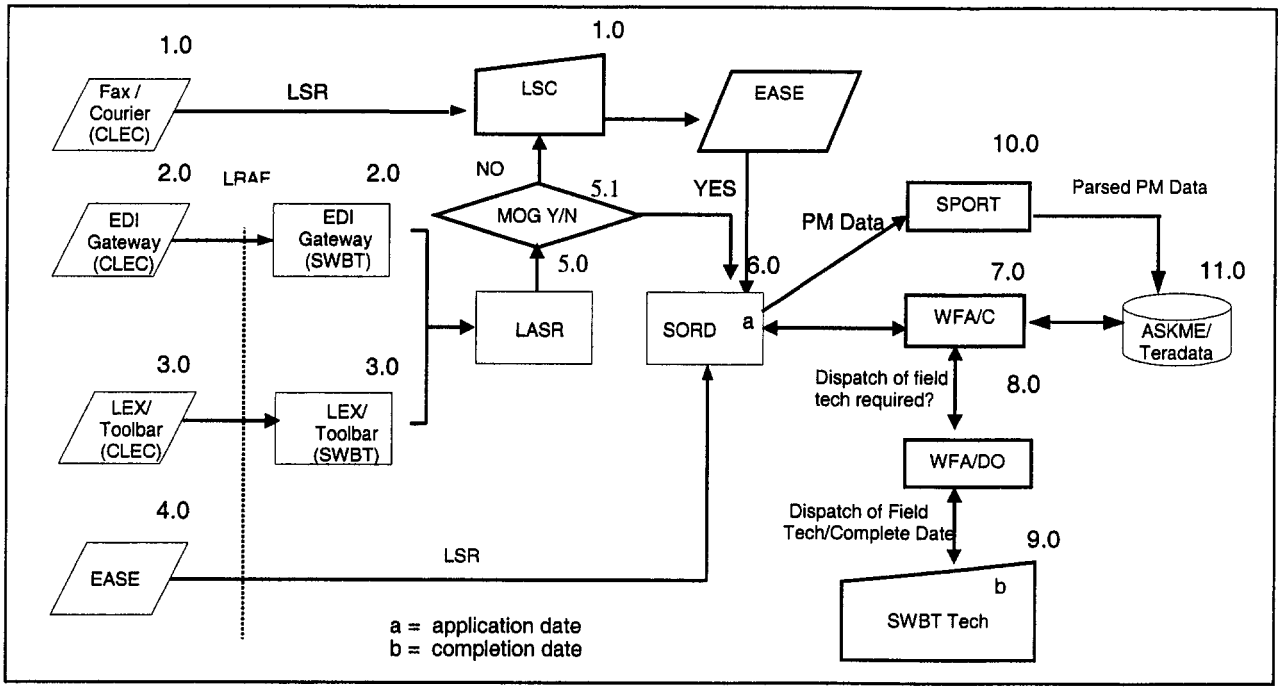
43. Measurement:

Average Installation Interval

Definition:

Average business days from application date to completion date for N, T, and C orders by circuit.

Data Collection Flow:



PM 43 Average Installation Interval – Specials

The following paragraphs detailing the CLEC and Retail collection methods pertain to all of the Specials Provisioning Performance Measures, 43 – 51. Data is retrieved from AskMe (Acquisition of Statistical Knowledge Made Easy), which is a storage database system. The PMs are determined by the orders / circuits that are posted in the reporting month with the exception of the PM 46 which is based upon trouble report tickets which close in the reporting month.

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 (PM) determines the average number of business days (i.e. excluding weekends and holidays) to complete installation of Special Services such as DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN, UNE Loop and Port ISDN and other combinations and any other services available for resale. The Installation Interval is based upon Application Date (the day that the customer initiated the service request) to the Completion Date (the day that SWBT personnel complete the service order activity) at the circuit level.

To calculate this measurement, intervals of all circuits are derived by subtracting the application date from the completion date. The intervals are totaled and the total is divided by the total number of circuits completed for that month. In addition to the above exclusions, also excluded in this PM are orders for which the customer has paid applicable expedite fees.

44. Measurement:

Percent Installations Completed within the customer requested due date.

Definition:

Measure of circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual.

Data Collection Flow:

See Measurement 43 for CLEC and Retail collection methods and exclusions with the following exceptions:

This Performance Measurement (PM) determines the percentage of circuits completed within the customer's desired due date. Included are circuits for Special Services such as DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN, UNE Loop and Port ISDN and other combinations and any other services available for resale. The Installation Due Date is based upon the customer requested due date which is compared to the Completion Date (the day that SWBT personnel complete the service order activity) to determine inclusion in this PM. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date, but will exclude circuits for which the due date is less than the standard interval if not agreed to.

The calculation is the number of circuits completed by the customer desired due date divided by the total number of circuits completed for the reporting month.

