APPENDIX B

Southwestern Bell Telephone Company's Compliance Filing in Texas

Performance Measures Letter
Attachment – Attachment 17 Performance Remedy Plan

Appendix 1 – Measurements Subject To Per Occurrence Damages Or Assessment With a Cap and Measurements Subject To Per Measure Damages or Assessments

Appendix 2 – Performance Measures Subject To Tier 1 And Tier 2 Damages Identified As High, Medium And Low

Appendix 3 – Performance Measurements Business Rules (Version 3.0)

SOUTHWESTERN BELL TELEPHONE COMPANY'S COMPLIANCE FILING IN TEXAS TO MODIFY THE TEXAS 271 AGREEMENT

PERFORMANCE MEASURES LETTER

&

ATTACHMENT 17 PERFORMANCE REMEDY PLAN

SWB
November 1, 2002

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November 1, 2002

Ms. Jennifer Fagan
Mr. Nara Srinivasa
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78711

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

Dear Judges Fagan and Srinivasa:

Pursuant to Order No. 45, SWBT is making this Compliance filing in the above referenced matter and is attaching the following:

Attachment – Attachment 17: Performance Remedy Plan

Appendix 1 – Measurements Subject To Per Occurrence Damages Or Assessments With A Cap and Measurements Subject To Per Measure Damages Or Assessment
Appendix 2 – Performance Measures Subject To Tier 1 And Tier 2 Damages Identified As High, Medium And Low
Appendix 3 – Business Rules (Version 3.0)

By making this compliance filing, SWBT is reserving all of its rights under the contract and pursuant to law and is not agreeing to the modifications of the performance remedy plan set out in Order No. 45 nor is SWBT waiving any rights to seek reconsideration or appeal of the Commission's rulings in Order No. 45.

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

Very truly yours,

Kathleen S. Hamilton
Senior Counsel

Attachments

cc: Parties of Records via facsimile - (Attachments via email only)

ATTACHMENT

Attachment 17 Performance Remedy Plan

By making this compliance filing, SWBT is reserving all of its rights under the contract and pursuant to law and is not agreeing to the modifications of the Performance Remedy Plan set out in Order No. 45 nor is SWBT waiving any rights to seek reconsideration or appeal of the Commission's rulings in Order No. 45.

APPENDIX 1

Measurements Subject To Per Occurrence Damages Or Assessments With A Cap and Measurements Subject To Per Measure Damages Or Assessment

By making this compliance filing, SWBT is reserving all of its rights under the contract and pursuant to law and is not agreeing to the modifications of the Performance Remedy Plan set out in Order No. 45 nor is SWBT waiving any rights to seek reconsideration or appeal of the Commission's rulings in Order No. 45.

APPENDIX 2

Performance Measures Subject To Tier 1 And Tier 2 Damages Identified As High, Medium And Low

APPENDIX 3

Performance Measurement Business Rules (Version 3.0)

By making this compliance filing, SWBT is reserving all of its rights under the contract and pursuant to law and is not agreeing to the modifications of the Performance Remedy Plan set out in Order No. 45 nor is SWBT waiving any rights to seek reconsideration or appeal of the Commission's rulings in Order No. 45.

ATTACHMENT 17: Performance Remedy Plan

This Attachment 17: Performance Remedy Plan sets forth the terms and conditions under which SWBT will report performance to CLEC and compare that performance to SWBT's own performance or benchmark criteria, whichever is applicable. This Attachment further provides for enforcement through liquidated damages and assessments.

1.0 SWBT agrees to provide CLEC a monthly report of performance for the performance measures listed in Appendix 1. SWBT will collect, analyze, and report performance data for these measures in accordance with SWBT's Performance Measurement Business Rules, as approved by the Texas Commission. Both the performance measures and the business rules are subject to modification in accordance with section 6.4 below regarding six month reviews. SWBT and CLEC further agree to use this two-tiered enforcement structure for performance measurements provided for in this Attachment. The Commission approved performance measurements shown in Appendix 1 hereto identify the measurements that belong to Tier-1 or Tier-2 categories, which are further, identified as the High, Low and Medium groups as those terms are used below.

1.1 SWBT will not levy a separate charge for provision of the data to CLEC called for under this Attachment. Upon CLEC's request, data files of CLEC's raw data, or any subset thereof, will be transmitted to CLEC. If CLEC's request is transmitted to SWBT on or before the last day of the month for which data is sought, SWBT shall provide the data to CLEC on or before 20th day of the month pursuant to mutually acceptable format, protocol, and transmission media. If CLEC's request is transmitted to SWBT after the last day of the month for which data is sought, SWBT shall provide the data to CLEC within 20 days of receipt pursuant to mutually acceptable format, protocol, and transmission media. Notwithstanding other provisions of this Agreement, the Parties agree that such records will be deemed Proprietary Information.

2.0 SWBT and CLEC agree to use a statistical test, namely the modified "Z-test," for evaluating the difference between two means (SWBT and CLEC) or percentages, or the difference in the two proportions for purposes of this Attachment. SWBT agrees to use the modified Z-tests as outlined below as the statistical tests for the determination of parity when the result for SWBT and the CLEC are compared. The modified Z-tests are applicable if the number of data points are greater than 30 for a given measurement. In cases where benchmarks are established, the determination of compliance is through the comparison of the measured performance delivered to the CLEC and the applicable benchmark. For testing compliance for measures for which the number of data points are 29 or less, although the use of permutation tests as outlined below is appropriate comparison of performance delivered to CLECs with SWBT performance as described in Alternative-1 under the "Qualifications to use Z-Test" heading below is preferred.

3.0 SWBT and CLEC concur that, for purposes of this Attachment, performance for the CLEC on a particular measure will be considered in compliance with the parity requirement when the measured results in a single month (whether in the form of means, percents, or proportions) for the same measurement, at equivalent disaggregation, for

both SWBT and CLEC are used to calculate a Z-test statistic and the resulting value is no greater than the critical Z-value as reflected in the Critical Z-statistic table shown below.

Z-Test:

SWBT agrees with the following formulae for determining parity using Z-Test:

For Measurement results that are expressed as Averages or Means: $z = (DIFF) / \delta_{DIFF}$

Where;
$DIFF = M_{ILEC} - M_{CLEC}$
M_{ILEC} = ILEC Average
M_{CLEC} = CLEC Average
$\delta_{DIFF} = SQRT [\delta^2_{ILEC} (1/ n_{CLEC} + 1/ n_{ILEC})]$
δ^2_{ILEC} = Calculated variance for ILEC.
n_{ILEC} = number of observations or samples used in ILEC measurement
n_{CLEC} = number of observations or samples used in CLEC measurement

For Measurement results that are expressed as Percentages or Proportions:

Step 1:

$$\rho = \frac{(n_{ILEC}P_{ILEC} + n_{CLEC}P_{CLEC})}{n_{ILEC} + n_{CLEC}}$$

Step 2:

$\sigma_{PILEC-PCLEC} = sqrt[[\rho(1-\rho)]/n_{ILEC} + [\rho(1-\rho)]/n_{CLEC}]$

Step 3:

$Z = (P_{ILEC} - P_{CLEC})/\sigma_{PILEC-PCLEC}$

Where: n = Number of Observations
P = Percentage or Proportion

For Measurement results that are expressed as Rates or Ratio:

$z = (DIFF) / \delta_{DIFF}$

Where;
$DIFF = R_{ILEC} - R_{CLEC}$
$R_{ILEC} = num_{ILEC}/denom_{ILEC}$
$R_{CLEC} = num_{CLEC}/denom_{CLEC}$
$\delta_{DIFF} = SQRT [R_{ILEC} (1/denom_{CLEC} + 1/ denom_{ILEC})]$

$R_{pool} = (Num_{ILEC} + num_{CLEC})/(denomI_{LEC} + denom_{CLEC})$

$\delta_{DIFF} = SQRT [R_{POOL} (1/denom_{CLEC} + 1/ denom_{ILEC})]$

4.0 Qualifications to use Z-Test:

The proposed Z- tests are applicable to reported measurements that contain 30 or more data points.

In calculating the difference between the performances the formula proposed above applies when a larger CLEC value indicates a higher quality of performance. In cases where a smaller CLEC value indicates a higher quality of performance the order of subtraction should be reversed (i.e., $M_{CLEC} - M_{ILEC}$, $P_{CLEC} - P_{ILEC,}$ $R_{CLEC} - R_{ILEC}$).

For measurements where the applicable performance criterion is a benchmark rather than parity performance compliance will be determined by setting the denominator of the Z-test formula as one in calculating the Z-statistic.

For measurements where the performance delivered to CLEC is compared to SWBT performance and for which the number of data points are 29 or less, SWBT agrees to application of the following alternatives for compliance.

4.1 Alternative 1:

For measurements that are expressed as averages, performance delivered to a CLEC for each observation shall not exceed the ILEC averages plus the applicable critical Z-value. If the CLEC's performance is outside the ILEC average plus the critical Z-value and it is the second consecutive month, SWBT can utilize the Z-test as applicable for data sets of 30 or greater data points or the permutation test to provide evidence of parity. If SWBT uses the Z-test for data sets under 30, the CLEC can independently perform the permutation test to validate SWBT's results. SWBT will supply all data required to perform the permutation test, including the complete ILEC and CLEC data sets for the measure, to CLEC upon request. The results of the permutation test will control over the results of the Z-test analysis as applicable for data sets 30 or greater.

For measurements that are expressed as percentages, the percentage for CLEC shall not exceed ILEC percentage plus the applicable critical Z-value. If the CLEC's performance is outside the ILEC percentage plus the critical Z-value and it is the second consecutive month, SWBT can utilize the Z-test as applicable for data sets of 30or greater data points or the permutation test to provide evidence of parity. If SWBT uses the Z-test for data sets under 30, the CLEC can independently perform the permutation test to validate SWBT's results. SWBT will supply all data required to perform the permutation test, including the complete ILEC and CLEC data sets for the measure, to CLEC upon request. The results of the permutation test will control over the results of the Z-test analysis as applicable for data sets 30 or greater.

4.2 Alternative 2:

Permutation analysis will be applied to calculate the z-statistic using the following logic:

Choose a sufficiently large number T.

Pool and mix the CLEC and ILEC data sets.

Randomly subdivide the pooled data sets into two pools, one the same size as the original CLEC data set (n_{CLEC}) and one reflecting the remaining data points, (which is equal to the size of the original ILEC data set or n_{ILEC}).

Compute and store the Z-test score (Z_S) for this sample.

Repeat steps 3 and 4 for the remaining T-1 sample pairs to be analyzed. (If the number of possibilities is less than 1 million, include a programmatic check to prevent drawing the same pair of samples more than once).

Order the Z_S results computed and stored in step 4 from lowest to highest.

Compute the Z-test score for the original two data sets and find its rank in the ordering determined in step 6.

Repeat the steps 2-7 ten times and combine the results to determine P = (Summation of ranks in each of the 10 runs divided by 10T).

Using a cumulative standard normal distribution table, find the value Z_A such that the probability (or cumulative area under the standard normal curve) is equal to P calculated in step 8.

Compare Z_A with the desired critical value as determined from the critical Z table. If Z_A > the designated critical Z-value in the table, then the performance is non-compliant.

4.3 SWBT and CLEC will provide software and technical support as needed by Commission Staff for purposes of utilizing the permutation analysis. Any CLEC who opts into this Attachment 17 agrees to share in providing such support to Commission Staff.

5.0 Overview of Enforcement Structure

5.1 SWBT agrees with the following methodology for developing the liquidated damages and penalty assessment structure for tier-1 liquidated damages and tier-2 assessments:

5.2 SWBT will pay Liquidated Damages to the CLEC according to the terms set forth in this Attachment.

5.3 Liquidated damages apply to Tier-1 measurements identified as High, Medium, or Low on Appendix -1.

5.4 Assessments are applicable to Tier-2 measures identified as High, Medium, or Low on Appendix -1 and are payable to the Texas State Treasury.

5.5 SWBT will not be liable for the payment of either Tier 1 damages or Tier 2 assessments until the Commission approves an Interconnection Agreement between a CLEC and SWBT containing the terms of Attachment 17 of this Agreement. Tier 2 assessments will be paid on the aggregate performance for all CLECs that are operating in Texas, unless the CLEC has a payment plan that is not comparable to that in Tier 1 of this Attachment 17: Performance Remedy Plan. For purposes of this paragraph, a payment plan that is not comparable to that in Tier-1 of Attachment 17 is a plan that provides for a separate set of payments relating to performance on specified competition-affecting measures, over and above (or without) liquidated damages payments that are calculated in a fashion analogous to the method of calculation used in Tier-1 of Attachment 17. SWBT agrees that all payment plans in interconnection agreements approved by the Texas PUC as of December 16, 1999, are comparable to Tier 1 of Attachment 17 under this standard.

6.0 Procedural Safeguards and Exclusions

6.1 SWBT agrees that the application of the assessments and damages provided for herein is not intended to foreclose other noncontractual legal and regulatory claims and remedies that may be available to a CLEC. By incorporating these liquidated damages terms into an interconnection agreement, SWBT and CLEC agree that proof of damages from any "noncompliant" performance measure would be difficult to ascertain and, therefore, liquidated damages are a reasonable approximation of any contractual damage resulting from a non-compliant performance measure. SWBT and CLEC further agree that liquidated damages payable under this provision are not intended to be a penalty.

6.2 SWBT's agreement to implement these enforcement terms, and specifically its agreement to pay any "liquidated damages" or "assessments" hereunder, will not be considered as an admission against interest or an admission of liability in any legal, regulatory, or other proceeding relating to the same performance. SWBT and CLEC agree that CLEC may not use: (1) the existence of this enforcement plan; or (2) SWBT's payment of Tier-1 "liquidated damages" or Tier-2 "assessments" as evidence that SWBT has discriminated in the provision of any facilities or services under Sections 251 or 252, or has violated any state or federal law or regulation. SWBT's conduct underlying its performance measures, and the performance data provided under the performance measures, however, are not made inadmissible by these terms. Any CLEC accepting this performance remedy plan agrees that SWBT's performance with respect to this remedy plan may not be used as an admission of liability or culpability for a violation of any state or federal law or regulation. Further, any liquidated damages payment by SWBT under these provisions is not hereby made inadmissible in any proceeding relating to the same conduct where SWBT seeks to offset the payment against any other damages a CLEC might recover; whether or not the nature of damages sought by the CLEC is such that an offset is appropriate will be determined in the related proceeding. The terms of this paragraph do not apply to any proceeding before the Commission or the FCC to determine whether SWBT has met or continues to meet the requirements of section 271 of the Act.

By making this compliance filing, SWBT is reserving all of its rights under the contract and pursuant to law and is not agreeing to the modifications to the Performance Remedy Plan set out in Order No. 45 nor is SWBT waiving any rights to seek reconsideration or appeal of the Commission's rulings in Order No. 45.

6.3 SWBT shall not be liable for both Tier-2 "assessments" and any other assessments or sanctions under PURA or the Commission's service quality rules relating to the same performance.

6.4 Every six months, CLEC may participate with SWBT, other CLECs, and Commission representatives to review the performance measures to determine whether measurements should be added, deleted, or modified; whether the applicable benchmark standards should be modified or replaced by parity standards; and whether to move a classification of a measure to High, Medium, Low, Diagnostic, Tier-1 or Tier-2. The criterion for reclassification of a measure shall be whether the actual volume of data points was lesser or greater than anticipated. Criteria for review of performance measures, other than for possible reclassification, shall be whether there exists an omission or failure to capture intended performance, and whether there is duplication of another measurement. Performance measures for 911 may be examined at any six month review to determine whether they should be reclassified. The first six-month period will begin when an interconnection agreement including this remedy plan is adopted by a CLEC and approved by the Commission. Any changes to existing performance measures and this remedy plan shall be by mutual agreement of the parties and, if necessary, with respect to new measures and their appropriate classification, by arbitration. The current measurements and benchmarks will be in effect until modified hereunder or expiration of the interconnection agreement.

6.5 SWBT and CLEC acknowledge that no later than two years after SWBT or its affiliate receives Section 271 relief, the Commission's intention is to reduce the number of performance measures subject to damages and assessments by 50% to the extent there is a smaller number of measures that truly do capture all of the issues that are competition-affecting and customer-affecting.

6.6 CLEC and SWBT will consult with one another and attempt in good faith to resolve any issues regarding the accuracy or integrity of data collected, generated, and reported pursuant to this Attachment. In the event that CLEC requests such consultation and the issues raised by CLEC have not been resolved within 45 days after CLEC's request for consultation, then SWBT will allow CLEC to have an independent audit conducted, at CLEC's expense, of SWBT's performance measurement data collection, computing, and reporting processes. In the event the subsequent audit reinforces the problem identified during the 45 days of consultation period or if any new problem is identified, SWBT shall reimburse a CLEC any expense incurred by the CLEC for such audit. CLEC may not request more than one audit per twelve calendar months under this section. This section does not modify CLEC's audit rights under other provisions of this Agreement. SWBT agrees to inform all CLECs of any problem identified during the audit initiated by any CLEC.

7.0 Exclusions Limited

7.1 SWBT shall not be obligated to pay liquidated damages or assessments for noncompliance with a performance measurement if, but only to the extent that, such noncompliance was the result of any of the following: a Force Majeure event; an act or omission by a CLEC that is contrary to any of its obligations under its interconnection agreement with SWBT or under the Act or Texas law; or non-SWBT problems associated with third-party systems or equipment, which could not have been avoided by SWBT in the exercise of reasonable diligence. Provided, however, the third party exclusion will not be raised more than three times within a calendar year. SWBT will not be excused from payment of liquidated damages or assessments on any other grounds, except by application of the procedural threshold provided for below. Any dispute regarding whether a SWBT performance failure is excused under this paragraph will be resolved with the Commission through a dispute resolution proceeding under Subchapter Q of its Procedural Rules or, if the parties agree, through commercial arbitration with the American Arbitration Association. SWBT will have the burden in any such proceeding to demonstrate that its noncompliance with the performance measurement was excused on one of the grounds set forth in this paragraph. If a Force Majeure event or other excusing event recognized in the first sentence of this section 7.1 only suspends SWBT's ability to timely perform an activity subject to performance measurement, the applicable time frame in which SWBT's compliance with the parity or benchmark criterion is measured will be extended on an hour-for-hour or day-for-day basis, as applicable, equal to the duration of the excusing event.

7.2 In addition to the provisions set forth herein, SWBT shall not be obligated to pay liquidated damages or assessments for noncompliance with a performance measure if the Commission finds such noncompliance was the result of an act or omission by a CLEC that is in bad faith, for example, unreasonably holding orders and/or applications and "dumping" such orders or applications in unreasonably large batches, at or near the close of a business day, on a Friday evening or prior to a holiday, or unreasonably failing to timely provide forecasts to SWBT for services or facilities when such forecasts are required to reasonably provide such services or facilities; or non-SWBT Y2K problems.

7.3 CLEC agrees that a maximum annual cap of $289 million will apply to the aggregate total of any Tier-1 liquidated damages (including any such damages paid pursuant to this Agreement or to any other Texas interconnection agreement with a CLEC) and Tier-2 Assessments or voluntary payments made by SWBT pursuant to any Texas interconnection agreement with a performance remedy plan. The annual cap will be determined by SWBT, based on the formula of 36% of Net Return as set forth at ¶ 436 and footnote 1332 of the FCC's December 22, 1999 Memorandum Opinion and Order in CC Docket No. 99-295. In no event will the annual cap be greater than $289 million per year, or less than $225 million. Once the annual cap is established, a monthly cap will be determined by dividing the amount of the annual cap by twelve. CLEC further acknowledges that a maximum monthly cap of $24.08 million ($289 million ÷ 12) for Tier-1 liquidated damages will apply to all performance payments made by SWBT under all SWBT Texas interconnection agreements To the extent in any given month the

monthly cap is not reached, the subsequent month's cap will be increased by an amount equal to the unpaid portion of the previous month's cap. At the end of the year, if the aggregate total of Tier-1 liquidated damages and Tier-2 Assessments under all SWBT Texas interconnection agreements equals or exceeds the annual cap, but SWBT has paid less than that amount due to the monthly cap, , SWBT shall be required to pay an amount equal to the annual cap. . In such event, Tier-1 liquidated damages shall be paid first on a pro rata basis to CLECs, and any remainder within the annual cap , shall be paid as a Tier-2 Assessment. In the event the total calculated amount of damages and assessments for the year is less than the annual cap, SWBT shall be obligated to pay ONLY the actual calculated amount of damages and assessments. . The annual cap shall be calculated on the first day of the month following the annual anniversary of Commission approval of the Texas 271 Agreement, using the most recent publicly available ARMIS data. For purposes of applying the cap, the relevant calendar year shall begin on the first day of the month following the month in which the Commission approved the Texas 271 Agreement.

7.3.1 Whenever SWBT Tier-1 payments to an individual CLEC in a given month exceed $ 3 million, or the Tier-1 payments to all CLECs Tier-1 payments in a given month exceed the monthly cap, then SWBT may commence a show cause proceeding as provided for below. Upon timely commencement of the show cause proceeding, SWBT must pay the balance of damages owed in excess of the threshold amount into escrow, to be held by a third party pending the outcome of the show cause proceeding. To invoke these escrow provisions, SWBT must file with the Commission, not later than the due date of the affected damages payments, an application to show cause why it should not be required to pay any amount in excess of the procedural threshold. SWBT's application will be processed in an expedited manner under Subchapter Q of the Commission's Procedural Rules. SWBT will have the burden of proof to demonstrate why, under the circumstances, it would be unjust to require it to pay liquidated damages in excess of the applicable threshold amount. If SWBT reports non-compliant performance to a CLEC for three consecutive months on 20% or more of the measures reported to the CLEC, but SWBT has incurred no more than $ 1 million in liquidated damages obligations to the CLEC for that period under the enforcement terms set out here, then the CLEC may commence an expedited dispute resolution under this paragraph pursuant to Subchapter Q of the Commission's Procedural Rules. In any such proceeding the CLEC will have the burden of proof to demonstrate why, under the circumstances, justice requires SWBT to pay damages in excess of the amount calculated under these enforcement terms.

7.3.2 SWBT should post on its Internet website the aggregate payments of any liquidated damages or assessments.

7.4 With respect to any interconnection agreement, SWBT and any CLEC may request two expedited dispute resolution proceedings pursuant to the two preceding paragraphs before the Commission or, if the parties agree, through commercial arbitration with the American Arbitration Association (AAA); during the term of the contract without having to pay attorneys fees to the winning company. For the third proceeding and thereafter,

the requesting party must pay attorneys fees, as determined by the Commission or AAA, if that party loses.

7.5 In the event the aggregate total of Tier-1 damages and Tier-2 assessments under all SWBT Texas interconnection agreements reaches the annual cap within a given year and SWBT continues to deliver non-compliant performance during the same year to any CLEC or all CLECs, the Commission may recommend to the FCC that SWBT should cease offering in-region interLATA services to new customers.

8.0 Tier-1 Damages:

Tier-1 liquidated damages apply to measures designated in Attachment–1 as High, Medium, or Low when SWBT delivers "non-compliant" performance as defined above.

8.1 Under the damages for Tier-1 measures, the number of measures that may be classified as "non-compliant" before a liquidated damage is applicable is limited to the K values shown below. The applicable K value is determined based upon the total number of measures with a sample size of 10 or greater that are required to be reported to a CLEC where a sufficient number of observations exist in the month to permit parity conclusions regarding a compliant or non-compliant condition. For any performance measurement, each disaggregated category for which there are a minimum of 10 data points constitutes one "measure" for purposes of calculating K value. The designated K value and the critical Z-value seek to balance random variation, Type-1 and Type-2 errors. Type-1 error is the mistake of charging an ILEC with a violation when it may not be acting in a discriminatory manner (that is, providing non-compliant performance). Type-2 error is the mistake of not identifying a violation when the ILEC is providing discriminatory or non-compliant performance.

8.2 Liquidated damages in the amount specified in the table below apply to all "non-compliant" measures in excess of the applicable "K" number of exempt measures. Liquidated damages apply on a per occurrence basis, using the amount per occurrence taken from the table below, based on the designation of the measure as High, Medium, or Low in Appendix-1 and the number of consecutive months for which SWBT has reported noncompliance for the measure. For those measures listed on Appendix-2 as "Measurements that are subject to per occurrence damages or assessments with a cap," the amount of liquidated damages in a single month shall not exceed the amount listed in the table below for the "Per measurement" category. For those measures listed on Appendix -2 as "Measurements that are subject to per measure damages or assessment," liquidated damages will apply on a per measure basis, at the amounts set forth in the table below. The methodology for determining the order of exclusion, and the number of occurrences is addressed in **"**Methods of calculating the liquidated damages and penalty amounts,**"** below.

8.3 The "K" exemption will not apply if SWBT has been non-compliant ~~in the previous two consecutive months for the following performance measurements: PMs 1.1, 5, 13, 35, 55.1, 58, 59, 59.1, 65.1, 67, 69, 70, 73, 107 and 114.~~ for two consecutive months. SWBT shall not exclude those PMs from Tier 1 payments beginning with the second month of the miss and shall not use them in determining the K-value. The "K" exemption will

again apply when two consecutive months of compliant performance has been demonstrated.

LIQUIDATED DAMAGES TABLE FOR TIER-1 MEASURES

Per occurrence						
Measurement Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6 and each following month
High	$150	$250	$500	$600	$700	$800
Medium	$75	$150	$300	$400	$500	$600
Low	$25	$50	$100	$200	$300	$400

Per Measure/Cap*						
Measurement Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6 and each following month
High	$25,000	$50,000	$75,000	$100,000	$125,000	$150,000
Medium	$10,000	$20,000	$30,000	$40,000	$50,000	$60,000
Low	$5,000	$10,000	$15,000	$20,000	$25,000	$30,000

ASSESSMENT TABLE FOR TIER-2 MEASURES

Per occurrence

Measurement Group	
High	$500
Medium	$300
Low	$200

Per Measure/Cap*

Measurement Group	
High	$75,000
Medium	$30,000
Low	$20,000

* **For per occurrence with cap measures, the occurrence value is taken from the per occurrence table, subject to the per measure with cap amount.**

8.4 Tier 1 Liquidated Damages for PM 107 - " Percentage Missed Collocation Due Dates" are based on the number of days missed and are as follows:

Missed by 1-10 Days	$150 per day
Missed by 11-20 Days	$300 per day
Missed by 21-30 Days	$450 per day
Missed by 31-40 Days	$500 per day
Missed by greater than 40 days	$1000 per day

9.0 Tier-2 Assessments to the State:

9.1 Assessments payable to the Texas State Treasury apply to the Tier-2 measures designated on Appendix -1 as High, Medium, or Low when SWBT performance is out of parity or does not meet the benchmarks for the aggregate of all CLEC data. Specifically, if the Z-test value is greater than the Critical Z, the performance for the reporting category is out of parity or below standard.

Tier 2 measurements must have at least 10 observations per month to determine compliance.

9.2 For those Measurements where a per occurrence assessment applies, an assessment as specified in the Assessment Table; for each occurrence is payable to the Texas State Treasury for each measure that exceeds the Critical Z-value, shown in the table below, for three consecutive months. For those Measurements listed in Appendix -2 as measurements subject to per occurrence with a cap, an assessment as shown in the Assessment Table above for each occurrence with the applicable cap is payable to the Texas State Treasury for each measure that exceeds the Critical Z-value, shown in the table below, for three consecutive months. For those Tier-2 Measurements listed in Appendix -2 as subject to a per measurement assessment an assessment amount as shown in the Assessment Table above is payable to the Texas State Treasury for each measure that exceeds the Critical Z-value, shown in the table below, for three consecutive months.

9.3 The following table will be used for determining the Critical Z-value for each measure , as well as the K values referred to below based on the total number of measures that are applicable to a CLEC in a particular month. The table can be extended to include CLECs with fewer performance measures. The Critical Z-value for Tier 2 will be calculated in the same manner as for Tier 1.[1]

[1] This sentence is added to clarify the manner in which Critical-Z value is calculated.

Critical Z - Statistic Table

Number of Performance Measures	K Values	Critical Z-value
1	0	1.65
2	0	1.96
3	0	2.12
4	0	2.23
5	0	2.32
6	0	2.39
7	0	2.44
8	1	1.69
9	1	1.74
10-19	1	1.79
20-29	2	1.73
30-39	3	1.68
40-49	3	1.81
50-59	4	1.75
60-69	5	1.7
70 –79	6	1.68
80 – 89	6	1.74
90 – 99	7	1.71
100 – 109	8	1.68
110 –119	9	1.7
120 – 139	10	1.72
140 – 159	12	1.68
160 – 179	13	1.69
180 – 199	14	1.7
200 – 249	17	1.7
250 – 299	20	1.7
300 – 399	26	1.7
400 – 499	32	1.7
500 – 599	38	1.72
600 – 699	44	1.72
700 – 799	49	1.73
800 – 899	55	1.75
900 – 999	60	1.77
1000 and above	Calculated for Type-1 Error Probability of 5%	Calculated for Type-1 Error Probability of 5%

10.0 General Assessments:

10.1 If SWBT fails to submit performance reports by the 20th day of the month, the following assessments apply unless excused for good cause by the Commission:

If no reports are filed, $5,000 per day past due;
If incomplete reports are filed, $1,000 per day for each missing performance results.

10.2 If SWBT alters previously reported data to a CLEC, and after discussions with SWBT the CLEC disputes such alterations, then the CLEC may ask the Commission to review the submissions and the Commission may take appropriate action. This does not apply to the limitation stated under the section titled "Exclusions Limited."

10.3 When SWBT performance creates an obligation to pay liquidated damages to a CLEC or an assessment to the State under the terms set forth herein, SWBT shall make payment in the required amount on or before the 30th day following the due date of the performance measurement report for the month in which the obligation arose (e.g., if SWBT performance through March is such that SWBT owes liquidated damages to CLECs for March performance, or assessments to the State for January – March performance, then those payments will be due May 15, 30 days after the April 15 due date for reporting March data). For each day after the due date that SWBT fails to pay the required amount, SWBT will pay interest to the CLEC at the maximum rate permitted by law for a past due liquidated damages obligation and will pay an additional $3,000 per day to the Texas State Treasury for a past due assessment.

10.4 SWBT may not withhold payment of liquidated damages to a CLEC, for any amount up to $3,000,000 a month, unless SWBT had commenced an expedited dispute resolution proceeding on or before the payment due date, asserting one of the three permitted grounds for excusing a damages payment below the procedural threshold (Force Majeure, CLEC fault, and non-SWBT problems associated with third-party systems or equipment). In order to invoke the procedural threshold provisions allowing for escrow of damages obligations in excess of $ 3,000,000 to a single CLEC (or $ 10,000,000 to all CLECs), SWBT must pay the threshold amount to the CLEC(s), pay the balance into escrow, and commence the show cause proceeding on or before the payment due date.

10.5 CLEC will have access to monthly reports on performance measures and business rules through an Internet website that includes individual CLEC data, aggregate CLEC data, and SWBT's data..

10.6 The cap provided in Section 7.3 does not apply to assessments under Section 10 of this Attachment.

10.7 SWBT agrees to provide the following whenever it reports two consecutive parity or benchmark violations on any Performance Measurement identified below, and for each succeeding consecutive violation of that Measurement.

10.8 In the event SWBT misses any Tier-2 measurement for two consecutive months, and for each succeeding violation of that measurement, SWBT shall conduct an investigation to identify the problem and take corrective action. In addition, SWBT shall post such findings and a description of corrective action on its web site.

10.9 In the event SWBT misses any Tier-1 measurement for two consecutive months, for each succeeding violation of that measurement, upon request from a CLEC, SWBT shall conduct a joint investigation with the requesting CLEC to identify and resolve the problem in a cooperative manner. Such corrective action may include additional training, allocation of additional resources, or modification of SWBT processes, to the extent appropriate.

11.0 Methods of Calculating the Liquidated Damage and Assessment Amounts

The following methods apply in calculating per occurrence liquidated damage and assessments:

11.1 Tier-1 Liquidated Damages

11.1.1 *Application of K Value Exclusions*

Determine the number and type of measures with a sample size greater than 10 that are "non-compliant" for the individual CLEC for the month that have not been missed for 2 consecutive months, applying the parity test and bench~~-~~mark provisions provided for above. Calculate the monetary remedy as described below and ~~S~~sort all measures having non-compliant classification with a sample size greater than 10 in ascending order based on the calculated remedy payment. ~~number of data points or transactions used to develop the performance measurement result (e.g., service orders, collocation requests, installations, trouble reports).~~ The "K" exclusions will be taken in order of smallest payment to highest. ~~Exclude the first "K" measures designated Low on Appendix -1, starting with the measurement results having the fewest number of underlying data points greater than 10. If all Low measurement results with a non-compliant designation are excluded before "K" is exceeded, then the exclusion process proceeds with the Medium measurement results and thereafter the High measurement results. If all Low, Medium and High measurements are excluded, then those measurements with sample sizes less than 10 may be excluded until "K" measures are reached. In each category measurement results with non-compliant designation having the fewest underlying data point are then excluded until either all non-compliant measurement results are excluded or "K" measures are excluded, whichever occurs first. For the remaining non-compliant measures that are above the K number of measures, the liquidated damages per occurrence are calculated as described further below. (Application of the K value may be illustrated by an example, if the K value is 6, and there are 7 Low measures and 1 Medium and 1 High which exceed the Critical Z-value, the 6 Low measures with the lowest number of service orders used to develop the performance measure are not used to calculate~~

~~the liquidated damages, while the remaining 1 Low measure, 1 Medium measure, and 1 High measure which exceed the critical Z-value are used.) In applying the K-value, the following qualifications apply to the general rule for excluding measures by progression from measures with lower transaction volumes to higher. A measure for which liquidated damages are calculated on a per measure basis will not be excluded in applying the K-value unless the amount of liquidated damages payable for that measure is less than the amount of liquidated damages payable for each remaining measure. A measure for which liquidated damages are calculated on a per occurrence basis subject to a cap will be excluded in applying the K-value whenever the cap is reached and the liquidated damages payable for the remaining non-compliant measures are greater than the amount of the cap.~~Measurements with sample sizes of 10 or less cannot be excluded by "K".

11.1.2 Calculating Tier-1 Liquidated Damages

11.1.2.1 Measures for Which the Reporting Dimensions are Averages or Means.

Step 1: Calculate the average or the mean for the measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the critical Z-value by adding or subtracting the critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the percentage difference the between the actual average and the calculated average. The calculation is as follows

%diff = (Clec-result – Calculated_Value)/Calculated Value. Assuming high values indicate poor performance. The percent difference will be capped at a maximum of 100%.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step and the per occurrence dollar amount taken from the Liquidated Damages Table to determine the applicable liquidated damages for the given month for that measure.

11.1.2.2 Measures for Which the Reporting Dimensions are Percentages.

Step 1: Calculate the percentage for the measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the critical Z-value by adding or subtracting the critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage.