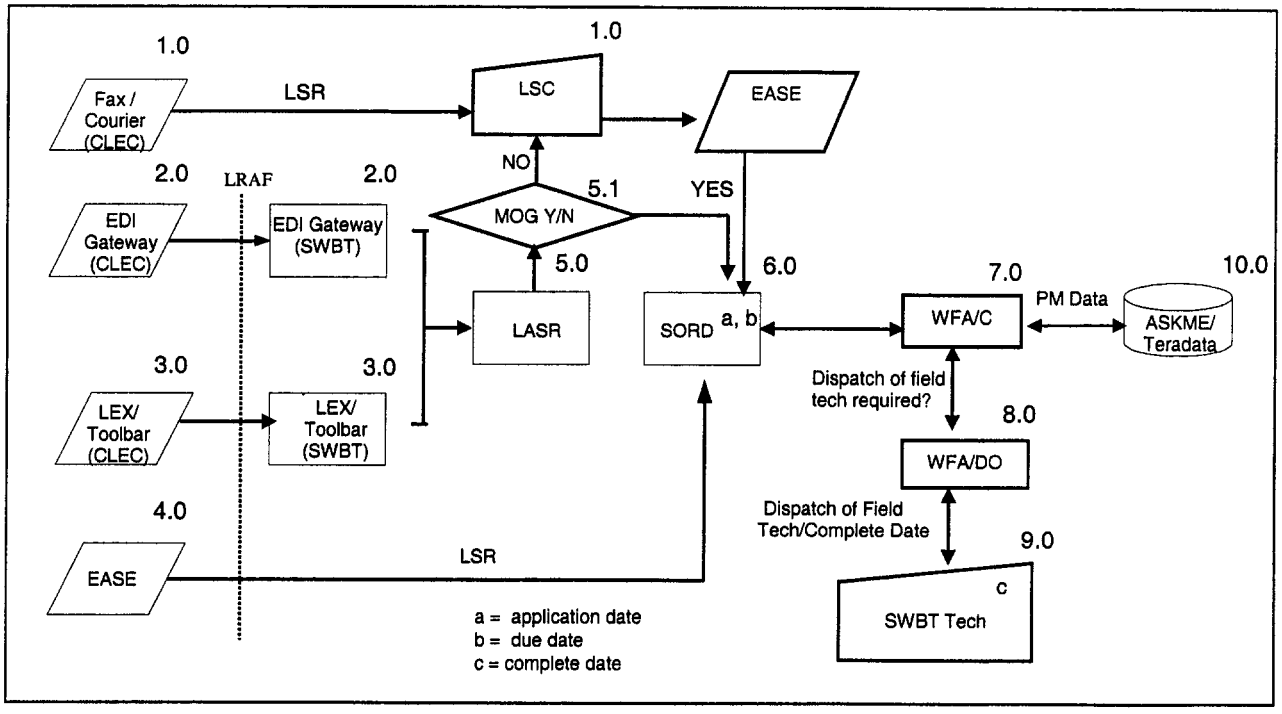
45. Measurement:

Percent SWBT Caused Missed Due Dates

Definition:

Percent of N, T and C orders by Circuit where installations were not completed by the due date or were canceled after the due date that were caused by SWBT.

Data Collection Flow:



PM 45 Percent SWBT Caused Missed Due Dates - Specials

See Measurement 43 for CLEC and Retail collection methods and exclusions with the following exceptions:

This Performance Measurement determines the percent of N, T and C type service orders at the circuit level where SWBT was unable to complete the circuits (order) by the due date. The Due Date is a date negotiated by the customer and the SWBT representative for service activation and is returned on the FOC to the CLEC. This measure will also include the number of orders which were canceled after the due date had passed where the miss was caused by SWBT. Specific Special Services such as DDS, DS1, DS3, DSL, VGPL, ISDN, UNE Loop and Port ISDN and other combinations and any other services available for resale are included in this PM.

To calculate this measure, a count of all circuits with missed due dates or were cancelled after the due date (caused by SWBT) will be divided by the total number of circuits (including those canceled after the due date that were caused by SWBT).

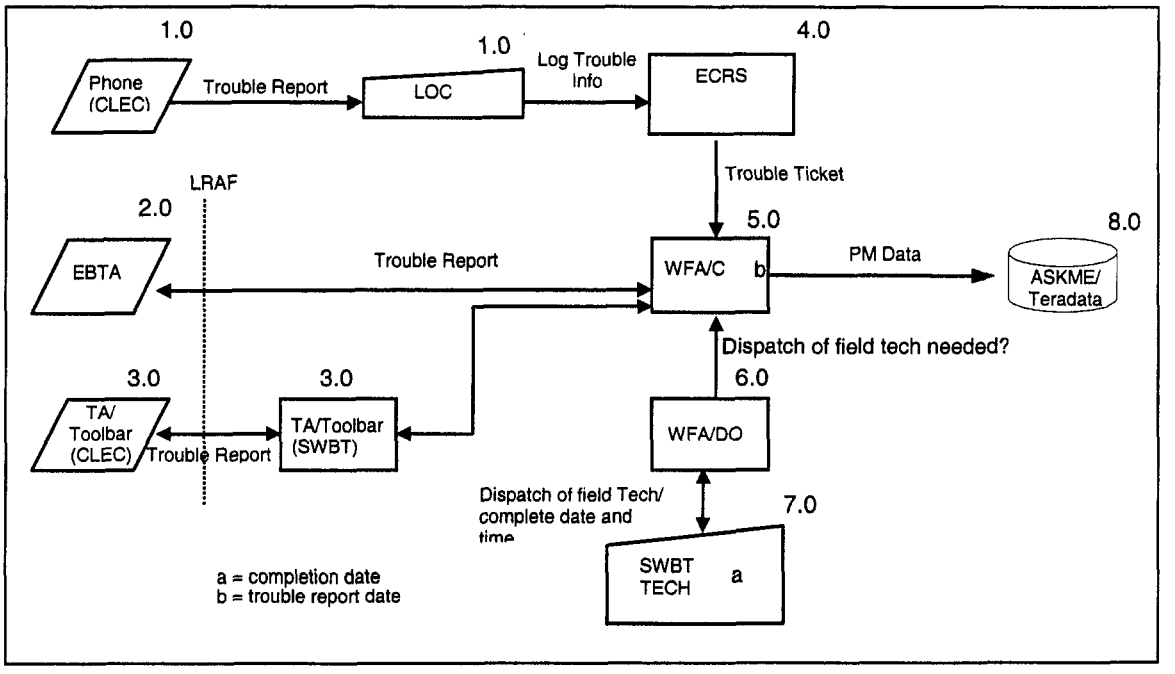
46. Measurement:

Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation

Definition:

Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.