Step 3: Multiply the total number of data points by the difference in percentage calculated in the previous step and the per occurrence dollar amount taken from the Liquidated Damages Table to determine the applicable liquidated damages for the given month for that measure.

11.1.2.3 Measures for Which the Reporting Dimensions are Ratios or Proportions.

Step 1: Calculate the rate for the measure for the CLEC that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure.

Step 2: Calculate the absolute difference between the actual rate for the CLEC and the calculated rate.

Step 3: Multiply the total number of data points by the difference calculated in the previous step and the per occurrence dollar amount taken from the Liquidated Damages Table to determine the applicable liquidated damages for the given month for that measure.

12.1 Tier Two Liquidated Damages

12.1.1 Determine the Tier-2 measurement results, such as High, Medium, or Low that are non-compliant for three consecutive months for all CLECs, or individual CLEC if the measure is not reported for all CLECs and which has at least 10 data points each month.

If the non-compliant classification continues for three consecutive months, an additional assessment will apply in the third month and in each succeeding month as calculated below, until SWBT reports performance that meets the applicable criterion. That is, Tier-2 assessments will apply on a "rolling three month" basis, one assessment for the average number of occurrences for months 1-3, one assessment for the average number of occurrences for months 2-4, one assessment for the average number of occurrences for months 3-5, and so forth, until satisfactory performance is established.

12.1.2 Measures for Which the Reporting Dimensions are Averages or Means.

Step 1: Calculate the monthly average or the mean for the measure for the aggregate CLEC that would yield the Critical Z-value for each month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the Critical Z-value by adding or subtracting the Critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the percentage difference between the actual average and the calculated average for each month. The calculation is as follows:

Parity Measurements:

%diff = (actual average – calculated average)/calculated average. (high average indicates poor performance.). The percent difference will be capped at a maximum of 100%.

Benchmark measures:

%diff = (actual average – benchmark - critical Z)/actual average.

Step 3: Multiply the total number of data points each month by the percentage calculated in the previous step. Calculate the average for three months rounding to the next integer and multiply the result by $500, $300, and $200 for Measures that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the Texas State Treasury for that measure.

12.1.3 Measures for Which the Reporting Dimensions are Percentages.

Step 1: Calculate the monthly percentage for the measure for the aggregate CLEC that would yield the Critical Z-value for each month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the critical Z-value by adding or subtracting the Critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the difference between the actual percentage for the aggregate CLEC and the calculated percentage for each of the three non-compliant months. The calculation is as follows:

Parity Measurements:

Diff = CLEC result - calculated percentage. (This formula is applicable where a high value is indicative of poor performance. The formula is reversed where high performance is indicative of good performance.)

Benchmark Measurements:

Diff = CLEC result – benchmark – critical z value (if applicable)

Step 3: Multiply the total number of data points for each month by the difference in percentage calculated in the previous step. Calculate the average for three months rounding to the next integer and multiply the result by $500, $300, and $200 for measures that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

12.1.4 Measures for Which the Reporting Dimensions are Ratios or Proportions.

Step 1: Calculate the rate for the measure for the aggregate CLEC that would yield the Critical Z-value each month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the Critical Z-value by adding or subtracting the Critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the difference between the actual rate for the CLEC and the calculated rate for each month of the non-compliant three-month period. The calculation is as follows:

Diff = (CLEC rate – Calculated rate) (This formula is applicable where a high value is indicative of poor performance. The formula is reversed where high performance is indicative of good performance.)

Step 3: Multiply the total number of service orders by the difference calculated in the previous step for each month. Calculate the average for three months rounding to the next integer and multiply the result by $500, $300, and $200 for measures that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

13.0 December 16, 1999 Amendments

13.1 The following amendments to the this Attachment 17: Performance Remedy Plan specifically address concerns raised by the Commission during its November 4, 1999 Open Meeting. These amendments are interim in nature and will expire when the results reflect three months of compliant performance as set forth below:

13.1.1. For the following amendments, any Tier 2 assessment changes will be based on

results considering data from all CLECs operating in Texas regardless of whether they have opted into this Attachment 17: Performance Remedy Plan.

13.1.2 For the following amendments, any Tier 1 changes or additions will only be applicable to those CLECs that have opted into this Attachment 17: Performance Remedy Plan.

13.1.3 On an interim basis, SWBT will not apply the K exemption on each of the following measurements until SWBT demonstrates three consecutive months of compliant performance for that measurement ("compliant performance" is defined in this amendment as performance which is in parity or within the benchmark as defined by the statistical tests as described in this Attachment.) After three consecutive months of compliant performance for a measurement, this paragraph of the amendment will no longer be effective for that measurement, and application of the K exemption will resume.

13.1.3.1 PM 38-05-DF & 38-05-ST - % Missed Repair Commitments for UNE Combos-Dispatch

13.1.3.2 PM 41-03-DF, 41-03-HS & 41-03-ST - % Repeat Reports for UNE Combos

13.1.3.3 PM 55.1 (All Market Areas) - Average Installation Interval – DSL

13.1.3.4 PM 57 (All Market Areas) - Average Response Time for DSL Loop Make-up Information

13.1.3.5 PM 65-02-CW & 65-02-DF - Trouble Report Rate for 5.0dB Loop with Test Access

13.1.3.6 PM 109 - % Request Processed within Tariffed Timeliness-Collocation – This measurement will be updated based on the new Tariff intervals.

13.1.3.7 PM 70-01-HS - % Trunk Blockage – SWBT End Office to CLEC End Office-Houston

13.1.3.8 PM 78-01 (All Market Areas) - Average Interconnection Trunk Installation Interval

13.1.4 On an interim basis, SWBT will increase the per measurement cap for Tier 2 payments on the following measures until SWBT demonstrates three consecutive months of compliant performance for that measure. After three months of compliant performance for the measure, this paragraph of the amendment will no longer be effective for that measure.

13.1.4.1 PM 17 Billing Completeness – This measurement is Tier 2 "Medium" assessment, which equates to a $300 per occurrence assessment with a $30,000 CAP. For the interim period described herein, SWBT will raise this measurement to a Tier 2 "High" assessment with penalties of $500 per occurrence with a $75,000 cap.

13.1.4.2 PM 70 % Trunk Blockage – SWBT End Office to CLEC End Office – Houston. This measurement is a Tier 2 "High", which equates to a $500 per occurrence assessment with a $75,000 cap. For the interim period described herein, SWBT will raise the Tier 2 assessments to $1,500 per occurrence with a $225,000 cap.

13.1.5 The increased cap for PM 17 and PM 70 (as set out above) will take effect with November performance at which time monthly damage assessments, where applicable, will be based on September, October, and November performance.

13.1.6 For the interim period described herein, SWBT will change PM 78 Average Interconnection Trunk Installation Interval from a per occurrence damage and assessment category to a per measurement category until SWBT demonstrates three consecutive months of compliant performance for PM 78.

13.1.7 Effective with the January, 2000 performance measurements, SWBT agrees to add an interim measurement on coordinated cutovers to measure the length of time it takes to physically complete the cutover. (*See*, PM 114.1, Attachment 17, Appendix III: Performance Measurement Business Rules (Version 1.6) On an interim basis, until the first six month review process this interim measurement will not be subject to the K exemption.

13.1.8 Effective with the January, 2000 performance measurements, SWBT agrees to add an interim measurement (PM 73.1) on the percentage of held interconnection trunk orders greater than 90 calendar days. (*See*, PM 73.1 Attachment 17, Appendix III: Performance Measurement Business Rules (Version 1.6)). On an interim basis until the first six month review process, this interim measurement will not be subject to the K exemption.

13.1.9 Notwithstanding any Attachment 17: Performance Remedy Plan provision, SWBT may, at any time, bring a complaint to the Commission pursuant to the expedited dispute resolution procedures that SWBT should not be subject to a payment pursuant to PM 73.1 and SWBT should be provided any other appropriate relief because a CLEC's action contributed to SWBT's inability to meet this measure. In the Commission's consideration of any such complaint, it will consider such issues as the CLEC's history of ordering, percent trunk utilization, forecasts, history regarding past-due orders, and whether there were other viable provisioning alternatives to address the CLEC's needs.

14.0 Advanced and Nascent Services:

14.1 In order to ensure parity and benchmark performance where CLECs order low volumes of advanced and nascent services, SWBT will make additional voluntary payments to the

Texas State Treasury on those measurements listed in §14.2 below (the "Qualifying Measurements"). Such additional voluntary payments will only apply when there are more than 10 and less than 100 observations for a Qualifying Measurement on average statewide for a three month period with respect to the following order categories:

- UNE loop and port combinations;
- resold ISDN,
- ISDN UNE loop and port combinations;
- BRI loop with test access; and
- DSL loops.

14.2 The Qualifying Measurements are as follows:

Provisioning Measurements:

- PMs 29, 45, 58 - Percent SWBT Caused Missed Due Dates
- PMs 35, 46, 59 - Installation Trouble Reports Within "X" Days
- PMs 27, 43, 56 - Mean Installation Interval
- PMs 32, 49, 62 - Average Delay Days for SWBT Caused Missed Due Dates
- PM 55.1 - Average Installation Interval – DSL
- PM 57 - Average Response Time for Loop Qualification Information

Maintenance Measurements:

- PMs 38, 66 - % Missed Repair Commitments
- PMs 41, 53, 69 - % Repeat Reports
- PMs 39, 52, 67 - Mean Time to Restore
- PMs 37, 54, 65 - Trouble Report Rate

14.3 The additional voluntary payments referenced in §14.1 will be made if SWBT fails to provide parity or benchmark service for the above measurements as determined by the use of the Modified Z-test and a critical Z-value for either:

- 3 consecutive months; or
- 6 months or more in a calendar year.

14.4 The additional voluntary payments will be calculated on the rolling average of occurrences or measurements, as appropriate, where SWBT has failed to provide parity or benchmark performance for 3 consecutive months. If SWBT fails to provide parity or benchmark performance in Texas for 6 or more months in a calendar year, the voluntary payments will be calculated as if all such months were missed consecutively.

14.5 If, for the three months that are utilized to calculate the rolling average, there were 100 observations or more on average for the qualifying measurement or sub-measurement, then no additional voluntary payments will be made to the Texas State treasury. However, if during this same time frame there is an average of more than 10 but less than 100 observations for a qualifying measurement on a statewide basis, then SWBT shall calculate the additional payments to the Texas State treasury by first applying the normal

Tier 2 assessment calculation methodology to that qualifying measurement, and then trebling that amount.

14.6 Any payments made hereunder shall be subject to the annual cap set forth in § 7.3.

15.0 Attached hereto, and incorporated herein by reference, are the following Appendices:

Appendix 1: Measurements Subject to Per Occurrence Damages or Assessment with a Cap and Measurements Subject to Per Measure Damages or Assessment

Appendix 2: Performance Measures Subject to Tier-1 and Tier-2 Damages Identified as High, Medium and Low

Appendix 3: Performance Measurement Business Rules (Version ~~1.7~~3.0)

SOUTHWESTERN BELL TELEPHONE COMPANY'S COMPLIANCE FILING IN TEXAS TO MODIFY THE TEXAS 271 AGREEMENT

APPENDIX 1

MEASUREMENTS SUBJECT TO PER OCCURRENCE DAMAGES OR ASSESSMENT WITH A CAP AND MEASUREMENTS SUBJECT TO PER MEASURE DAMAGES OR ASSESSMENTS

APPENDIX

MEASUREMENTS SUBJECT TO PER OCCURRENCE DAMAGES OR ASSESSMENT WITH A CAP

MEASUREMENTS SUBJECT TO PER MEASURE DAMAGES OR ASSESSMENT

Measurements That Are Subject To Per Occurrence Damages Or Assessment With A Cap

1 Percent Response received within "X" Seconds (2) (Tier-1 - Low, Tier-2 - Med.)
2 % Firm Order Confirmations (FOCs) Received Within "X" Hours (5) (Tier-1 - Low, Tier-2 – Med.)
3 Percent Provisioning Accuracy (12.1) (Tier-1 - High, Tier-2 - Low)
4 Percent Mechanized Line Loss Notifications Returned Within One Day of Work Completion (12.2) (Tier –1 – Low, Tier-2 – Low)
5 Order Process Percent Flow Through (13) (Tier-1 - Low, Tier-2 - High)
6 Percent Of Billing Records Transmitted Correctly (16) (Tier-1 - Low)
7 Service Order Posting (17.1) (Tier 1 – Low, Tier 2 – Medium)
8 Percent Trunk Blockage (70) (Tier-1 – High, Tier-2 - High)

Measurements That Are Subject To Per Measure Damages Or Assessment

1 % NXXs loaded and tested prior to the LERG effective date (117) (Tier-1 - High, Tier-2 - High)
2 Average Delay Days for NXX Loading and Testing (118) (Tier 1 – Low)
3 % Quotes Provided for Authorized BFRs within 30 business days (121) (Tier-1 - None, Tier-2 - None)
4 LSC Grade Of Service (GOS) (22)) (Tier-2 – High)
5 Mechanized Customer Production Support Center (MCPSC) Grade of Service (GOS) (22.1) (Tier-1 – TBD, Tier-2 – TBD)
7 LOC Grade Of Service (GOS) (25) (Tier-2 – High)
9 Common Transport Trunk Blockage (71) (Tier-2 - High)
10 OSS Interface Availability (4) (Tier-2 – High)
11 Percent of Timely and Compliant Change Management Notices (123) (Tier-1 – Diagnostic, Tier-2 – Low)
12 Timely resolution of significant Software Failures related with Releases (124) (Tier-1 – Low, Tier-2 – High)

SOUTHWESTERN BELL TELEPHONE COMPANY'S COMPLIANCE FILING IN TEXAS TO MODIFY THE TEXAS 271 AGREEMENT

APPENDIX 2

PERFORMANCE MEASURES SUBJECT TO TIER 1 AND TIER 2 DAMAGES IDENTIFIED AS HIGH, MEDIUM AND LOW

APPENDIX

PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES
IDENTIFIED AS HIGH, MEDIUM AND LOW

Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
I. RESALE POTS, RESALE SPECIALS AND UNES						
A. Pre-Ordering/Ordering						
1.1 Average Response Time for Manual Loop Make-up Information (Formerly PM 57)	✓	-	-	-	X	`
1.2 Accuracy of Actual Loop Make-up Information Provided for DSL Orders (See Note 1)	✓	-	-	-	X	`
2. Percent Response received within "X" Seconds	✓	-	-	-	X	-
4. OSS Interface Availability	-	-	-			X
5. % Firm Order Confirmations (FOCs) Received Within “X” Hours	✓	-	-		X	-
5.2 Percent Firm Order Confirmations (FOCs) Returned within "x" days on ASR requests	✓	-	-	-	X	-
7.1 Percent Mechanized Completions Notifications Available Within one Day of Work Completion	✓	-	-	-	-	-
9. Percent Rejects	-	-	-	-	-	-
10. Percent Mechanized Rejects Returned Within 1 Hour of EDI/LASR	✓	-	-	-	-	-
10.1 Percent Manual Rejects Returned Within X Hours	✓	-	-	-	-	-
10.2 Percentage of Orders that receive SWB-caused Jeopardy Notifications	-	-	-	-	-	-
11.2 Average SWB Caused Jeopardy Notification Interval	-	-	-	-	-	-
12.1 Percent Provisioning Accuracy for non-flow through orders	-	-	✓	X	-	-
12.2 Percent Mechanized Line Loss Notifications Returned Within One Day of Work Completion	✓	-	-	X	-	-
13. Order Process Percent Flow Through	✓	-	-	-		X
13.1 Overall Percent LSR Process Flow Through	-	-	-	-	-	-
B. Billing						
14. Billing Accuracy	-	-	-	-	-	-
16. Percent Of Billing Records Transmitted Correctly	✓	-	-	-	-	-
17.1 Service Order Posting	✓	-	-	-	X	-
C. Miscellaneous Administrative						
22. LSC Grade Of Service (GOS)	-	-	-	-	-	X
22.1 Mechanized Customer Production Support Center (MCPSC) Grade of Service (GOS)	-	-	-	-	-	-
25. LOC Grade Of Service (GOS)	-	-	-	-	-	X

APPENDIX

PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES
IDENTIFIED AS HIGH, MEDIUM AND LOW

Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
II. RESALE POTS, RESALE SPECIALS, AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT						
A. Provisioning						
27. Mean Installation Interval	-	-	-	-	-	-
28. Percent Installations Completed Within "X" Business Days (POTS) (See Note 2)	-	-	✓	-	-	X
29. Percent SWBT Caused Missed Due Dates (See Note 2)	-	-	✓	-	-	X
30. Percent Company Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
32. Average Delay Days For SWBT Missed Due Dates	-	✓	-	-	-	-
35. Percent Trouble Reports Within 10 Days (I-10) Of Installation	-	-	✓	-	-	X
35.1 Percent UNE-P Trouble Reports On The Completion Date	-	-	-	-	-	-
B. Maintenance						
37. Trouble Report Rate	-	-	-	-	-	-
37.1 Trouble Report Rate net of installation and repeat reports	-	-	✓	-	-	X
38. Percent Missed Repair Commitments	-	-	✓	-	-	X
39. Receipt To Clear Duration	-	-	✓	-	-	X
40. Percent Out Of Service (OOS) < 24 Hours	-	-	✓	-	-	X
41. Percent Repeat Reports	-	-	✓	-	-	X
III. UNBUNDLED NETWORK ELEMENTS (UNES)						
A. Provisioning						
55. Average Installation Interval	-	-	-	-	-	-
55.1 Average Installation Interval - DSL	-	-	-	-	-	-
55.2 Average Installation Interval for Loop With LNP	-	-	-	-	-	-
55.3 Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters	-	-	-	-	-	-
55.4 Percent Provisioning Trouble Reports (PTR) on Line Sharing Orders	-	-	-	-	-	-
55.5 Loop Acceptance Testing (LAT Completed)	-	✓	-	-	-	-
56. Percent Installations Completed Within "X" Business Days (See Note 3)	-	-	✓	-	-	X