Data Collection Flow:



PM 46 Percent Trouble Reports Within 30 Days of Installation – Specials

See Measurement 43 for CLEC and Retail collection methods and exclusions with the following exceptions:
This Performance Measurement determines the number of N, T and C type service orders at the circuit level that receive a network customer trouble report within 30 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 30 days (sometimes referred to as I-30s). Trouble reports received on the due date prior to service order completion are not included in the calculations.

The data collected by circuit from WFA based upon Completion Date of the trouble ticket and reported in the month when the trouble report is completed and the I-30 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). Also excluded are reports that have an Analysis code of 95, which indicates an Independent Local Exchange Carrier cause.

The calculation is the number of circuits that receive an I-30 (excluding I-30s received on the service order due date) divided by the total number of circuits that complete during the month.

Note: The I-30 report may not be associated with a service order (circuit) that completes in the same month as the trouble ticket is closed.

47. Measurement:

Percent Missed Due Dates Due To Lack of Facilities (LOF)

Definition:

Percent of N, T and C orders by Circuits with missed committed due date due to lack of facilities.

Data Collection Flow:

See Measurement 43 for CLEC and Retail collection methods and exclusions with the following exceptions.

This Performance Measurement determines the percent of N, T and C type service orders at the circuit level where SWBT missed the committed due date due to lack of facilities. The Due Date is the objective. The Completion Date is the day that SWBT personnel complete the service order activity. Specific Special Services such as DDS, DS1, DS3, DSL, VGPL, ISDN, UNE Loop and Port ISDN and other combinations and any other services available for resale are included in this PM.

The calculation for this measurement is the count of circuits completed which carry SWBT Lack of Facilities Missed Function Codes (MFC) divided by the total number of circuits completed in the reporting month.

48. Measurement: THIS PM WAS ELIMINATED WITH VERSION 2.0

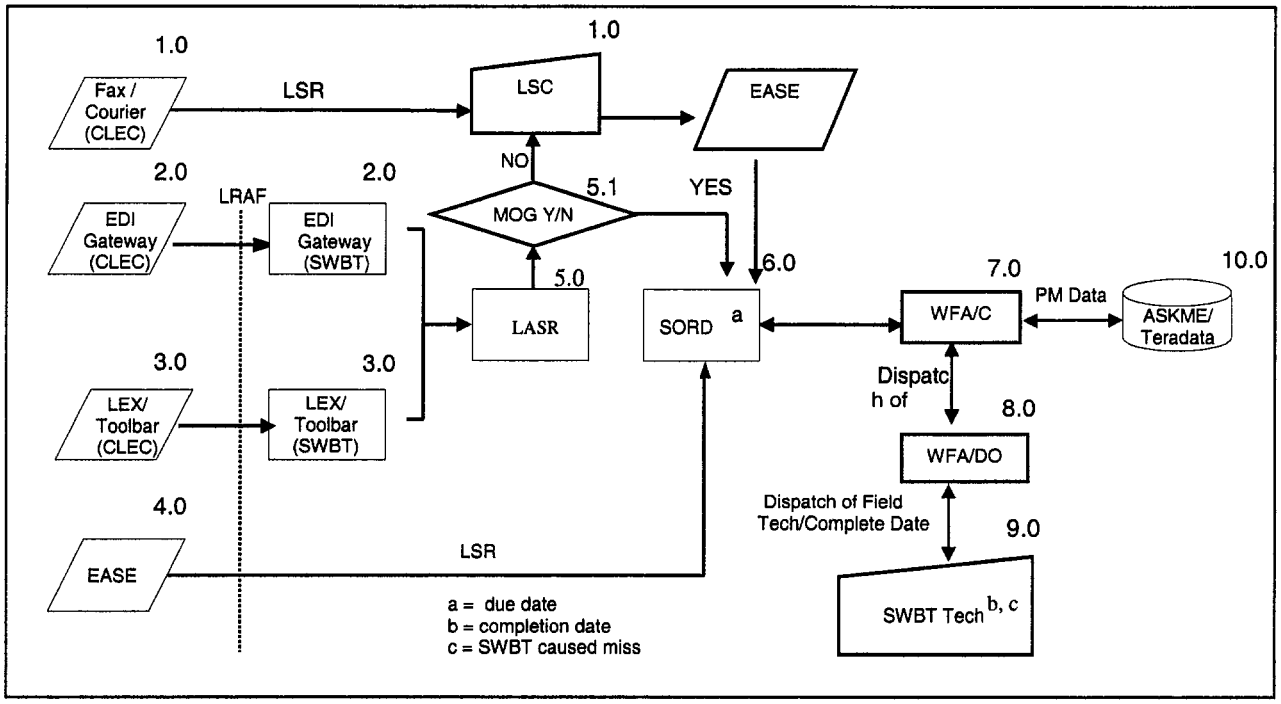
49. Measurement:

Delay Days for SWBT Caused Missed Due Dates

Definition:

Average calendar days from due date to completion date on Company Missed circuit orders.

Data Collection Flow:



PM 49 Delay Days for SWBT Caused Missed Due Dates - Specials

(See Measurement 45)

50. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

51. Measurement: THS PM WAS ELIMINATED WITH VERSION 1.7

SPECIALS – MAINTENANCE

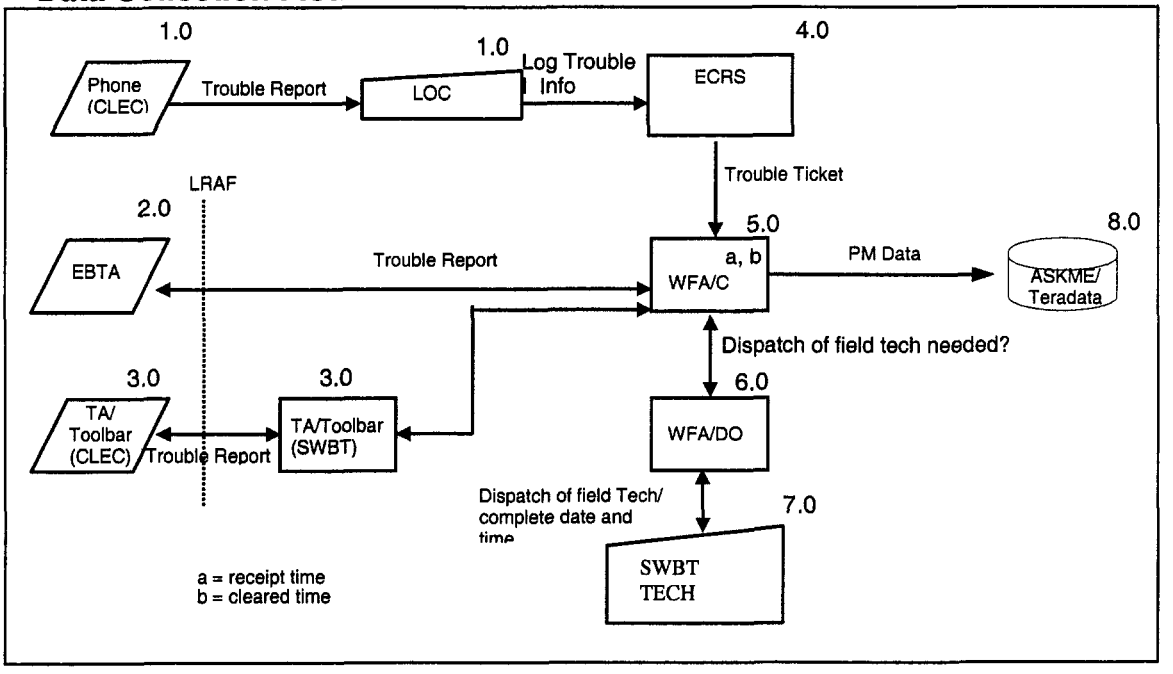
52. Measurement:

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 is cleared.

Data Collection Flow:



PM 52 Mean Time to Restore - Specials

The following paragraphs detailing the CLEC and Retail collection methods pertain to all the Specials Maintenance Performance Measures, 52 – 54.1. Data is retrieved from AskMe (Acquisition of Statistical Knowledge Made Easy), which is a storage database system. The PMs are determine by the orders / circuits that are completed and posted in the reporting month.

CLEC process

The data for resale is collected from WFA and are selected based upon two specific maintenance centers SWBTMWLSPSC (Midwest) or SWBTTXLSPSC (Texas) that handle Resale activity as well as by service codes found within the Circuit ID. Trouble tickets are excluded when they are coded as Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider or Informational reasons. Unbundled Network Elements (UNE), UNE COMBO except those with service code IBMU (UNE Loop and Port ISDN), and Interconnection Trunks are excluded as well as trouble reports where SWBT is operating as a CLEC or Official Company Service (OCS) activity.

Retail Process

The data for resale is collected from WFA and circuits are selected if the CLEC AECN is not populated. Unbundled Network Elements (UNE), UNE COMBO except those with service code IBMU (UNE Loop and Port ISDN), and Interconnection Trunks are excluded as well as trouble reports where SWBT is operating as a CLEC or Official Company Service (OCS) activity.

The trouble report duration is based upon the date and time the trouble report is cleared with the customer minus the date and time the trouble report is received. This duration excludes no access and delayed maintenance. Specific Special Services such as DDS, DS1, DS3, DSL, VGPL, ISDN, UNE Loop and Port ISDN and other combinations and any other services available for resale are included in this PM.

To calculate this measurement, sum all trouble report durations divided by the total count of customer trouble reports.

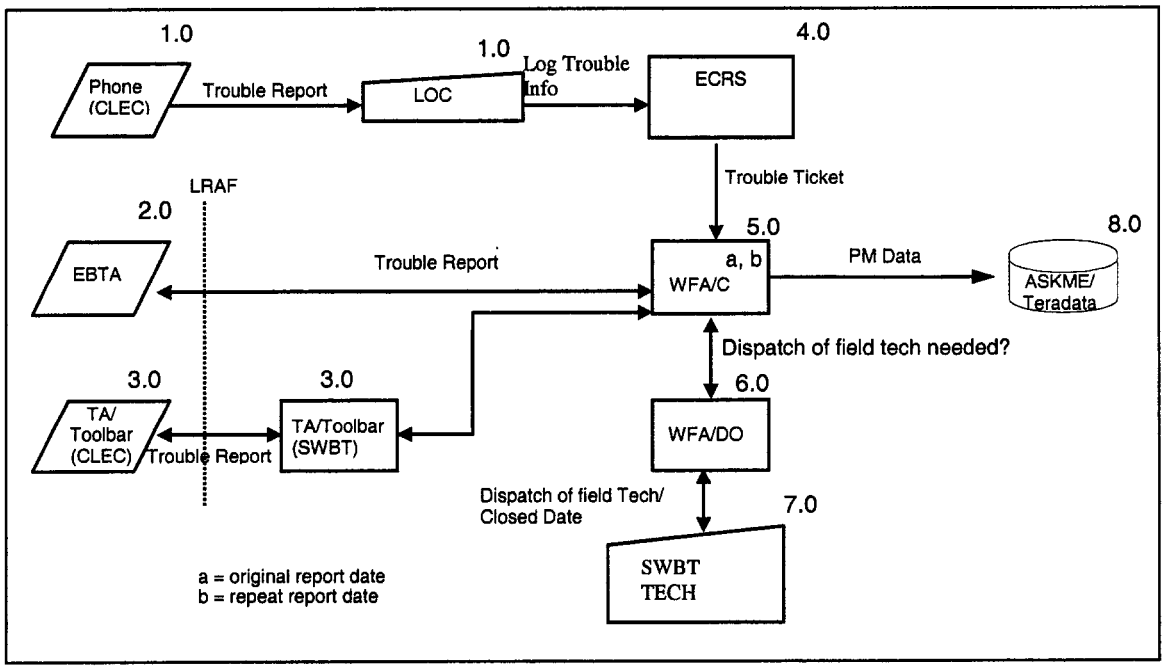
53. Measurement:

Percent Repeat Reports

Definition:

Percent of network customer trouble reports received within 30 calendar days of a previous customer report.