APPENDIX

**PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES
IDENTIFIED AS HIGH, MEDIUM AND LOW**

Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
56.1 Percent installations completed within the customer requested due date for LNP with loop (See Note 3)	-	-	✓	-	-	X
58. Percent SWBT Caused Missed Due Dates (See Note 3)	-	-	✓	-	-	X
59. Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) Of Installation	-	-	✓	-	-	X
60. Percent Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
62. Average Delay Days For SWBT Missed Due Dates	-	✓	-	-	-	-
B. Maintenance						
65. Trouble Report Rate	-	-	-	-	-	-
65.1 Trouble Report Rate net of installation and repeat reports	-	-	✓	-	-	X
66. Percent Missed Repair Commitments	-	-	✓	-	-	X
67. Mean Time To Restore	-	-	✓	-	-	X
69. Percent Repeat Reports	-	-	✓	-	-	X
IV. INTERCONNECTION TRUNKS						
70. Percent Trunk Blockage	-	-	✓	-	-	X
71. Common Transport Trunk Blockage	-	-	-	-	-	X
73. Percentage of installations completed within the customer desired due date	-	-	✓	-	-	X
73.1 Percentage Held Interconnection Trunks	-	✓	-	X	-	-
74. Average Delay Days For Missed Due Dates - Interconnection Trunks	✓	-	-	-	-	-
76. Average Trunk Restoration Interval	-	✓	-	-	X	-
V. LOCAL NUMBER PORTABILITY (LNP)						
91. Percent LNP Due Dates within Industry Guide Lines	-	-	-	-	-	-
92. Percent of time the old service Provider Releases Subscription prior to the expiration of the second 9 hour timer	-	-	-	-	-	-
93. Percent of customer account restructured prior to LNP Due Dates	✓	-	-	-	-	-
96. Percent premature Disconnects for Stand Alone LNP Orders	-	-	✓	-	-	X

APPENDIX

PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES
IDENTIFIED AS HIGH, MEDIUM AND LOW

Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
97. Percent of Time SWBT applies the 10-digit trigger prior to the LNP Order Due date.	-	-	✓	-	-	X
98. Percent LNP I-Reports in 10 days	-	-	✓	-	-	X
99. Average Delay Days for SWBT Missed Due Dates.	-	✓	-	-	X	-
101. Percent Out of Service < 60 Minutes	-	-	✓	-	-	X
VI. 911						
102. Average Time To Clear Errors	✓	-	-	-	-	-
104. Average Time Required to Update 911 Database (Facility Based Providers)	✓	-	-	-	-	-
104.1 The Average Time it takes to unlock the 911 record	-	-	-	-	-	-
VII. POLES, CONDUIT AND RIGHTS OF WAY						
105. % of requests processed within 35 days	✓	-	-	-	-	-
VIII. COLLOCATION						
107. % Missed Collocation Due Dates	-	-	✓	-	-	X
108. Average Delay Days For SWBT Missed Due Dates	✓	-	-	-	-	-
109. % of requests processed within ***the tariffed timelines***	-	✓	-	-	-	-
IX. DIRECTORY ASSISTANCE DATABASE						
110. % of updates completed into the DA Database within 72 Hours for facility based CLECs	✓	-	-	-	-	-
113. % of electronic updates that flow through the DSR process without manual intervention	✓	-	-	-	-	-
X. COORDINATED CONVERSIONS						
114. % Pre-mature disconnects (Coordinated Cutovers)	-	-	-	-	-	-
114.1 CHC/FDT LNP with Loop Provisioning Interval	-	-	✓	-	X	-
115. % SWBT caused delayed Coordinated Cutovers	-	-	-	-	-	-

APPENDIX

PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES
IDENTIFIED AS HIGH, MEDIUM AND LOW

Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
115.1 Mean Time To Restore - Provisioning Trouble Report (PTR)	-	-	✓	-	X	-
115.2 Combined Outage Percentage of CHC/FDT LNP with Loop Lines Conversions	-	-	✓	-	-	X
XI. NXX						
117. % NXXs loaded and tested prior to the LERG effective date	-	-	✓	-	-	X
118. Average Delay Days for NXX loading and testing	✓	-	-	-	-	-
XII. BONA FIDE REQUEST PROCESS (BFRs)						
120. % of requests processed within 45 business days	-	-	-	-	-	-
121. % Quotes Provided for Authorized BFRs within 30 business days	-	-	-	-	-	-
123. Percent of timely and compliant change management notices (See Note 4)	-	-	-	X	-	-
124. Timely resolution of significant software failures related with releases	✓	-	-	-	-	X
Total	**22**	**7**	**28**	**4**	**10**	**31**

Note 1: PM 1.2 will be diagnostic until March, 2003.
Note 2: Damages and Assessments are only payable on either PM 28 or PM 29 whichever is higher.
Note 3: Damages and Assessments are payable on the higher of the combination of 56 and 56.1 or PM 58.
Note 4: Assessments on PM 123 are payable on a annual per measure basis. If the measure is missed 3 consecutive years, the 3rd year will be paid at a high level.

SOUTHWESTERN BELL TELEPHONE COMPANY'S COMPLIANCE FILING IN TEXAS TO MODIFY THE TEXAS 271 AGREEMENT

APPENDIX 3

PERFORMANCE MEASUREMENTS BUSINESS RULES (VERSION 3.0)

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PERFORMANCE MEASURES (VERSION 3.0)

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PM Number

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APPENDIX
PERFORMANCE MEASUREMENTS BUSINESS RULES (VERSION 3.0)

I. RESALE POTS, RESALE SPECIALS AND UNES

A. Pre-Ordering/Ordering

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.	
Exclusions:	
• Manual requests for Loop Makeup Information not initiated by the CLEC; however, manual requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.	
Business Rules:	
For a DataGate/EDI/CORBA or EnhancedVerigate initiated request, the start date and time is when the request is received in the Loop Qual System. The end date and time for the DataGate/EDI/CORBA or EnhancedVerigate request is when the loop makeup information has either has 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 and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual System. SWBT will provide raw data to CLECS in an agreed to format, on a monthly basis, without the need for a request from a CLEC, until such time as both parties agree it is no longer necessary.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
Σ(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualifications	By CLEC, All CLECs and SWBT or its affiliates (or SWBT acting on behalf of its' affiliate).
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
3 business days, Critical z-value does not apply.	

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.

Exclusions:

None

Business Rules:

This measurement tracks accuracy of the loop makeup information provided to the CLEC. It compares reported loop makeup information to actual loop makeup information on the loop provided to the CLEC for six categories; loop length, bridge, load, loop medium, repeaters and pronto indicator. Each category is separated into four groups based on the equivalent 26 gauge loop length returned on the response; 0-6, 6-12, 12-18 and 18+. The following parameters define whether a criteria in a particular grouping is met:

	26 Gauge Euivalent Length (kft) Indicated by Loop Qual			
Indicator	**0-6**	**6-12**	**12-18**	**18+**
Loop Length	+2 kft	+1.5 kft	+1 kft	>17 kft
Bridge	N/A	+1.5 kft	+1 kft	N/A
Load	N/A	N/A	Y/N	N/A
Loop Medium	Y/N	Y/N	Y/N	N/A
Repeaters	N/A	N/A	Y/N	N/A
Pronto Indicator	N/A	N/A	Y/N	Y/N

A SWBT Random sample will be collected from the actual loop makeup requests that return actual loop makeup information large enough to represent an 85% confidence level. A loop qualification will be deemed to have failed if any items listed above fail to meet the parameters as set forth above.

(The measure is intended to capture both the clerical error and underlying data error.)

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of loop qualifications in the sample for which Loop makeup information provided by SWBT meets the defined parameters ÷ total actual Loop Makeup Information responses in the sample) * 100	Reported on an aggregate CLEC basis

Measurement Type:

Tier 1 – Diagnostic through March 2003 data thereafter Low
Tier 2 – Diagnostic through March 2003 data thereafter Medium

Benchmark:

95% No critical-z applies.

2. Measurement

Percent Responses Received within "X" seconds – OSS Interfaces

Definition:

The percent of responses completed in "x" seconds for pre-order interfaces (EnhancedVerigate, DataGate,EDI and CORBA)by function.

Exclusions:

- None

Business Rules:

For non-uniform DataGate versions, the clock starts on the date/time when the request is received by SWBT, and the clock stops on the date/time when SWBT has completed the transmission of the response to the CLEC. Timestamps are taken at the DataGate servers and do not include transmission time through the LRAF. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site.

Timestamps for the uniform interfaces (Uniform DataGate, EnhancedVerigate, EDI and CORBA) are taken at the SBC Pre-Order Adapter and do not include transmission time through the xRAF or protocol translation times. The clock starts on the date/time when the query is received by the SBC Pre-Order Adapter and stops at the date/time the SBC Pre-Order Adapter passes the response back to the interfacing application (Uniform DataGate, EnhancedVerigate, EDI pre-order or CORBA). The response time is measured only within the published hours of interface availability as posted on the CLEC on-line website.

For the protocol translation response times, interface input times start at the time the interface receives the pre-order query request from the CLEC and the end time is when the connection is made to the SBC Pre-Order Adapter for processing. Interface output times start when the interface receives the response message back from SBC Pre-Order Adapter and the end time is when the message is sent to the CLEC.

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.

Levels of Disaggregation:

- Address Verification
- Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)
- Customer Service Inquiry Record (CSI) < = 30 WTNs (Also broken down for Lines as required for DIDs).
- Service/Feature Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required

- PIC / LPIC
- Actual Loop Makeup Information requested
- Design Loop Makeup Information requested(includes Pre-Qual transactions)
- Protocol translation time – EDI(includes input and output times)
- Protocol translation time – CORBA(includes input and output times)
- Protocol translation time – Uniform DataGate (includes input and output times)
- Protocol translation time – EnhancedVerigate (includes input and output times)

Calculation:	Report Structure:
(# of responses within each time interval ÷ total responses) * 100	Reported on a CLEC, all CLECs, and SWBT affiliate where applicable (or SWBT acting on behalf of its' affiliate), by interface.

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

No damages will apply to the Protocol Translation Times for EDI, Uniform DataGate and EnhancedVerigate. Critical z-value does not apply.

Measurement	Non-Uniform DataGate/EDI/CORBA	Uniform DataGate, EnhancedVerigate, EDI and CORBA
Address Verification	95% in <= 10 seconds	95% in <= 10 seconds
Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)	95% in<= 7 seconds	95% in <= 10 seconds
Customer Service Summary (non-uniform) /Customer Service Inquiry (Uniform)	90% in <= 8 seconds 95% in <= 13 seconds	95% in <=15 seconds
Service/Feature Availability	95% in <= 13 seconds	95% in <=13 seconds
Service Appointment Scheduling (Due Date)	95% in <= 4 seconds	95% in <=5 seconds
Dispatch Required	95% in <= 19 seconds	95% in <=19 seconds
PIC / LPIC	95% in <= 25 seconds	95% in <=25 seconds
Actual Loop Makeup Information requested (5 or less loops searched)	95% in <= 30 seconds	95% in <=30 seconds
Actual Loop Makeup Information requested (greater than 5 loops	95% in <= 60 seconds	95% in <= 60 seconds

searched)		
Design Loop Makeup Information requested(includes Pre-Qual transactions)	95% in <= 15 seconds	95% in <=15 seconds
Protocol Translation Time – EDI(input and output)	95% in <= 4 Seconds	95% in <= 4 seconds -
Protocol Translation Time – CORBA (input and output)	95% in = 1 second	95% in <=1 seconds
Protocol Translation Time – Uniform DataGate (input and output)	N/A	95% in <= 1 seconds Diagnostic until data has been reported for 6 months
Protocol Translation Time – EnhancedVerigate (input and output)	N/A	95% in <= 1 seconds Diagnostic until data has been reported for 6 months

4. Measurement

OSS Interface Availability

Definition:

Percent of time OSS interface is available compared to scheduled availability.

Exclusions:

- None

Business Rules:

The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which SWBT plans to offer and support CLEC access to SWBT's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the SWBT interface is capable of accepting or receiving CLEC transactions or data files. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. SWBT will not schedule normal maintenance during OSS Hours of availability as posted on the CLEC web site unless otherwise notified via an accessible letter. SWBT will not schedule normal maintenance during business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SWBT's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. SWBT shall calculate the availability time rounded to the nearest minute. Whenever the RAF experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute and no availability factor will be applied.

SWBT will make available to CLECs, documentation of all partial availability determination at the time of reporting affected results.

Levels of Disaggregation:

- DataGate(for non-uniform – all functions, for uniform – interface only)
- EnhancedVerigate (interface only)
- EnhancedLEX
- Enhanced TOOLBAR
- RAF – By CLEC
- EDI reported by protocol (FTP, SSL3, NDM, VAN)
- EDI/CORBA for Pre-Order (for non-uniform – all functions, for uniform – interface only)
- EBTA GUI
- Trouble Administration(*)
- EASE reported for Consumer and Business
- Solid GUI (Diagnostic)

(*) Note: (These interfaces will be retired, but will still be reported until they are retired)

Pre-Order Functions for uniform interfaces (four disaggregations will be reported)
1. CSI
2. Address Validation
3. TN Functions
4. LoopQual, Due Date, Dispatch, CFA, PIC/LPIC, CLLI and NC/NCI Functions

Calculation:	Report Structure:
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)] * 100	Reported on an aggregate CLEC basis by interface. The RAF will be reported on an individual CLEC basis.

Measurement Type:

Tier 1 – None
Tier 2 – High

Benchmark:

99.5% for Interfaces, 99% for Pre-Order Functions. The critical z allowance does not apply on this measurement.
No damages are applicable for Solid GUI. This will be reviewed in 6 months

5. Measurement:

Percent Firm Order Confirmations (FOCs) Returned on time for LSR requests.

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 CLEC.

Exclusions:

- Rejected (manual and electronic) LSRs.
- SWBT only Disconnect orders.
- Services ordered out of the Access Tariff
- Interconnection Orders (See PM 5.2)
- Unbundled Dedicated Transport Orders (See PM 5.2)

Business Rules:

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 normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. 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 (i.e., actual OSS processing time outside of LSC hours will not be excluded in calculating the interval). The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours. For UNE Loop and Port combinations, orders requiring N, C, and D orders; the FOC is sent back at the time the last order that establishes service is distributed.

All UNE P orders are categorized as Simple or Complex in the same manner as Retail or Resale orders are categorized. All orders that flow through EASE are categorized as Simple and all orders that do not flow 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, DIDs, 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.

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.

ENHANCEDLEX/EDI

For ENHANCEDLEX and EDI originated LSRs, the start date and time is the receive date and time that is automatically recorded by the interface (EDI or ENHANCEDLEX) with the system date and time. The end date and time is recorded by the interface (EDI or ENHANCEDLEX) and reflects the actual date and time the FOC is available to the CLEC. For LSRs where FOC times are negotiated with the CLEC, the ITRAK entry on the SORD service order is used in the calculation.

MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by telephone, fax, or other manual methods (i.e. courier). 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 end time is the actual date and time that a successful attempt to send a paper fax, is made back to the CLEC. If a CLEC does not require a paper fax the FOC information is provided over the phone. 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 to the Website. The ITRAK-FID is used when FOC times are negotiated with the CLEC. The LSC populates the ITRAK-FID with certain pre-established data entries that are used in the FOC calculation.

Levels of Disaggregation:

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 that require manual submission)

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC, all CLECs, and SWBT affiliate where applicable (or SWBT acting on behalf of its' affiliate). This includes mechanized from EDI and ENHANCEDLEX and manual (e.g. FAX or phone orders).

Measurement Type:

Tier 1* – Low
Tier 2* – Medium

* 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 that require manual submission)

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

Benchmark:

Electronic – Electronic 95% within 45 minutes. (Tails Test Applies)

Manual Intervention - 95% within the benchmark defined below:
Within 5 Hours for the following service types:

- Mechanized Simple Res/Bus/Mechanized UNE Loop (1-49)/Mechanized Switch Ports/ Mechanized LNP with Loop (1-19)

Within 6 Hours for the following service types:

- Mechanized UNE xDSL Capable Loop (1-20)/Mechanized Line Sharing (1-49)

Within 14 Hours for the following service types:

- Mechanized UNE xDSL Capable Loop (> 20)/Mechanized Line Sharing (>49)

Within 24 Hours for the following service types:

- Manual and Mechanized Complex Bus (1-200)/ Manual and Mechanized LNP Complex Business (1-19)/Manual Simple Res./Bus/Manual UNE Loop(1-49)/Manual Switch 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 the following service types:

- Manual and Mechanized Complex Bus (>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 the following service types:

- Manually and Mechanized LNP Complex Business (>50)/ MBOS related services (Centrex, Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks (1-200 lines)) < Negotiated with Notification of Timeframe within 24 Clock Hours

The critical-z does not apply to this measure.

Tails Test: 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.

Σ[(Average* interval)(X FOCs in Tail / Total FOCs in Tail)] compared to
Σ[(X interval benchmark)(1.2)(X FOCs in Tail / Total FOCs in Tail)]

Tails Test only applies to Tier 1 and only if SWBT has met the benchmark on the corresponding "percent within x" measurement.