Data Collection Flow:



PM 53 Percent Repeat Reports - Specials

See Measurement 52 for CLEC and Retail collection methods and exclusions with the following exceptions:

This Performance Measurement includes customer trouble reports received within 30 calendar days of an original customer report as well as any subsequent repeat reports for the same trouble. A trouble report is counted if it is flagged on WFA as a repeat report and considered Measured. Measured trouble reports are identified as a customer report where the trouble type is not Customer Provided Equipment (CPE), Interexchange Carrier (IEC) or Informational (INF). Specific Special Services such as DDS, DS1, DS3, DSL, VGPL, ISDN, UNE Loop and Port ISDN and other combinations and any other services available for resale are included in this PM.

The calculation of this measurement is the count of customer trouble reports received with 30 calendar days of a previous customer report divided by the total number of customer trouble reports.

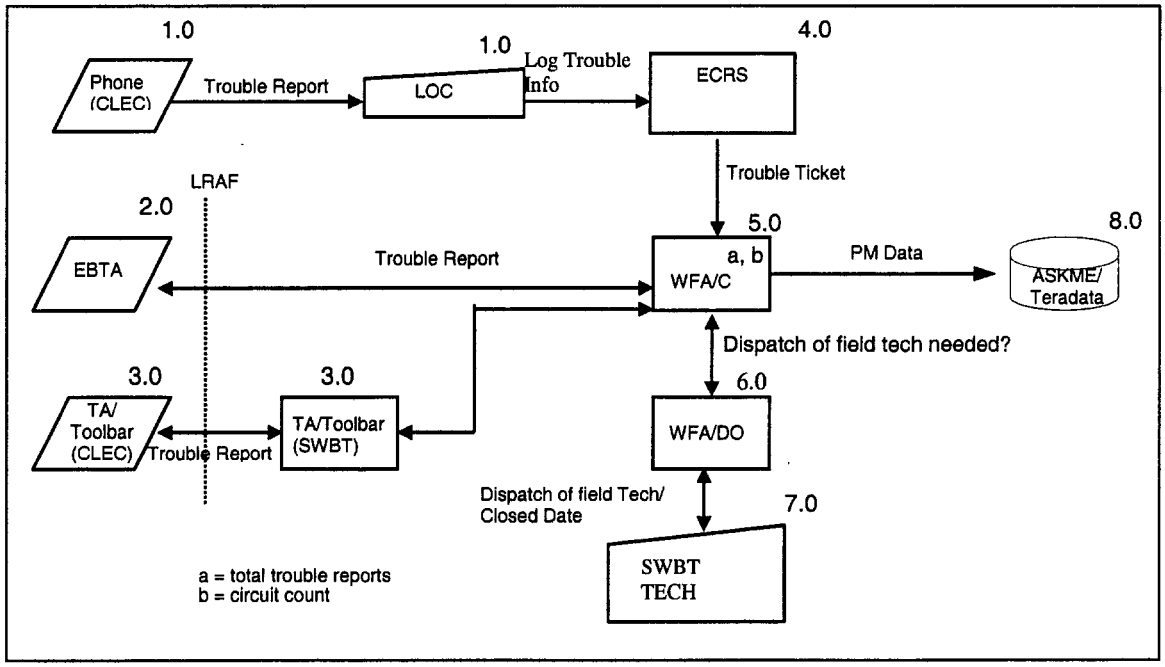
54. Measurement:

Trouble Report Rate

Definition:

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

Data Collection Flow:



PM 54 Trouble Report Rate – Specials
PM 54.1 Trouble Report Rate net of Installation and Repeat Reports

See Measurement 52 for CLEC and Retail collection methods and exclusions with the following exceptions:

This Performance Measurement determines the number of network customer trouble reports within a calendar month per 100 circuits. Measured reports are identified as a customer report where the trouble type is not Customer Provided Equipment (CPE), Interexchange Carrier (IEC) or Informational (INF). Specific Special Services such as DDS, DS1, DS3, DSL, VGPL, ISDN, UNE Loop and Port ISDN and other combinations and any other services available for resale are included in this PM.

54.1 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 circuits.

Data Collection Flow:

See Measurement 52 for CLEC and Retail collection methods and exclusions with the following exceptions.

This Performance Measurement determines the number of trouble reports exclusive of installation and repeat reports within a calendar month per 100 circuits. This excludes any trouble reports that are counted in PM 46 and PM 53. This measure also excludes trouble tickets that are coded to Customer Premise Equipment (CPE), Interexchange Carrier/Competitive Access Provider (IEC), and Informational (INF). Specific Special Services such as DDS, DS1, DS3, DSL, VGPL, ISDN, UNE Loop and Port ISDN and other combinations and any other services available for resale are included in this PM.

To calculate this measurement, trouble reports are counted (exclusive of installation and repeat reports) in the month they post and divided by the total circuit count and divided by 100 to get the per 100 circuit count.

UNBUNDLED NETWORK ELEMENTS (UNE) Provisioning

55. Measurement:

Average Installation Interval

Definition:

Average business days from application date to completion date for N, T, and C orders excluding customer cause misses and customer requested due date greater than "x" business days. The "x" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Data Collection Flow:

In general, the following paragraphs detailing the CLEC and Retail processes that pertain to all of the UNE Provisioning measurements, unless otherwise stated. See the individual PM write-ups for details regarding differences.

CLEC process

Generally, data for UNE measures is collected from Work Force Administration (WFA) for orders that are for Add, Change or Rearrange work. Items are reported based upon Completion Date. Orders that have a customer caused Missed Function Code (MFC) value equal to A (CLEC caused miss), C (Customer caused miss), or D (Independent Carrier miss), as well as those with special study codes (e.g. I37), are excluded as long as there is no SWBT delay during the life of the order. A CLEC AECN must be present on the order for it to be counted as Wholesale. Specials, Interconnection Trunks and UNE combos measured in the POTS and Specials measures are excluded from the UNE measures. For those measures reported from AskMe, an order must be posted within the reporting month to be included. A match is performed between WFA and the completed Service Order for these fields: Average Business Days, Application date, the Customer Requested Due Date. The data is reported only once these fields match. (WFA and the Service Order database won't match if the order was cancelled - in which case these orders are not reported.)

Retail process

The data for the Retail is collected from WFA for orders that are for Add, Change or Rearrange work. Items are reported based upon Completion Date, and are considered retail if the CLEC AECN is *not* populated. In general, POTS and/or Specials are used as parity comparisons, and Interconnection Trunks are excluded. Orders that have a customer caused Missed Function Code of A (CLEC caused miss), C (Customer caused miss), or D (Independent Carrier miss), as well as those with special study codes, are excluded as long as there is no SWBT delay during the life of the order. In addition, orders are excluded where SWBT is operating as a CLEC (though this data may be used in certain measures as the retail comparison). Furthermore, internal SWBT Official Company Service (OCS) activity is excluded. For those measures reported from AskMe, an order must be posted within the reporting month to be included.

PM 55 reports the average number of business days (excluding weekends and holidays) to complete the installation interval for the services listed in the table below. Results for the PM are limited to N-New, T-Transfer, and C-Change orders. The installation interval is calculated based on the interval from Application Date (the day that the customer initiated the service request) to the Completion Date (the day that SWBT personnel complete the service order activity). The data (both numerator and denominator) is collected out of WFA with a match to the Service Order Database. The Service Order Database is matched to WFA to provide the Average Business Days, Application Date, and the Customer Requested Due Date. The calculation excludes Weekends and Holidays. Orders measured in PM 55.2 (loop with LNP) and PM 55.1 (xDSL loops) are excluded. Also excluded are expedites for which the CLEC pays an expedite charge. The calculation is the summation of all the intervals divided by the number of orders that posted in the reporting month. This measure is related to measure 56.

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.

See the following table for each Circuit type, the associated interval and service codes, and the retail comparison:

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 4 Days 11-20 Loops 10 Days 20+ Loops None	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	DICU DIXU	Analog Trunk Port	All Orders 3 Days	Switch Ports – Analog Ports	VGPL	VGPL

PTAL	SXRU	Analog Line Port				
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	1-10 Loops 5 Days 11-20 Loops 7 Days 20+ Loops 10 Days	Dark Fiber	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

NOTES:
AECN must be a valid AECN on the AECN table.
Last 3 positions of the MCN (Master Customer Number) cannot equal 'GTE'.
Exclude Customer misses as defined by the WFA Jeopardy Code.
Exclude orders where the Application date to the Customer Desired Due Date interval is greater than the measurement interval for that type of order.

55.1 Measurement:

Average Installation Interval – DSL

Definition:

Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.

Data Collection Flow:

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

This measure reports the average installation interval of xDSL orders, i.e. generically any DSL product that is ordered by a CLEC or Retail customer. The Application Date is the day that the customer authorizes SWBT to provision the DSL based on the loop qualification. If the CLEC uses the "one-step" process (combined loop qualification request and LSR), and the loop qualification determines that the existing loop, in its current condition, meets the CLEC's specifications, SWBT will initiate the service order when the loop qualification is returned from SWBT engineering. This date will be the application date.

If the loop in its current condition does not meet the CLEC's specifications, SWBT will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SWBT of the appropriate action to take.

If the CLEC supplements the LSR to order the DSL, SWBT will issue the order, and the application date will be the date that SWBT receives the valid supplement. If the CLEC uses the "two-step" process (loop qualification performed on a pre-order basis), or waives the loop qualification (for a loop that pre-qualifies as "green," - within Industry standards for a DSL loop) SWBT will issue the order upon receipt of a valid LSR. The Application Date will be the date that SWBT receives the valid LSR.

The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC has requested that Cooperative Acceptance Testing be performed on the loop, the Completion Date is the day that successful Cooperative Acceptance Testing is completed. This PM is reported at a circuit level.

The base of items (both numerator and denominator) is out of Work Force Administration (WFA). Service Order Database is matched to WFA to provide the Application date. The measure counts business days (Weekends and Holidays are excluded). Expedited orders (those with requested intervals of less than 3) are also excluded. The calculation is the summation of all the intervals divided by the number of xDSL circuits that posted in the reporting month.

Data is collected using AskMe. Refer to the table under PM 55 for valid service codes.

NOTE: For all of the above scenarios, the CLEC's specifications for the loop will be considered met under the following circumstances:

- If the CLEC has specified "AS IS" on the initial LSR, the loop meets the CLEC's specifications if the loop qualification does not show that the end user's address is served exclusively by Digital Loop Carrier ("DLC").
- If the CLEC has pre-authorized conditioning on the initial LSR, the loop meets the CLEC's specifications if the loop qualification does not show that the end user's address is served exclusively by DLC. Any load coils, repeaters, and/or bridged/end tap greater than or equal to 2.5 kft, revealed on the loop qualification will be removed per the requirements of the SPEC code.
- If the CLEC pre-authorizes conditioning, CLEC will not have to provide an additional LSR requesting provision of the loop.

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.