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.

Exclusions:

- All LSRs
- Access Orders purchased from SWB tariffs
- Rejected (manual and electronic) ASRs.
- SWBT only Disconnect orders.

Business Rules:

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.-5:30 p.m., excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours.

In the event that the Access Service Order Guidelines/Access Service Request (ASOG/ASR) Bi-Annual Release occurs during LSC hours of operation, that time will be excluded from the determination of timely FOCs.

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.

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC, all CLECs, and SWBT affiliate

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

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 z-value does not apply

7.1 Measurement

Percent Mechanized Completions Notifications Available Within one Day of Work Completion

Definition:

Percent Mechanized Completions Notifications Available Within one Day

Exclusions:

- Exclude Weekends And Holidays

Business Rules:

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.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(# mechanized completions notifications returned to the CLEC within 1 day of work completion ÷ total mechanized completions notifications) * 100	Reported by CLEC and all CLECs and SWB Affiliate.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

97%
The critical z-value does not apply.

9. Measurement	
Percent Rejects	
Definition:	
The number of rejects compared to the issued unique LSRs and SUPPs for the electronic interfaces (EDI and LEX).	
Exclusions:	
• Notifications returned post-FOC as electronic jeopardies.	
Business Rules:	
A reject is a notification to a CLEC that an LSR received via LEX or EDI did not pass LASR edit checks, other system edits, or edits by the LSC.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(# of rejects ÷ total unique LSRs and SUPPs) * 100	Reported by CLEC, SWBT DSL Affiliate and all CLECs for the electronic interfaces (EDI and LEX).
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Measurement is diagnostic. No benchmark required.	

10. Measurement

Percent Mechanized Rejects Returned Within one hour of receipt of LSR

Definition:

Percent mechanized rejects returned within one hour of the receipt of the LSR

Exclusions:

- None

Business Rules:

The start time used is the date and time the LSR is recorded by the interface (EDI/Enhanced LEX) if it falls during normal system processing hours of operation, as defined in the published hours of operation document on the CLEC online website excluding holidays. If the interface start time is outside of normal processing hours, then the start date/time is set to the next closest posted processing start time. The end time is the date and time the reject notice is available to the CLEC via EDI or Enhanced 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 Service Bureau Provider processing, availability or response time.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(# mechanized rejects returned within 1 hour ÷ total rejects) * 100	Reported for CLEC and all CLECs and SWB affiliate.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

97% within 1 hour. The Critical z-value does not apply.

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 LSR from CLEC.

Exclusions:

- Rejects of LSRs received through manual process i.e. via mail, fax or courier

Business Rules:

The start time is the time the LSR is received electronically via EDI or Enhanced LEX if it falls during normal business hours of operation. Reject 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 normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime), the valid start time will be the next business day at 8:00 a.m. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours. The end time is the date and time the reject notice is available to the CLEC via EDI/ Enhanced LEX. A manual reject is a reject of an electronic LSR that requires manual intervention. 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.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(# electronic manual rejects returned within X hours of receipt of LSR ÷ total electronic manual rejects) * 100	Reported by CLEC and all CLECs and SWB affiliate.

Measurement Type:

Tier 1 – Low
Tier 2 – None

CLECs with a reject rate of 30% or greater for three consecutive months for LSRs submitted electronically, which 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 that the rejects were returned inappropriately by SWBT, which caused the rate to exceed the 30% level the restriction will be lifted.

Benchmark:

97% within 6 Hours. Critical z-value does not apply.

10.2 Measurement:

Percentage of Orders that receive SWB-caused Jeopardy Notifications

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, due to SWB cause.

Exclusions:

- N and D service orders

Business Rules:

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 (LOF or additional information).

Levels of Disaggregation:

- Jeopardies previously referred to as Rejects (See Accessible Letter CLECSS99-175 dated December 30, 1999)
- Facilities Jeopardies
- Other SWBT caused Jeopardies
- CLEC/EU caused Jeopardies (See Jeopardy Codes Below – Appendix Four)

Calculation:	Report Structure:
(Number of orders jeopardized ÷ Number of orders confirmed) * 100	Reported by CLEC and all CLECs and SWB affiliate.

Measurement Type:

Diagnostic

Benchmark:

Diagnostic

11.2 Measurement:

Average SWB-caused Jeopardy Notification Interval

Definition:

Measures the average remaining time between the pre-existing committed order completion date and time (communicated via the 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 been missed).

Exclusions:

- N and D Service orders

Business Rules:

With respect to this interval, it is assumed that the order due date time is 5:00 PM 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 an order is in jeopardy of missing the due date. With regards to coordinated orders (CHC/FDT) the scheduled due date and time will be used. 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. Business Hours are 8:00 AM-5:30 PM, M-F.

Levels of Disaggregation:

- Jeopardies previously referred to as Rejects (See Accessible Letter CLECSS99-175 dated December 30, 1999)
- Facilities Jeopardies

POTS (includes the following):

- 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)
- 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)
- 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access
- UNE Platform – POTS

UNE SPECIALS or Designed Services (includes the following):

- BRI Loop with Test Access
- ISDN BRI Port
- DS1 Loop with Test Access
- DS1 Dedicated Transport
- Subtending Channel (23B)
- Subtending Channel (1D)
- Analog Trunk Port
- Subtending Digital Direct Combination Trunks
- DS3 Dedicated Transport
- Dark Fiber
- DSL Loops – Line Sharing
- DSL Loops – Non-Line Sharing
- DSL Loops - Line Splitting
- UNE-Platform-Specials

Other SWBT Caused

- Other SWBT caused Jeopardies
- CLEC/EU caused Jeopardies (See Jeopardy Codes Below – Appendix Four)

Calculation:	Report Structure:
Sum ((Committed Due Date /Time for the order) – (Date/Time of Jeopardy notice))/ (number of Jeopardy Orders)	Reported by CLEC and all CLECs and SWB affiliate.

Measurement Type:

Diagnostic

Benchmark:

Facilities Jeopardies:
POTS – 1 hour
UNE Specials – 4 hours
Other SWBT caused – 1 day

12.1 Measurement

Percent Provisioning Accuracy

Definition:

Percent of completed service orders submitted via LEX/EDI that are provisioned as requested on the CLEC submitted LSR.

Exclusions:

- Cancelled Orders
- Rejected orders due to CLEC caused errors

Business Rules:

This measurement compares all fields listed in Attachment 5 as submitted on the LSR to the associated service order that provisioned the requested services. SWBT commits to make a good faith effort to maintain the list in Attachment 5 with any new fields that can be compared mechanically (e.g. features, PIC, etc.) when those fields have a legitimate impact on the customer.

SBC Billing will inform the LSC and ASC through Bill Alerts, regarding situations that impact or potentially impact customer billing. The LSC and ASC will notify the affected CLECs upon receipt of the Bill Alerts.

Levels of Disaggregation:

- Flow Through
- Non-Flow Through

Note: SWBT will provide disaggregations by UNE-P, UNE Loop, LNP and others on a CLEC requested basis.

Calculation:	Report Structure:
(# of completed service orders with fields provisioned as ordered on the LSR's ÷ total service orders completed * 100	Reported by individual CLEC, CLECs and SWBT

Measurement Type:

Tier 1 – High
Tier 2 – Low

Benchmark:

95%

12.2 Measurement

Percent Mechanized Line Loss Notifications Returned Within One Day Of Work Completion

Definition:

Percent mechanized line loss notifications returned within one business day of the completion of work.

Exclusions:

- Where CLEC accesses SWBT's systems using a Service Bureau Provider, the measurement of SWBT's performance shall not include Service Bureau Provider processing, availability or response time.
- CLEC-caused misses and delays

Business Rules:

Days are calculated by subtracting the date the line loss notification was made available to the CLEC from the work completion date. The date that the last service order associated with the LSR is provisioned is the work completion date. The calculation is based on business days, using a full 24 hour day.
This includes all products for which loss notifications are sent.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of mechanized line loss notifications returned to the CLEC within 1 day of work completion ÷ total line loss notifications) * 100	Reported for CLEC all CLECs, and SWBT Affiliates.

Measurement Type:

Tier 1 - Low
Tier 2 - Low

Benchmark:

95% within one business day

13. Measurement

Order Process Percent Flow Through

Definition:

Percent of orders from entry to distribution that progress through SWBT ordering systems without manual intervention.

Exclusions:

- Excludes rejected orders
- For new versions of the ordering systems which provide additional flow through capabilities, orders that have the potential to flow through in the new version, but for which CLEC utilized the older version, should be excluded from this measurement in both the numerator and denominator.

Business Rules:

The number of orders that flow through SWBT's ordering systems and are distributed in SORD without manual intervention, divided by the total number of MOG Eligible orders and orders that would flow through EASE within the reporting period. Orders that fall out for manual handling, that are worked by SWBT and not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences.

Levels of Disaggregation:

- EASE
- ENHANCED LEX
- EDI
- ENHANCED LEX/EDI

Tier 1 Payments are based on the aggregated (combination of ENHANCED LEX and EDI). Tier 2 Payments are based on the interface. In addition, for each interface SWBT will report its performance separately by order type (Resale POTS, UNE combinations POTS, specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other). Tier 1 and Tier 2 payments will not apply to the reports that are disaggregated by order type.

Calculation:	Report Structure:
(# of orders that flow through ÷ total MOG-eligible orders and orders that flow through EASE) * 100	Reported by CLEC, all CLECs and SWBT and SWB affiliate.

Measurement Type:

Tier 1 – Low (Applies to aggregated ENHANCED LEX/EDI combined.)
Tier 2 – High (Applies to disaggregated ENHANCNED LEX or EDI.)

Benchmark:

Parity

13.1 Measurement

Overall Percent LSR Process Flow Through

Definition:

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

Exclusions:

- LSRs rejected electronically at LASR or MOG due to a CLEC-caused entry error

Business Rules:

The number of LSRs that are completely processed, through posting and through all relevant systems and databases, without manual intervention, divided by the total number of LSRs that are not rejected electronically at LASR or MOG due to a CLEC-caused entry error within the reporting period. LSRs for which SWBT returns an erroneous electronic reject are counted in the denominator and as a failed pass through occurrence in the numerator. Other examples of LSRs that would be counted as failed pass-through occurrences in the numerator would include:

- LSRs for which SWBT returns a manually generated reject, order confirmation, or jeopardy notification,
- LSRs for which SWBT internal service orders are not electronically generated or as to which any manual entry is made on associated SWBT internal service orders,
- LSRs with any associated service orders that do not distribute out of SWBT's SORD system without fall out or manual processing,
- LSRs with any associated service orders that do not update databases without fall out or manual processing,
- LSRs which result in any manual AIN trigger setting or manual switch translation work,
- LSRs with any associated service orders that do not successfully post to each SWBT back end billing systems without fall out or manual processing including error resolution.

Levels of Disaggregation:

- EASE
- Combined LEX/EDI

For each interface, SWBT will report its performance separately by order type (Resale POTS, UNE combinations POTS, Specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other).

Calculation:	Report Structure:
(# of LSRs completely processed without manual intervention ÷ total # of LSRs not rejects at LASR or MOG due to CLEC-caused entry error) * 100	Reported by CLEC, all CLECs, SWBT and SWBT Affiliates.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

B. Billing

14. Measurement

Accuracy of Billing Systems

Definition:

The purpose of the Bill Audit position in Billing Operations is to insure that bills generated from the CRIS & CABS billing systems are accurate and according to specifications. Sampled bills are audited for complete information, accurate calculations and proper formatting. SWBT performs three bill audits each month in the areas of CRIS, CABS and toll/usage.

Exclusions:

Non-recurring charges are not part of the CRIS audit process, as SWBT has developed a test order process to ensure the accuracy of CRIS non-recurring charges.

Business Rules:

The purpose of the CRIS Bill Audit is to review and recalculate each service billed for each of the seven bill processing centers in the five states. Wholesale accounts are included in each processing center for every billing period. In the toll/usage bill audit, a sample of customer accounts is selected using an appropriate mix of USOCs and Classes of Service. The purpose of this audit is to ensure that monthly bills sent to the CLECs, whether it is for resale or unbundled services, and retail customers are rated accurately according to tariffs and CLEC contracts. For all accounts that are audited, the number of bills that have been released prior to correction (bills are audited for complete information, accurate calculations and are properly formatted) are counted as an error against the total bills audited.

SBC Billing will inform the LSC and ASC through Bill Alerts, regarding situations that impact or potentially impact customer billing. The LSC and ASC will notify the affected CLECs upon receipt of the Bill Alerts.

Levels of Disaggregation:

• CLEC and non-CLEC **Calculation:**	**Report Structure:**
(# of bills not corrected prior to bill release ÷ total bills audited) * 100	Reported for aggregate of all CLECs and SWBT for the CRIS, CABS and Usage bill audits.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity

16. Measurement:

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

Definition:

For those CLECs who agree to utilize the "Extract Return 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.

Exclusions:

- Records that are classified as category "01" (the first two digits of the EMI record) which are rated records provided by other companies for SWBT to transmit via the Daily Usage Extract feed to the CLECs
- Category "11" records until such time that the industry has established a return code standard through the OBF forum
- Usage records that are not returned within 30 days via the "Extract Return File
- Usage records transmitted to CLECs who do not affirmatively agree to utilize the "Extract Return File" process.

Business Rules:

Controls and edits within the billing system uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure 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.

In addition, records identified as inaccurate by the CLECs should be returned to SWBT via the "Extract Return File" process. SWBT will 30 days to validate and correct these records or a portion of these records (as appropriate) and retransmit them to the CLECs. SWBT will be held liable only for the records that have been validated as being inaccurate out of the total number of records returned by the participating CLECs. It is possible that through the validation processes, SWBT may determine that none of the records returned are inaccurate. In that case, SWBT will notify the CLEC of its determination. If the parties cannot agree on the correct determination, either party may invoke dispute resolution..

Data will be reported only in months where the CLEC has utilized the Extract Return Process. All other months will be reported as N/A.

Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Total usage records transmitted– total usage records returned by the CLECs via the "Extract Return File" process and validated to be inaccurate) ÷ total usage records transmitted) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
95% Critical z-value does not apply.	

17.1 Measurement

Service Order Posting

Definition:

Percentage of service orders posting within five business days of service order completion.

Exclusions:

- Access Service Orders billed through CABS
- Interconnection Trunk Orders

Business Rules:

This measure includes all SORD orders and is created from the Posted Service Order Database (PSOD). This measurement will determine percentage of service orders that post to CRIS of CABS billing system within 5 business days of service order completion. 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.

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Levels of Disaggregation:

- None

Calculation:	Report Structure:
Percentage of service orders posting within five business days of service order completion.	Reported by CLEC and all CLECs

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

95% Service orders posted within 5 days of service order completion with no allowance for critical-z
85% Service Orders posted within 3 days of service order completion with no allowance for critical-z.

C. Miscellaneous Administrative

22. Measurement	
Local Service Center (LSC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Service Center (LSC) within 20 seconds.	
Exclusions:	
• Excludes Weekends and Holidays.	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. Hours of operation are 8:00 a.m. to 5:30 p.m. Monday through Friday.	
Levels of Disaggregation:	
• By SWBT LSC	
Calculation:	**Report Structure:**
Total number of calls answered by the LSC within a specified period of time ÷ Total number of calls answered by the LSC	Reported for all calls to the LSC by operational separation and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
Parity with SWBT RSC / BSC	

22.1 Measurement:

Mechanized Customer Production Support Center (MCPSC) Grade of Service (GOS)

Definition:

Average speed of answer for calls answered by the Mechanized Customer Production Support Center (MCPSC) for the SWBT region.

Exclusions:

- Weekends
- Holidays
- Outside normal business hours

Business Rules:

The clock starts when a call enters the queue and the clock stops when a SBC representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the MCPSC call management system queue until the CLEC call is transferred to a SBC personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. Normal business hours of operation are 7:00 a.m. to 7:00 p.m. CST. Monday through Friday.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
Total amount of time between the receipt of a call to the selected regional option for the MCPSC until the call is answered by the SBC representative / Total number of calls answered by the MCPSC.	Reported for SWBT

Measurement Type:

TBD

Benchmark:

TBD

25. Measurement

Local Operations Center (LOC) Grade Of Service (GOS)

Definition:

Percent of calls answered by the Local Operations Center (LOC) within 20 seconds

Exclusions:

- None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when the SWBT representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. The Measure includes calls to the LOC related to provisioning activities, e.g., coordinated conversions, as well as maintenance activities.

Levels of Disaggregation:

- Maintenance Calls (i.e., calls to 1-800-220-4818)
- Provisioning Calls – DSL (i.e., calls to 1-817-212-5900)
- Provisioning Calls – All other (i.e., calls to Resale:1-817-212-5598
  calls to Interconnection: 1-817-212-5588)

(The above telephone numbers are subject to change, but notification will be made via an Accessible Letter.)

Calculation:	Report Structure:
Total number of calls answered by the LOC 20 seconds ÷ total number of calls answered by the LOC	Reported for all calls to the LOC by operational separation and SWBT Retail Repair Bureau (CSB) for maintenance calls.

Measurement Type:

Tier 1 – None
Tier 2 – High

Benchmark:

- Maintenance Calls – Parity with CSB
- Provisioning Calls DSL – 90% within 20 seconds – critical z-value does not apply.
- Provisioning Calls All Other – 90% within 20 seconds – critical z-value does not apply.