55.2 Measurement:

Average Installation Interval for Loop with LNP

Definition:

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "x" business days. The "x" business days is determined based on the quantity of UNE loops ordered and associated standard interval. Excludes Weekend and Holiday, and excludes NPAC caused delays unless caused by SWBT.

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. The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3-day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4-day interval. The data is collected from Greta Pro and a match is done between Greta Pro and the Service Order Tracker (SOT) to get the Application date of the order. This PM is reported at an order level to account for different measurement standards on the number of circuits per order.

This PM determines the average number of business days to complete the installation of Loop with LNP orders that are done as Coordinated Hot Cuts (CHC) and Frame Due Time (FDT) orders, and is closely related to measure 56.1.

The calculation is the summation of all the order intervals divided by the total number of orders that completed in the reporting month. Data is collected out of the DSS (Decision Support System).

For partial LNP conversions that require restructuring of customer account: 1-30 Telephone Numbers: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
Greater than 30 Telephone Numbers, including entire NXX: The due dates are negotiable.

Levels of Disaggregation are: CHC 1-10 loops, CHC 11-20 loops, CHC > 20 loops; and FDT 1-10 loops, FDT 11-20 loops and FDT > 20 loops. CHC / FDT determined by TYPE_OF_CUT from Greta Pro – T3345H Number of lines determined by summing LINECNT based on SORD and MKT_AREA (SORD comes from ORDER_NUMBER in Greta Pro and MKT_AREA comes from SOT)

The Market Area (MKT_AREA) and AECN (AECN) are determined from SOT. The CLEC Name is obtained by matching the AECN from SOT to get AECN_NAME.

The COMPLETED_ON_DATE from GretaPro is the Receipt Date (RDATE). When Receipt Date from LASRDB is null, or, if there is no match between SOT and LASRDB, then use the LSR_RECEIPT_DATE from SOT as RDATE. Otherwise, use REC_DATE from LASRDB.

The denominator is the number of orders completed and not excluded.

Exclusions are handled as follows.

<u>Excluded before Matching:</u>
Specials and Interconnection Trunks - Determine list of CLSRV with CLSSFCTN_DESC = 'ICT' from T33494N and exclude these from SOT file.
Excludes UNE Combos captured in the POTS or Specials measurements - Exclude where COMBO_IND = 'Y' from SOT.
Excludes orders that are not N, T, or C - Include records where SORD_TYPE IN (N, T, C) from SOT.

Excluded after matching
Excludes customer requested due dates greater than "x" business days.
Loop with LNP (1-10) – 4 business days
Loop with LNP (11-20) – 8 business days
Loop with LNP (>20) – 11 business days

(CDDD – RDATE (bus days)) > Standard Interval (4,8,11) that is excluded.
If customer requests interval of 5 when x is 4, then it is excluded.
Excludes customer caused misses - If the first character of JEP02 (in GretaPro) is equal to "A, B, C, or D" and the second character is an "8" (representing special handling) then that record is excluded.
Excludes Weekends and Holidays - Using Standard include routines: HOL94LYN, HOL94STN.
NPAC caused delays unless caused by SWBT

Also Excluded:
If GretaPro doesn't match up with SOT, then create an exception report. These records are not included in the measure (when RDATE is missing).
Invalid AECN (determined if AECN is not on AECNTBL2) or if AECN is one of the following: 9856, 9866, 9857, 9867, 9858, 9868, 9876, 9886, 9877, 9887, 9878, 9888.
From Greta Pro where TYPE_OF_CUT isn't CHC or FDT.

See the following table for each Circuit type, the associated interval and service codes, and the retail comparison:

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 4 Days 11-20 Loops 10 Days 20+ Loops None	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 3 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	1-10 Loops 3 Days 11-20 Loops 7 Days 20+ Loops 10 Days	Dark Fiber	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

55.3 Measurement:

Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters

Definition:

The percentage of all xDSL-capable loops greater than 12,000 feet (based on designed loop makeup information), ordered, that require the removal of load coils or repeaters to provision xDSL services. By definition, loops under 12,000 are excluded.

Data Collection Flow:

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

The calculation includes the number of xDSL-capable loop orders requiring the removal of load coils or repeaters as identified by the following USOCs: NRBXV, NRBXZ, NRBXH, NRBXF.

The calculation is the Sum of the Number of Orders for xDSL-capable loops requesting the removal of load coils or repeaters; divided by the Total number of orders completed for xDSL-capable loops. The levels of disaggregation are Loops between 12,000 feet and 17,500 feet; and Loops over 17,500 feet.

The data (both numerator and denominator) is collected from WFA. The Service Order Database is matched to WFA for the purpose of determining the loop length, and for the purpose of identifying those orders containing the above USOCs.

This is a Diagnostic measure. Data is collected using AskMe.

Refer to table under PM 55 for valid service codes.

55.4 Measurement:

Percent provisioning trouble reports (PTR) on Line Sharing Orders

Definition:

Measures the percent of DSL-capable circuits for which the CLEC submits a trouble report after 5 p.m. on the day before the due date and that are not provisioned correctly on the due date.

Data Collection Flow:

To determine the numerator, we first look at the Line Share service orders on which SWBT takes a miss. The close out information and time on the trouble ticket are used to determine this. We match the due date or subsequent due date (up through the 8th day of the following month) looking for a trouble report in WFA on that CAC. The trouble report must be received between due date minus 1, at a time greater than or equal to 5 p.m. and less than or equal to the close time.

Only the first occurrence of a ticket is counted in this measure.

This is a Diagnostic measure. The numerator is collected from WFA, and the denominator is from SORD.

55.5 Measurement:

Loop Acceptance Testing (LAT) Completed

Definition:

Percent Loop Acceptance Test completed on or before the due date.