II. RESALE POTS, SPECIALS, UNE-P, COMBINED BY SWBT

A. Provisioning

27. Measurement
Mean Installation Interval
Definition:
Average business days from application date to completion date (Specials for N, T and C orders by circuit
Exclusions:
• Excludes customer-caused misses. • Field Work orders – excludes customer requested due dates greater than 5 business days. • No Field Work orders – excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day. • Excludes all orders except N, T, and C orders. • Excludes Weekends and Holidays. • Excludes expedites for which the CLEC pays. • Stand alone UNE and Interconnection Trunks (Specials) • Customer Caused Misses (Specials) • Excludes expedites for which the Customer pays (Specials)
Business Rules:

POTS –

The clock starts on the Application Date, which is the day that SWBT receives a correct Service Order (EASE) / LSR (LEX or EDI). The clock stops on the Completion Date, which is the day that SWBT personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then [(Completion – Next Business Day) + 1]. UNE Combinations, are reported at order level. Customer not ready/no access situation will be found to be SWBT caused missed due date outside the CLEC provided access hours.

Specials –

The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and this measure is reported at a circuit level.

Levels of Disaggregation:

POTS
- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE-P
- Field Work (FW)
- No Field Work (NFW)

Specials
- Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, DSL and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
[Σ(completion date – application date)]/(Total number of orders /circuits completed)	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Diagnostic

Benchmark:

Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types).
UNE Combination Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work. (N, T, C order types).

Specials
Parity with SWBT Retail

28. Measurement

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

Definition:

Measure of orders (circuits for specials) 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.

Exclusions:

- Excludes customer caused misses.
- Excludes all orders except N, T, and C orders.
- Excludes Weekends and Holidays.
- Excludes Interconnection Trunks
- Excludes circuits requested for less than the standard offered interval – (for specials only)

Business Rules:

POTS/UNE-P - The clock starts on the Application Date, which is the day that SWBT receives a correct Service Order (EASE) / LSR (LEX or EDI). The clock stops on the Completion Date which is the day that SWBT personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then [(Completion – Next Business Day) + 1]. UNE Combinations, are reported at order level.

Due dates for Field Work 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 accepted by SWBT. If the CLEC submits an expedite which is not accepted or the LSR contains an invalid due date, 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 Orders will be the due date requested on the LSR, except that, for a No Field Work Order submitted after 3:00 p.m. and the due date requested is the same business day, the due date will be the next business day, unless an expedite has been accepted by SWBT.

SWB will provide a diagnostic measure 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).

Specials –

The Application Date is the day that the customer initiated the service request. 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 is reported at a circuit level.

Levels of Disaggregation:

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE Combination

- Field Work (FW)
- No Field Work (NFW)

Specials

- Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, DSL and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
(Count of orders/circuits installed within the requested interval ÷ total number of orders/circuits not subject to exclusions) * 100	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Note: Tier 1 and Tier 2 payments will be made on either PM 28 or PM 29, (but not both), whichever yields the higher dollar amount.

Benchmark:

Resale POTS parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, C order types). UNE Combination Parity between Field Work compared to SWBT Field Work (N, T, C order types) and No Field Work compared to SWBT Retail No Field Work. (N, T, C order types).
Specials – Parity with SWBT Retail

29. Measurement

Percent SWBT Caused Missed Due Dates

Definition:

Percent of N, T, and C orders, (by circuits for specials), where installation was not completed by the due date or were canceled after the due date as a result of a SWBT caused missed due date.

Exclusions:

- Excludes orders that are not N, T, or C.
- Excludes Interconnection Trunks.
- Excludes customer caused misses.

Business Rules:

The due date is the negotiated date by the customer and the SWBT representative for service activation. For CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity. POTS and UNE-P are measured at the order level. Resale specials are measured at the circuit level. This measure includes in both the numerator and the denominator the number of orders cancelled after a SWBT-caused missed due date.

Levels of Disaggregation:

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service
- UNE-PField Work (FW)
- No Field Work (NFW)

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:

(Count of N, T, C orders/circuits not completed by the due date or cancelled after the due date as a result of a SWBT cause excluding customer caused misses÷ total number of orders /circuits plus total cancels after the due date as a result of SWBT caused missed due dates) * 100	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Note: Tier 1 and Tier 2 payments will be made on either PM 28 or PM 29, (but not both), whichever yields the higher dollar amount.

Benchmark:

Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types).

UNE - P Parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work. (N, T, and C order types).

Resale Specials - Parity with SWBT Retail

30. Measurement

Percent Company Missed Due Dates Due To Lack Of Facilities

Definition:

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

Exclusions:

Excludes orders that are not N, T, or C.
Stand alone UNE and Interconnection Trunks (Specials)

Business Rules:

POTS –

The Due Date is the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SWBT which is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity.

UNE Combinations are reported at order level. The lack of facilities is selected based on the missed reason code.

Specials –

The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID and by selected center names that indicate resale. The lack of facilities is selected based on the missed reason code.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

POTS / UNE-P

Specials

- Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, DSL and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:

(Count of orders / circuits with missed due dates due to lack of facilities ÷ total orders / circuits completed) * 100 (Calculated monthly based on posted orders)	Reported for CLEC, all CLECs and SWBT Retail for POTS.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS parity compared to SWBT (N, T, and C order types). UNE Combination Parity compared to SWBT (N, T, C order types). Specials – Parity with SWBT retail	

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 /circuit.

Exclusions:

- Excludes orders that are not N, T, or C.
- Excludes UNE and Interconnection Trunks
- Excludes Customer Caused Misses

For Specials Only:

- 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.

Business Rules:

Resale POTS and UNE-P - The Due Date is the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SWBT which is the due date reflected on the FOC. The Completion Date is the day that SWBT personnel complete the service order activity. UNE-Ps are reported by the order that completes the service activity. POTS and UNE-Ps are reported at an order level.

Specials - The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is reported at a circuit level. Specials are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE-P

- Field Work (FW)
- No Field Work (NFW)

Resale Specials And all other UNEs:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinationsing

Calculation:	Report Structure:

Σ(Completion date – orders/committed circuits due date) ÷ (total # of completed orders/posted circuits with a SWBT caused missed due date)	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Medium
Tier 2 – None

Benchmark:

Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types).

UNE-P Parity between Field Work compared to SWBT Retail Field Work (N,T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N,T, and C order types).

Resale Specials Parity with SWBT Retail

35. Measurement

Percent Trouble Report Within X Days (I-10 / I-30) of Installation

Definition:

Percent of N, T, C orders, (by circuit for specials), that receive an electronic or manual trouble report on or within10 calendar days for POTS/UNE-P, or 30 calendar days for specials), of service order completion.

Exclusions:

- Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Excludes disposition code "13" reports (excludable reports), with the exception of code 1316, unless the trouble report is taken prior to completion of the service order.(Refer to Appendix 2 for list of Excluded "13" disposition codes).
- Excludes reports caused by customer provided equipment (CPE) or wiring. Interexchange Carrier/Competitive Access Provider, and Informational.
- Excludes trouble report received on the due date before service order completion.
- Excludes Stand Alone UNE and Interconnection Trunks

Business Rules:

POTS/UNE-P

Includes reports received the day after SWBT personnel complete the service order through 10 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 10 days of service order completion. These will be reported the month that they are closed. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.

Resale specials

A trouble report is counted if it is flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID. . The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 30 days of service order completion and closed within the reporting month.

Levels of Disaggregation:

N, T and C Orders

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE-P

- Field Work (FW)
- No Field Work (NFW)

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
(Count of initial, electronic or manual trouble reports on or within X (where X is 10 days for POTS, UNE-P, and 30 days for Resale Specials) calendar days of service order completion ÷ total # of orders/total circuits) * 100	Reported for POTS Resale by CLEC, total CLECs and SWBT

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

POTS

Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types).

UNE-P

Parity between Field Work New and Move orders compared to SWBT Field Work New and Move orders. Parity between Field Work Change and Conversion orders compared to SWBT Field Work Change orders.

Parity between No Field Work New and Move orders compared to SWBT No Field Work New and Move orders. Parity between No Field Work Change and Conversion orders compared to SWBT No Field Work Change orders.

Resale Specials Parity with SWBT Retail

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.

Exclusions:

- Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Excludes disposition code "13" reports (excludable reports), with the exception of code 1316. (Refer to Appendix 2 for list of excluded "13" disposition codes).
- Excludes reports caused by customer provided equipment (CPE) or wiring.

Business Rules:

Includes reports received on the day of completion for UNE-P conversion orders. The denominator for this measure is the total count of UNE-P orders posted within the reporting month. The numerator is the number of trouble reports received at any time on the day of completion. These will be reported the month that the trouble report is closed.

Levels of Disaggregation:

UNE –P No Field Work (NFW)

Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports on or within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and SWBT.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic. The results of this measurement are included in PM 35. Damages and assessments will be paid based on the PM 35 results.

B. Maintenance

37. Measurement	
Trouble Report Rate	
Definition:	
The number of electronic or manual customer trouble reports per 100 lines/(circuits for specials).	
Exclusions:	
• Excludes reports caused by customer provided equipment (CPE) or wiring. • Excludes all disposition "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to completion of the service order. (Refer to Appendix 2 for list of Excluded "13" disposition codes). • Stand alone UNE and Interconnection Trunks (Specials) • Trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.	
Levels of Disaggregation:	
POTS • Business class of service • Residence class of service UNE - P - None <u>Resale Specials:</u> • Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale. • UNE Loop and Port - ISDN and other combinations	
Calculation:	**Report Structure:**
[Total number of customer trouble reports ÷ (total lines/circuits ÷100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combination – Parity with SWBT Business and Residence combined. Specials – parity with SWBT Retail	

37.1 Measurement

Trouble Report Rate net of installation and repeat reports

Definition:

The number of electronic or manual customer trouble reports exclusive of installation and repeat reports within a calendar month, per 100 lines, 100 circuits.

Exclusions:

- Excludes reports caused by customer provided equipment (CPE), Interexchange Carrier/Competitive Access Provider, and Informational or wiring.
- Excludes all disposition "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to completion of the service order. (Refer to Appendix 2 for list of Excluded "13" disposition codes).
- Excludes trouble reports included in PM 35.
- Excludes Trouble reports included in PM 41
- Excludes Stand Alone UNE and Interconnection Trunks

Business Rules:

CLEC and SWBT repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE – P

- UNE - P

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
[Total number of customer trouble reports less installation and repeat reports ÷ (total lines, circuits ÷100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

POTS – Parity with SWBT Retail. UNE Combination – Parity with SWBT Business and Residence combined. Resale Specials ___ Parity With SWBT Retail

38. Measurement

Percent Missed Repair Commitments

Definition:

Percent of trouble reports not cleared by the commitment time.

Exclusions:

Excludes all disposition code "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. (Refer to Appendix 2 for list of excluded "13" disposition codes).

Business Rules:

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. If this is after the commitment time, the report is flagged as a "Missed Commitment."

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Dispatch
- No Dispatch

UNE-P

- Dispatch
- No Dispatch

Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

POTS - Parity with SWBT Retail.

UNE-P- Parity with SWBT Business and Residence combined.

39. Measurement

Mean time to restore

Definition:

Average duration in calendar days / clock hours of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.

Exclusions:

- Subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Disposition code "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. (Refer to Appendix 2 for list of Excluded "13" disposition codes).
- UNE and Interconnection Trunks
- No Access Time (Specials Only).
- Delayed Maintenance Time (Specials Only).
- Trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational (Specials Only)

Business Rules:

POTS and UNE-Ps

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.

Specials

The start time is when the customer report is received and the stop time is when the report is closed. Specials are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Dispatch
- No Dispatch
- Affecting Service
- Out of Service (Diagnostic)

UNE-P

- UNE-P Business Class of Service
- UNE-P Residence Class of Service
- Dispatch
- No Dispatch
- Affecting Service
- Out of Service (Diagnostic)

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
Σ[(Date and time SWBT clears ticket with the CLEC) - (Date and time ticket or trouble report is received)] ÷ Total network customer trouble reports	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

POTS – Parity with SWBT Retail.

UNE-P Business Class of Service– Parity with SWBT Business

UNE-P Residence Class of Service Parity with SWBT Residence

Out of Service for POTS and UNE-P will be diagnostic. Damages and assessments will be applied in PM 40.

Specials - Parity with SWBT retail

40. Measurement

Percent Out Of Service (OOS) < 24 Hours

Definition:

Percent of OOS trouble reports cleared in less than 24 hours.

Exclusions:

- Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Excludes disposition code "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. (Refer to Appendix 2 for list of excluded "13" disposition codes).
- Excludes reports marked as "No Access" to customer premises.
- Excludes Affecting Service reports.

Business Rules:

Customer trouble reports are cleared within 24 hours when:

- The customer report is received Monday through Friday cleared within 24 hours.
- The customer report is received Saturday and cleared within 48 hours.
- The customer report is received Sunday and cleared before midnight Monday.
- Holidays are excluded.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE-P

- UNE-P

Calculation:	Report Structure:
(Count of OOS trouble reports < 24 hours ÷ total number of OOS trouble reports) * 100	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

POTS – Parity with SWBT
UNE-P - Parity with SWBT Business and Residence combined.

41. Measurement

Percent Repeat Reports

Definition:

Percent of customer trouble reports received within X calendar days of a previous customer report. where X is 10 Days for POTS, UNE-P and 30 Days for Resale Specials.

Exclusions:

- Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Excludes disposition code "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. (Refer to Appendix 2 for list of excluded "13" disposition codes).
- Stand Alone UNE and Interconnection Trunks
- Excludes reports caused by customer provided equipment (CPE) or wiring, Interexchange Carrier/Competitive Access Provider, and Informational.

Business Rules:

Includes customer trouble reports received within X calendar days of an original customer report, where X is 10 days for POTS and UNE-P and 30 days for Resale Specials When the second report is received in X days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within X 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.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE-P

- UNE-P

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:

Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within X calendar days of a previous customer report where X is 10 days for POTS and UNE-P and 30 days for Resale Specials ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with SWBT Retail. UNE-P – Parity with SWBT Business and Residence combined. Resale Specials - Parity with SWBT Retail	

III. UNBUNDLED NETWORK ELEMENTS (UNES)

A. Provisioning

55. Measurement	
Average Installation Interval	
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 "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than "X" business days as set out in benchmark measures below. • Excludes customer caused misses. • Excludes Weekends and Holidays. • Excludes circuits in PM 55.2 • Excludes expedites for which the CLEC pays an expedite charge. • Excludes xDSL loops in PM 55.1. • 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.	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at an order level.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	**Report Structure:**
[Σ(completion date – application date)] ÷ (Total number of orders completed)	Reported for CLEC and all CLECs
Measurement Type:	

Benchmark
Tier 1 – None
Tier 2 – None

Benchmark:

The standard offered interval is defined in business days as follows:

- Switch Ports – Analog Port – 3 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
- Dark Fiber (1 to 10) – 5 Days
- Dark Fiber (11 to 20) – 7 Days
- Dark Fiber (20+) – 10 Days
- 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 – Negotiate
- BRI Loop (1 to 10) - 4Days
- BRI Loop (11 to 20)– 10 Days
- BRI Loop (20+) – Negotiate
- 8.0 dB Loops (1 to 10) – 3
- 8.0 dB Loops (11 to 20) – 7
- 8.0 dB Loops (20+) – 10
- 5.0 dB Loops (1 to 10) – 3
- 5.0 dB Loops (11 to 20) – 7
- 5.0 dB Loops (20+) – 10
- INP (1-10 Numbers) – 3 days
- INP (11-20 Numbers) – 7 days
- INP (> 20 Numbers) – 10 days
- EELS (Diagnostic)
  - 2 wire analog
  - 4 wire analog
  - 2 wire digital
  - 4 wire digital
  - Transport (DS0, DS1, DS3, OCx)
  - Multiplexing

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.

Exclusions:

- Exclude orders that are not N, T, or C.
- Excludes customer requested due dates greater than the standard offered interval
- Excludes customer caused misses.
- Excludes Weekends and Holidays.
- Excludes expedites (less than 3 days).
- Excludes Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR
- 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.

Business Rules:

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 and 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 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," SWBT will issue the order upon receipt of a valid LSR and 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 is reported at a circuit level.

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.

Levels of Disaggregation:

- Loops requiring no conditioning with Line Sharing
- Loops requiring conditioning with Line Sharing
- Loops requiring no conditioning with no Line-Sharing
- Loops requiring conditioning with no Line-Sharing
- Loops requiring no conditioning with Line Splitting
- Loops requiring conditioning with Line Splitting
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
[Σ(completion date – application date)] ÷ (Total number of circuits completed)	Reported for CLEC and all CLECs, SWBT or affiliate.

Measurement Type:

Diagnostic

Benchmark:

- Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.
- Loops with line sharing – Parity
- Loops requiring no conditioning with Line Splitting - Parity with ASI Line Sharing
- Loops requiring conditioning with Line Splitting - Parity with ASI Line Sharing

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 quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.
- Excludes customer requested due dates greater than "X" business days. X is defined as follows:
  Loop with LNP (1-10) – 4 business days
  Loop with LNP (11-20) – 8 business days
  Loop with LNP (>20) – 11 business days
- Excludes customer caused misses.
- Excludes Weekends and Holidays.
- NPAC caused delays unless caused by SWBT.

Business Rules:

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 base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: 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.
- >30 TNs, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:

- CHC
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)
- FDT
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)

Calculation:	Report Structure:
[Σ(completion date – application date)] ÷ (Total number of orders completed)	Reported for CLEC and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

55.3 Measurement

Percent xDSL-capable loop orders requiring the removal of load coils, excessive bridged tap, (where excessive bridged tap is defined as bridged tap that is more than 2,500 feet in total bridged tap or any single bridged tap in excess of 2,000 feet) and/or repeaters.

Definition:

The percentage of all xDSL-capable loops greater than 12,000 feet (based on mechanized actual loop makeup information or designed loop makeup information where mechanized actual is not available), ordered that require the removal of load coils, excessive bridged tap (where excessive bridged tap is defined as bridged tap that is more than 2,500 feet in total bridged tap or any single bridged tap in excess of 2,000 feet) and/ or repeaters to provision xDSL services.

Exclusions:

Loops under 12,000 feet

Business Rules:

The percentage of all orders for xDSL-capable loops where the removal of load coils, excessive bridged tap (where excessive bridged tap is defined as bridged tap that is more than 2,500 feet in total bridged tap or any single bridged tap in excess of 2,000 feet) or repeaters has been requested by the CLEC.

Levels of Disaggregation:

- Loops between 12,000 feet and 15,000 feet
- Loops between 15,001 feet and 17,500 feet
- Loops over 17,500 feet

Calculation:	Report Structure:
[Σ(number of xDSL-capable loops requesting the removal of load coils or repeaters] ÷ (Total number of orders for xDSL-capable loops UNEs completed)	Reported for CLEC, SWBT DSL Affiliate, and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic only.

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 5pm on the day before the due date and that are not provisioned correctly on the due date.

Exclusions:

- None

Business Rules:

The percent of DSL-capable circuits for which the CLEC submits a trouble report after 5pm on the day before due date for a line sharing order and that are not provisioned correctly on the due date. Line sharing orders shall be included herein without regard to whether the order is for the establishment of new services or is a conversion from one provider to another.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(Count of line sharing orders for which the CLEC submits a trouble report after 5pm the day before the due date and that are not provisioned correctly on the due date divided by the total number of line sharing orders.)	Reported by CLEC, SWBT/affiliate and all CLECs.

Measurement Type:

Diagnostic

Benchmark:

Parity with SWBT's Data Affiliate or SWBT retail.

55.5 Measurement

Loop Acceptance Testing (LAT Completed)

Definition:

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

Exclusions:

Orders where LAT not requested

Business Rules:

Loop Acceptance Test is where a SWBT Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is completed on or before the completion date. The SWBT Technician will contact the CLEC via the LOC. The Tech will complete a series of tests with the CLEC to ensure a good loop is delivered (ie;connectivity, meets xDSL parameters).

Levels of Disaggregation:

- IDSL Loops
- DSL Loops with Line Sharing (placeholder until LAT for line sharing is broadly available)
- DSL Loops without Line Sharing
- DSL Loops with Line Splitting

Calculation:	Report Structure:
(Count of orders for which the loop acceptance test is accomplished ÷ total # loop acceptance tests requested.)	CLEC, all CLECs, SWBT and SWBT Affiliate

Measurement Type:

Tier 1 – Medium
Tier 2 – None

Benchmark:

95% met
DSL loops with Line Splitting - Parity with ASI Line Sharing

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.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Exclude orders that are not N, T, or C.
- Excludes customer caused misses.
- Excludes Weekends and Holidays
- Excludes orders captured in PM 56.1 (LNP With Loop)

Business Rules:

The Application Date is the day that the customer initiated the service request. 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. This measure is reported at a circuit level.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line Sharing
- DSL loops with no line sharing
- DSL loops with Line Splitting
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
Count of orders installed within the customer requested due date ÷ total orders) * 100	Reported for CLEC , all CLECs, and SWBT for parity measures affiliate as appropriate.

Measurement Type:

Tier 1 – High
Tier 2 – High
Note: Tier 1 and Tier 2 payments will be made on either a combination of PM 56 and PM 56.1 or PM 58, (but not both), whichever yields the higher dollar amount.

Benchmark:

95% within the customer requested due date. 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
- DSL with no Line Sharing – Non Conditioned – 5 Days
- DSL with no Line Sharing – Conditioned – 10 Days
- DSL Loops with Line Splitting - Parity with ASI Line Sharing
- Broadband DSL with no Line Sharing – Non Conditioned – 5 Days
- Broadband DSL with no Line Sharing – Conditioned – 10 Days

- EELS (Diagnostic)
  - 2 wire analog
  - 4 wire analog
  - 2 wire digital
  - 4 wire digital
  - Transport (DS0, DS1, DS3, OCx)
  - Multiplexing

Parity with ASI

- DSL with Line Sharing
- Broadband DSL with Line Sharing

90% within the customer requested due date. The following standard offered intervals apply:

- Standalone INP (1-10 Numbers) – 3 days
- Standalone INP (11-20 Numbers) – 7 days
- Standalone 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

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Exclude orders that are not N, T, or C.
- Excludes customer caused misses.
- NPAC caused delays unless caused by SWBT.

Business Rules:

See Measurement No. 55.2

Levels of Disaggregation:

- Aggregate
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)
- CHC – Diagnostic
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)
- FDT – Diagnostic
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)

Calculation:	Report Structure:
Count of N, T, C orders installed within customer requested due date ÷ total N, T, C orders excluding those requested earlier than the standard offered interval) * 100	Reported for CLEC and all CLECs.

Measurement Type:

Tier 1 – High
Tier 2 – High
Note: Tier 1 and Tier 2 payments will be made on either a combination of PM 56 and PM 56.1 or PM 58, (but not both), whichever yields the higher dollar amount

Benchmark:

95% within the customer requested due date for aggregate only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.

58. Measurement

Percent SWBT Caused Missed Due Dates

Definition:

Percentage of UNEs (8.0dB loops are measured at an order level) where installations are not completed by the negotiated due date.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Exclude orders that are not N, T, or C.
- Excludes customer caused misses.

Business Rules:

The Due Date starts the clock. 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. This measurement is reported at a circuit level for all UNEs with the exception of 8.0dB loops, which are reported at an order level to facilitate comparison with POTS retail. This measure includes in both the numerator and the denominator the number of orders cancelled after a SWBT-caused missed due date.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties including INP only.
- DSL loops with line sharing
- DSL loops with no line sharing
- DSL loops with Line Splitting

Broadband service product

- Broadband Loops with Line Sharing
- Broadband Loops with No Line Sharing
- Combined voice and data loops with no Line Sharing

Calculation:	Report Structure:
Count of UNEs (8.0 dB loops are measured at an order level)with missed due dates excluding customer caused misses ÷ total number of UNEs (total orders for 8.0dB loops) *100	Reported by CLEC and all CLECs, SWBT or affiliates.

Measurement Type:

Tier 1 – High
Tier 2 – HighNote: Tier 1 and Tier 2 payments will be made on either a combination of PM 56 and PM 56.1 or PM 58, (but not both), whichever yields the higher dollar amount

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity:	Retail Comparison
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW)
1b.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 and 1D)	DDS
8. Analog Trunk Port	VGPL
9. Analog Line Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport and loop	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	1%
14. DSL Loops – Non-Line Sharing	5%, (No critical z-value applies)
15. DSL loops with Line Splitting	1%
16. Broadband DSL – Line Sharing	Parity with ASI or SWBT Retail
17. Broadband DSL – No Line Sharing	5% (Critical z-value does not apply.)
18. Combined voice and data – No Line Sharing	5% (Critical z-value does not apply.)
19 INP	POTS (Res/Bus NFW)
20. OCN Loops	Diagnostic.
21. EELS • 2 wire analog • 4 wire analog • 2 wire digital • 4 wire digital • Transport (DS0, DS1, DS3, OCx) • Multiplexing	Diagnostic

59. Measurement

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

Definition:

Percentage of UNEs that receive a customer trouble report within X" calendar days, where "x" is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, of service order completion.

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Trouble report received on the due date before service order completion.
- Trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Loops without test access - BRI
- Orders that are not N, T, or C.
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioningand those load coils, repeaters, and bridged taps that are determined to be the cause of trouble.
- PTRs as defined in PM 115
- Trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC.
- Trouble reports for DSL stand alone loops caused by the lack of loop acceptance testing between CLEC and SWBT due to CLEC reasons on the due date.
- UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date

Business Rules:

A trouble report is counted if it is received within "X" calendar days, where "X" is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of a service order completion. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within "X" calendar days where"X" is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of service order completion that were closed during the reporting month.

Levels of Disaggregation:

<table>
<tr><td colspan="2">
• UNEs contained in the UNE price schedule, and/or agreed to by parties.
• DSL loops with line Sharing
• DSL loops with no line sharing
• DSL loops with Line Splitting
Broadband service product
• Broadband loops with Line Sharing
• Broadband loops with No Line Sharing
• Combined voice and data loops with No Line Sharing
</td></tr>
<tr><th>Calculation:</th><th>Report Structure:</th></tr>
<tr><td>(Count of UNEs that receive a customer trouble report within "X" calendar days where "X" is 10 calendar days for 8db and 30 calendar days for all other UNEs, of service order completion ÷ total UNEs) * 100</td><td>Reported for CLEC, all CLECs, SWBT or its affiliates.</td></tr>
</table>

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B and 1D)	DDS
8. Analog Trunk Port	VGPL
9. Analog Line Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport and Loop	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing
14.DSL Loops – No Line Sharing	6.0% (No Critical z-value applies)
15. DSL loops with Line Splitting	Parity with ASI Line Sharing
16. Broadband DSL – Line Sharing	Parity with ASI or SWBT Retail
17. Broadband DSL – No Line Sharing	6.0% (Critical z-value does not apply)
18. Combined voice and data – No Line Sharing	6.0% (Critical z-value does not apply)
19. INP	POTS (Res/Bus NFW)
20. OCN	Diagnostic
21. EELS • 2 wire analog • 4 wire analog • 2 wire digital • 4 wire digital • Transport (DS0, DS1, DS3, OCx) • Multiplexing	Diagnostic

60. Measurement

Percent Missed Due Dates Due To Lack Of Facilities

Definition:

Percentage of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.

Business Rules:

Any completion date that is greater than the due date with a SWBT lack of facilities missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line Sharing
- DSL loops with no line sharing
- DSL loops with Line Splitting

Broadband service product

- EELS
  - 2 wire analog
  - 4 wire analog
  - 2 wire digital
  - 4 wire digital
  - Transport (DS0, DS1, DS3, OCx)
  - Multiplexing

Calculation:	Report Structure:
Count of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities ÷ total UNEs (total orders for 8db loops) * 100	Reported by CLEC, all CLECs and SWB affiliate

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

62. Measurement

Average Delay Days For SWBT Caused Missed Due Dates

Definition:

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

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.
- 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.

Business Rules:

The calculation is the difference in calendar days between the completion date and the FOC due date. The Due Date is the customer requested due date when that date is greater than or equal to the offered interval. If expedited (accepted or not accepted), the Due Date is the date agreed to by SWBT, which is the due date reflected on the FOC. The data is reported at a circuit level. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8.0 dB loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line Sharing
- DSL loops with no line sharing
- DSL loops with Line Splitting

Broadband service product

- Broadband Loops with Line Sharing
- Broadband Loops with No Line Sharing
- Combined voice and data loops with no Line Sharing

Calculation:	Report Structure:
Σ(Completion date –committed UNE (8.0 dB loops are measured at the order level) due date as described in the business rules above) ÷ (# of posted UNEs (total completed orders for 8.0 dB loops) with SWBT caused missed due dates)	Reported for CLEC, all CLECs, SWBT or affiliates.

Measurement Type:

Tier 1 – Medium
Tier 2 – None

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity:	Retail Comparison
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW)
1b. 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 and 1D)	DDS
8. Analog Trunk Port	VGPL
9. Analog Line Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport and Loop	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing
14. DSL Loops – No Line Sharing	6.5 Days (No Critical z value applies)
15. DSL loops with Line Splitting	Parity with ASI Line Sharing
16. Broadband DSL – Line Sharing	Parity with ASI or SWBT Retail
17. Broadband DSL – No Line Sharing	6.5 Days (Critical z-value does not apply)
18. Combined voice and data – No Line Sharing	6.5 Days (Critical z-value does not apply)
19. OCN Loops	Diagnostic
20. EELS • 2 wire analog • 4 wire analog • 2 wire digital • 4 wire digital • Transport (DS0, DS1, DS3, OCx) • Multiplexing	Diagnostic

B. MAINTENENANCE

65. Measurement	
Trouble Report Rate	
Definition:	
The number of customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Excludes loops without test access - BRI • Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and bridged taps are determined to be the cause of trouble.. • Excludes PTRs as defined in PM 115 • Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC. • UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date	
Business Rules:	
Repair reports are entered into and tracked via WFA by trouble ticket type. Reports are counted in the month they post.	
Levels of Disaggregation:	
• See PM 59 • DSL loops with line sharing • DSL loops with no line sharing • DSL loops with Line Splitting Broadband service product	
Calculation:	**Report Structure:**
[Count of trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT and SWB affiliates.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	

See Measurement No. 59 except for:

DS1 Dedicated Transport	2.0%
DS3 Dedicated Transport & Loop	2.0%
Dark Fiber	2.0%

8db loops – Parity with SWBT POTS Business
DSL Loops with Line Sharing – Parity
DSL Loops with no Line Sharing – 3% (No Critical z applies.)
DSL loops with Line Splitting Parity with ASI Line Sharing
Broadband service product (Note : Additional disaggregations may be required as necessary in the future

- EELS (Diagnostic)
  - 2 wire analog
  - 4 wire analog
  - 2 wire digital
  - 4 wire digital
  - Transport (DS0, DS1, DS3, OCx)
  - Multiplexing

65.1 Measurement

Trouble Report Rate net of installation and repeat reports

Definition:

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

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Loops without test access - BRI
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble.
- PTRs as defined in PM 115
- Trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.
- Any trouble reports counted in PM 59 or PM 69.
- UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date

Business Rules:

Repair reports are tracked by trouble ticket type. Reports are counted in the month they post.

Levels of Disaggregation:

- See PM 59
- DSL loops with line sharing
- DSL loops with no line sharing
- DSL loops with Line Splitting

Broadband service product

- Broadband Loops with Line Sharing
- Broadband Loops with No Line Sharing
- Combined voice and data loops with no Line Sharing

Calculation:	Report Structure:
[Count of trouble reports less installation and repeat reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT and SWB affiliates.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity:	Retail Comparison
1. 8.0 dB Loop	Parity with SWBT POTS Business
2. 5.0 dB Loop	VGPL
3. BRI Loop	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop	DS1
6. DS1 Dedicated Transport	2.0%
7. ISDN PRI (Subtending Channel (23B and 1D)	DDS
8. Analog Trunk Port	VGPL
9 Analog Line Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport and Loop	2.0%
12. Dark Fiber	2.0%
13. DSL Loops – Line Sharing	Parity with ASI
14. DSL Loops – No Line Sharing	3.0% (Critical z-value does not apply.)
15. DSL loops with Line Splitting	Parity with ASI Line Sharing
16. Broadband DSL – Line Sharing	Parity with ASI or SWBT Retail
17. Broadband DSL – No Line Sharing	3.0% (Critical z-value does not apply)
18. Combined voice and data – No Line Sharing	3.0% (Critical z-value does not apply)
19. INP	POTS (Res/Bus NFW)
20. OCN Loops	Diagnostic
21. EELS	Diagnostic

- 2 wire analog
- 4 wire analog
- 2 wire digital
- 4 wire digital
- Transport (DS0, DS1, DS3, OCx)
- Multiplexing

66. Measurement

Percent Missed Repair Commitments

Definition:

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

Exclusions:

- Specials and Interconnection Trunks.
- Excludes all UNE-P
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational

Business Rules:

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

Levels of Disaggregation:

- "POTS type" loops (2-Wire Analog 8.0 dB Loop) with test access.
- DSL line sharing

Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported by CLEC, all CLECs. SWBT and SWB affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Parity with SWBT POTS Business
Parity with ASI for DSL line sharing

67. Measurement

Mean Time To Restore

Definition:

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

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Loops without test access – BRI
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as identified on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble .
- PTRs as defined in PM 115.1
- Trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared in the appropriate system (WFA for all UNEs except DSL line sharing which is captured in LMOS).