Data Collection Flow:

This measure has the following disaggregations:

IDSL Loops – as determined by a service code of AGXU

DSL Loops without Line Sharing – as determined by a service code of LXFP

DSL Loops with Line Sharing – however, we do not currently offer LAT on Line Sharing

This measure does not include Broadband in the base, as we do not offer LAT on Broadband circuits.

The calculation is the count of orders for which the loop acceptance testing is accomplished on or before the due date; divided by the total number of loop acceptance tests requested.

The numerator and denominator exclude orders for which loop acceptance testing was not ordered. Therefore, only those orders with a USOC of UBCxx are counted. A 'miss' or a 'make' is determined by the CTR2MFC (Missed Function Code) field. If this field is blank SWBT has a 'Miss.' That is, LAT has not been completed on time. If the CTR2MFC is populated with an I53 code, this indicates that SWBT completed the LAT on time and the test was good. These are counted as 'Makes.' 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. These are considered to be 'Makes.'
The numerator and denominator are collected from WFA.

56. Measurement:

Percent (UNEs) Installations Completed Within the Customer Requested Due Date

Definition:

Measure of orders completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual, or if expedited (accepted or not accepted), the date agreed to by SWBT.

Data Collection Flow:

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

This PM measures the number of orders completed by the due date objective. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure includes expedites agreed to by SWBT, but excludes orders captured in PM 56.1 (Loop with LNP). Also excluded are orders other than N, T, or C and customer caused misses. Weekends and Holidays are excluded from the calculation. This measure is related to PM 55, but does not exclude orders outside the standard installation intervals. Therefore, the total number of orders could be greater than the number of orders on PM 55. Refer to table under PM 55 for valid service codes used for determining disaggregations. The table below gives standard installation intervals by circuit type.

The data (both numerator and denominator) is collected from WFA. The Service Order Database is matched to WFA to get the Due Date Objective. For the denominator, use the Application Date to Due Date Objective, regardless of the Standard UNE interval offered, and exclude customer-caused misses based on Missed Function Code logic. Included in the numerator are those with completion date less than or equal to the Subsequent Due (SD) Date, or if SD is blank, where completion date is less than or equal to the Due Date. This measure is in reported in disaggregations based on the loop counts listed below.

Data is collected using AskMe.

<u>95% within the customer requested due date</u>.

The following standard offered intervals apply:
2 Wire Analog and Digital and INP (1-10) – 3 Days
2 Wire Analog and Digital and INP (11-20) – 7 Days
2 Wire Analog and Digital and INP (20+) – 10 Days
BRI Loops (1-10) – 4 Days
BRI Loops (11-20) – 10 Days
BRI Loops (20+) – Negotiate

DS1 loop (includes PRI) (1-10) – 3 Days
DS1 loop (includes PRI) (11-20) – 7 Days
DS1 loop (includes PRI) (20+) – 10 Days
Switch Ports – Analog Port – 2 Days
Switch Ports – BRI Port (1-50) – 3 Days
Switch Ports – BRI Port (50+) – 5 Days
Switch Ports – PRI Port (1-20) – 5 Days
Switch Ports – PRI Port (20+) – 10 Days
DS1 Trunk Port (1 to 10) – 3 Days
DS1 Trunk Port (11 to 20) – 5 Days
DS1 Trunk Port (20+) – ICB
Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB
Dark Fiber (1-10) – 5 Days
Dark Fiber (11-20) – 7 Days
Dark Fiber (20+) – 10 Days
DSL with no Line Sharing – Non Conditioned – 5 Days
DSL with no Line Sharing – Conditioned – 10 Days

Parity with ASI
DSL with Line Sharing

90% within the customer requested due date.

The following standard offered intervals apply:
INP (1-10 Numbers) – 3 days
INP (11-20 Numbers) – 7 days
INP (> 20 Numbers) – 10 days

56.1 Measurement:

Percent Installations Completed within the Customer Requested Due Date for LNP with Loop

Definition:

Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SWBT.

Data Collection Flow:

See Measure 55 for general CLEC and Retail process flow information and exclusions with the following exceptions. See Measure 55.2 for process flow and exclusions with the following exceptions:

This measure does not exclude orders outside the standard installation intervals. Therefore, the total number of orders could be greater than the number of orders on PM 55.2.

57. Measurement: THIS PM WAS ELIMINATED WITH VERSION 1.7

58. Measurement:

Percent SWBT Caused Missed Due Dates

Definition:

Percent of UNE N, T, and C circuits (except that 8.0 dB loops are measured at an order level) where installations are not completed by the negotiated due date.

Data Collection Flow:

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

The Due Date starts the clock for this PM. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss in WFA. 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. This measure includes in both the numerator and denominator the number of orders cancelled after a SWBT-caused missed due date. The calculation is the number of circuits (8.0 dB loop orders) that miss the due date divided by the total number of circuits posted in the reporting month as a percentage. Only Adds, Rearranges and Changes are included in this measurement.

This measure excludes customer caused misses.

The data (both numerator and denominator) is collected from WFA. This is a parity measure with the exception of DSL Loops without Line Sharing which has a 5% benchmark for SWBT caused missed due dates.

Data is collected using the AskMe database system.

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)	POTS (Res/Bus FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res/Bus 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 Benchmark:	Parity with ASI
14. DSL Loops – Non-Line Sharing	5% (No critical z-value applies)

59. Measurement:

Percent Installation Reports (Trouble Reports) Within 'x' calendar days, where 'x' is 10 calendar days for 8 dB loops and 30 calendar days for all other UNEs (I-10/I-30) of Installation

Definition:

Percent of UNEs that receive a customer trouble report within 'x' calendar days, where 'x' is 10 calendar days for 8 dB loops and 30 calendar days for all other UNEs, of service order completion.

Data Collection Flow:

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

A trouble report is counted if it is received within 30 calendar days of a service order completion, usually referred to as I-30 reports for all UNEs except 8 dB loops. For 8 dB