Levels of Disaggregation:

- DSL loops with line sharing
- DSL loops with no line sharing
- DSL loops with Line Splitting
- UNEs contained in the UNE price schedule, and/or agreed to by parties including INP only.
- Broadband loops with Line Sharing
- Broadband loops with No Line Sharing
- Combined voice and data with No Line Sharing
- Also disaggregated by Dispatch/No Dispatch

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported by CLEC, all CLECs and SWBT and SWB affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity	Retail Comparison
1. 8.0 dB Loop w/Test Access Dispatch	POTS (Bus)
2. 5.0 dB Loop w/Test Access Dispatch	VGPL
3. BRI Loop w/Test Access Dispatch	ISDN
4. ISDN BRI Port- Dispatch	ISDN
5. DS1 Loop w/Test Access Dispatch	DS1
6. DS1 Dedicated Transport Dispatch	4.0 Hours
7. ISDN PRI (Subtending Channel (23B and 1D) – Dispatch	DDS
8. DSL – Dispatch – No Line Sharing	9.0 Hours
9. DSL Dispatch - Line Sharing	Parity with ASI or SWBT Retail
10. Analog Trunk Port – Dispatch	VGPL
11. Subtending Digital Direct Combination Trunks – Dispatch	VGPL
12. DS3 Dedicated Transport and Loop - Dispatch	3.0 Hours
13. Dark Fiber - Dispatch	3.0 Hours
14. Analog Line Port – Dispatch	VGPL
15. Broadband DSL - Dispatch - No Line Sharing	9.0 Hours
16. Broadband DSL - Dispatch - Line Sharing	Parity with ASI or SWBT Retail
17. 8.0 dB Loop with Test Access-No Dispatch	POTS (Bus)
18. Combined Voice and Data – Dispatch	9.0 Hours (Critical z-value does not apply)
19. Optical Loop – Dispatch	Diagnostic
20. 5.0 dB Loop with Test Access-No Dispatch	VGPL
21. BRI Loop with Test Access-No Dispatch	ISDN
22. ISDN BRI Port-No Dispatch	ISDN
23. DS1 Loop with Test Access-No Dispatch	DS1
24. DS1 Dedicated Transport-No Dispatch	0.75 Hours
25. ISDN/PRI - No Dispatch	DDS
26. DSL Loops – No Dispatch – No Line Sharing -	9.0 Hours (Critical z-value does not apply.)
27. DSL Loops - No Dispatch – Line Sharing	Parity
28. DSL loops with Line Splitting	Parity with ASI Line Sharing
29. Analog Trunk Port-No Dispatch	VGPL
30. Subtending DDC Trunks-No Dispatch	VGPL
31. DS3 Dedicated Transport-No Dispatch	0.75 Hours
32. Dark Fiber-No Dispatch	0.75 Hours
33. Analog Line Port-No Dispatch	VGPL
34.. Broadband DSL No Dispatch – Line Sharing	Parity with ASI or SWBT Retail
35. Broadband DSL – No Dispatch– No Line Sharing	9.0 Hours (Critical z-value does not apply)
36. Combined voice and data – No Dispatch– No Line Sharing	9.0 Hours (Critical z-value does not apply)
37.INP	POTS Res/Bus NFW
38. Optical Loop – No Dispatch	Diagnostic
39.EELS	Diagnostic
• 2 wire analog	
• 4 wire analog	
• 2 wire digital	
• 4 wire digital	
• Transport (DS0, DS1, DS3, OCx)	
• Multiplexing	

69. Measurement

Percent Repeat Reports

Definition:

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

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Loops without test access – BRI
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble.
- Trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the 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. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line sharing
- DSL loops with no line sharing
- DSL loops with Line Splitting
- Broadband Loops with Line Sharing
- Broadband Loops with No Line Sharing
- Combined voice and data with No Line Sharing

Calculation:	Report Structure:
Count of customer trouble reports received within 30 calendar days of a previous customer report ÷ total customer trouble reports) * 100	Reported by CLEC, all CLECs, SWBT and affiliates where appropriate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity	Retail Comparison
1. 8.0 dB Loop	POTS (Bus)
2. 5.0 dB Loop	VGPL
3. BRI Loop	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop	DS1
6. DS1 Dedicated Transport	10%
7. ISDN PRI (Subtending Channel (23B and 1D)	DDS
8. Analog Trunk Port	VGPL
9. Analog Line Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport and Loop	10%
12. Dark Fiber	10%
13. DSL Loops – Line Sharing	DSL Loops with line sharing
14. DSL Loops – No Line Sharing	9.0% (Critical z-value does not apply.)
15. DSL loops with Line Splitting	Parity with ASI Line Sharing
16. Broadband DSL – Line Sharing	Parity with ASI or SWBT Retail
17. Broadband DSL – No Line Sharing	12.0% (Critical z-value does not apply)
18. Combined voice and data – No Line Sharing	12.0% (Critical z-value does not apply)
19. INP POTS	Res/Bus NFW
20. OCN Loops	Diagnostic
21. EELS	Diagnostic
• 2 wire analog	
• 4 wire analog	
• 2 wire digital	
• 4 wire digital	
• Transport (DS0, DS1, DS3, OCx)	
• Multiplexing	

IV. INTERCONNECTION TRUNKS

70. Measurement:
Percentage of Trunk Blockage
Definition:
Percentage of calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office.
Exclusions:
• Excludes Weekends and Holidays • CLECs have trunks busied-out for maintenance at their end, or have other network problems that are under their control. • SWBT is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks, e.g. not ready to accept traffic from SWBT on the due date or CLEC has no facilities or equipment at CLEC end. • CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days (day 0 is the business day the TGSR is emailed/faxed to the CLEC) when a Call Blocking situation is identified by SWBT or in the timeframe specified in the InterConnection Agreement (ICA). • If CLEC does not take action upon receipt of TGSR within 10 business days (day 0 as described above) when a pre-service of 75% or greater occupancy situation is identified by SWBT or in the time frame specified in the ICA. • If CLEC fails to provide a forecast within the last six months unless a different timeframe is specified in an interconnection agreement. • For trunks extending from the SWBT tandem to the CLEC end office designated as final trunks, if CLEC's actual trunk usage for a market region, as shown by SWBT from traffic usage studies, is more than 25% above CLEC's most recent forecast for the market region, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement as long as the forecasts are received as described in the accessible letter. • For trunks extending from the SWBT end office to the CLEC end office, if CLEC's actual trunk usage for a wirecenter or end office, as shown by SWBT from traffic usage studies, is more than 25% above CLEC's most recent forecast for the wirecenter or end office, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement as long as the forecasts are received as described in the accessible letter. The exclusions do not apply if SWBT fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SWBT refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

Business Rules:	
Twenty days of data consisting of blocked calls and total calls are collected and aggregated each month.	
Levels of Disaggregation:	
• The SWBT end office to CLEC end office and SWBT tandem to end office trunk blockage will be reported separately. • By Market Region.	
Calculation:	Report Structure:
({Count of blocked calls – excluded blocked calls} ÷ total calls offered – {excluded blocked calls}) * 100	Reported for CLEC and all CLECs .
Measurement Type:	
Tier-1 High Tier-2 High	
Benchmark:	
Blocked Calls on Dedicated Trunk Groups not to exceed blocking standard of B.01. [B.01 standard is 1%]	

71. Measurement:

Common Transport Trunk Blockage

Definition:

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

Exclusions:

- No data is collected on weekends or holidays

Business Rules:

Common transport trunk groups that reflect blocking in excess of 2% and 1% (if a separate common transport trunk group is established to carry CLEC traffic only) using a time consistent busy hour from the four most recent weeks of data.

Levels of Disaggregation:

- Common trunk groups where CLECs share ILEC trunks, and Common trunk groups for CLECs not shared by ILEC.
- By Market Region.

Calculation:	Report Structure:
(Number of common transport trunk groups exceeding 2%, 1% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups.

Measurement Type:

Tier-1	None
Tier-2	High

Benchmark:

3% of trunk groups not to exceed 2% blocking SWBT shall compare common trunk groups exceeding 1% blockage, reported for switch based CLECs, be compared to SWBT's dedicated trunk groups designed for B.01 standard for parity compliance (if a separate common transport trunk group is established to carry CLEC traffic only).

73. Measurement

Percentage of Installations Completed Within the Customer Requested Due Date

Definition:

Percentage of interconnection trunks completed within the customer requested due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited (accepted or not accepted) the date agreed to by SWBT.

Exclusions:

CLEC Caused Misses

Business Rules:

SWBT will compare the completion date to the customer desired due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited (accepted or not accepted) the date agreed to by SWBT to determine the count of missed installations. The completion date is the date the work is completed and accepted by the CLEC. The measurement is taken for all circuits that complete in the reporting period. Interconnection trunks are selected based on a specific service code off of the circuit ID. Unsolicited FOCs will not be acknowledged in calculating due dates. (i.e., if an unsolicited FOC is received by CLEC, the due date on the first FOC will still be used as the due date. Orders that are completed more than 30 days after the customer requested due date and reported as held orders under PM 73.1 also are included in reporting this measure.

Levels of Disaggregation:

- By Market Region.
- 911
- OS/DA
- SS7
- Interconnection trunks

Calculation:	Report Structure:
(Count trunk circuits completed within the customer requested due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited (accepted or not accepted) the date agreed to by SWBT ÷ total trunk circuits completed) * 100	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

95% within the customer requested due date or agreed to expedited interval. Critical z-value does not apply.

73.1 Measurement

Percentage Held Interconnection Trunks

Definition:

Percentage of interconnection trunk orders held greater than 30, 60 or 90 calendar days.

Exclusions:

- Customer Caused Misses
- Excludes any incremental days attributable to the CLEC after the initial SWBT caused delay.

Business Rules:

The Customer Desired Due Date or the 21st business day after the interconnection trunk order is received by SWBT, whichever is greater, starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity and it is accepted by the CLEC, which stops the clock. The data is collected at a circuit level. Interconnection trunks are selected based on a specific service code off of the circuit ID.

The number of Held Orders is to be calculated by counting the number of orders that are in held status as of the end of the reporting month. An order is no longer in held status once it is completed. This measure captures orders that are currently in held status as of month-end, not orders that were completed during the month that may have been in held status prior to completion (data related to missed due dates and delay days is captured separately in PMs 73 and 74).

The Denominator will be completed orders plus held orders.

Levels of Disaggregation:

- By Market Region; 30, 60 and 90 days
- Interconnection
- 911
- OS/DA
- SS7

Calculation:	Report Structure:
(Count of trunk circuits held for greater than 30, 60 or 90 calendar days ÷ total trunk circuits) * 100,	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Medium
Tier 2 – Low

Benchmark:

Parity with SWBT interconnection trunks. For purposes of damages, only applicable to trunk orders held greater than 30 days.

74. Measurement

Average Delay Days For Missed Due Dates – Interconnection Trunks

Definition:

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

Exclusions:

- Customer Caused Misses
- Excludes any incremental days attributable to the CLEC after the initial SWBT caused delay.

Business Rules:

The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by SWBT. The data is reported at a circuit level. Interconnection Trunks are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

- By Market Region
- Interconnection
- 911
- OS/DA
- SS7.

Calculation:	Report Structure:
Σ (Completion date – customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by SWBT) ÷ (# of completed trunk circuits with missed Due Dates)	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

Parity

76. Measurement

Average Trunk Restoration Interval – Interconnection Trunks

Definition:

Average time to repair interconnection trunks. This measure is based on calendar days.

Exclusions:

- Excludes non-measured tickets (CPE, Interexchange, or Information).
- No access delayed maintenance.

Business Rules:

The data is reported at a circuit level. Interconnection Trunks are selected based on the circuit being identified as a message type circuit. Start time is when the CLEC reports trouble and stop time is when SWBT notifies the CLEC of service restoral.

Levels of Disaggregation:

- By Market Region.
- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
Total trunk outage duration ÷ total trunk trouble reports	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Med
Tier 2 – Med

Benchmark:

Parity

V. LOCAL NUMBER PORTABILITY (LNP)

91. Measurement:

Percentage of LNP Only Due Dates within Industry Guidelines

Definition:

Percentage of LNP Due Date interval that meets the industry standard established by the North American Numbering Council (NANC).

Exclusions:

- CLEC or Customer caused or requested delays.
- NPAC caused delays unless caused by SWBT.

Business Rules:

Industry guidelines for due dates for LNP are as follows:

- For Offices in which NXXs are previously opened – 3 Business Days.
- New NXX – 5 Business days on LNP capable NXX.

The above-noted due dates are from the date of the FOC receipt.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: 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.
- >30 TNs, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:

NXXs previously opened and NXX new (1-30 TNs and greater than 30 TNs)

Calculation:	Report Structure:
(Count of LNP TNs implemented within Industry guidelines ÷ total number of LNP TNs) *100	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here. Critical z-value does not apply.

92. Measurement:

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

Definition:

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

Exclusions:

- Customer caused or requested delays.
- NPAC caused delays unless caused by SWBT.
- Cases where SWBT did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of SWBT's release request. In these cases, SWBT may have to re-work to release the TN so it can be ported to meet the due date.

Business Rules:

Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total number of LNP TNs for which the subscription was released) *100	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here. Critical z-value does not apply.

93. Measurement:	
Percentage of Customer Account Restructured Prior to LNP Due Date	
Definition:	
Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 91	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of LNP orders for which customer accounts were restructured prior to LNP due date) ÷ (total number of LNP orders that require customer accounts to be restructured) *100	Reported by CLEC and all CLECs.
Measurement Type	
Tier 1 – Low Tier 2 – None	
Benchmark:	
96.5% Critical z-value does not apply.	

96. Measurement:	
Percentage Pre-mature Disconnects for CHC/FDT Stand alone LNP Telephone Numbers	
Definition:	
Percentage of Stand Alone LNP telephone numbers where SWBT disconnects the customer prior to the scheduled start time.	
Exclusions:	
• Stand alone LNP telephone numbers where the CLEC requests that the cut-over begin prior to the scheduled time. • Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time • Stand alone LNP telephone numbers where SWBT disconnects ≤ 10 minutes of the scheduled start time	
Business Rules:	
A premature disconnect occurs any time SWBT begins the cut-over more that 10 minutes prior to the scheduled start time.	
Levels of Disaggregation:	
None.	
Calculation:	**Report Structure:**
Count of prematurely disconnected Stand Alone LNP telephone numbers ÷ total Stand Alone LNP telephone numbers * 100	Reported by CLEC and all CLECs
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
≤ 2% premature disconnects. Critical z-value does not apply.	

97. Measurement:	
Percentage of Time SWBT Applies the 10-digit Trigger Prior to the LNP Order Due Date	
Definition:	
Percentage of time SWBT applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs prior to the due date.	
Exclusions:	
• Excludes Remote Call Forwarding in DMS 100s, DID in all offices and ISDN Data TNs." • Excludes CLEC or Customer caused misses or delays	
Business Rules:	
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.	
Levels of Disaggregation:	
LNP only, and LNP with Loop.	
Calculation:	**Report Structure:**
(Count of LNP TNs for which 10-digit trigger was applied prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100.	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
96.5% Critical z-value does not apply.	

98. Measurement:	
Percentage Stand Alone LNP I-Reports in 10 Days	
Definition:	
Percentage of Stand Alone LNP Orders that receive a LNP related customer trouble report within 10 calendar days of service order completion.	
Exclusions:	
• Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational	
Business Rules:	
The Start time is the date/time of completion of the service order. The End time is the date/time of receipt of trouble report. Count the number of Stand Alone LNP Orders that receive an LNP related trouble report within 10 calendar days of completion.	
Levels of Disaggregation:	
• Stand Alone LNP	
Calculation:	**Report Structure:**
(Count of Stand Alone LNP Orders that receive a customer trouble report within 10 calendar days of service order completion ÷ total Stand Alone LNP orders) * 100.	Reported by CLEC and all CLECs, and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail POTS – No Field Work.	

99. Measurement:	
Average Delay Days for SWBT Missed Due Dates for Stand Alone LNP Orders	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
• On time or early completions	
Business Rules:	
The clock starts on the due date and the clock ends on the completion date based on posted Stand Alone LNP orders.	
Levels of Disaggregation:	
LNP Only	
Calculation:	**Report Structure:**
Σ(Stand Alone LNP Completion Date–Stand Alone LNP Order due date) ÷ # total Stand Alone LNP Orders where there was a SWBT caused missed due date	Reported By CLEC and all CLECs and SWBT.
Measurement Type:	
Tier 1 – Medium Tier 2 – Medium	
Benchmark:	
Parity with SWBT Retail POTS – No Field Work.	

101. Measurement:

Percent Out of Service < 60 minutes

Definition:

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

Exclusions:

- CLEC-caused errors.
- NPAC-caused errors unless caused by SWBT.
- Stand Alone LNP Orders with more than 500 number activations.

Business Rules:

The Start time is the receipt of the NPAC broadcast activation message in SWBT's LSMS. The End time is when the Provisioning event is successfully completed in SWBT's network as reflected in SWBT's LSMS. Count the number of activations that took place in less than 60 minutes.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(Number of activations provisioned in less than 60minutes) ÷ (total LNP activations)* 100.	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

96.5% Critical z-value does not apply.

VI. 911

102. Measurement	
Average Time To Clear Errors	
Definition:	
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that SWBT installs.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date and time error detected – date and time error cleared) ÷ total number of errors	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

104. Measurement	
Average Time Required to Update 911 Database (Facility Based Providers)	
Definition:	
The average time it takes to update the 911 database file.	
Exclusions:	
None	
Business Rules:	
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date and time data processing begins – date and time data processing ends) ÷ total number of files	Reported for individual CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

104.1 Measurement	
The average time it takes to unlock the 911 record	
Definition:	
The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC.	
Exclusions:	
None	
Business Rules:	
The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Sum (SOC Date - date 911 record is unlocked)	Reported for individual CLEC, and all CLECs and SWBT affiliates
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

VII. POLES, CONDUIT AND RIGHTS OF WAY

105. Measurement	
Percentage of requests processed within 35 Days	
Definition:	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(count of number of requests processed within 35 days ÷ total number of requests) * 100	Reported for individual CLEC and all CLECs, and SWB DSL affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
90% within 35 days. Critical z-value does not apply.	

VIII. COLLOCATION

107. Measurement
Percentage Missed Collocation Due Dates
Definition:
The percentage of SWBT caused missed due dates for collocation projects.
Exclusions:
• Exclude any applications rejected for non-payment within the times requested under tariff • Exclude if the CLEC has not submitted their second fifty percent (50%) payment prior to the due date, SBC-SWBT will exclude the job from reporting.
Business Rules:
The clock starts when SWBT receives, in compliance with the approved tariff, return of proposed layout for space as specified in the application form from the CLEC. However, for purposes of the measure, once SWBT provides a quote to a CLEC, the application is deemed to be in compliance with the approved Tariff. Tthe clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy, and CLEC receives CFA/APOT information. . If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies SWBT of such within 5 business days, the collocation will be considered not complete and the time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for SWBT to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. However, a due date extension resulting from SWBT notification that it will not meet the required interval, will not be considered a change in the due date for purpose of this measure. Moreover, any change in due date requested by SWBT for whatever reason will not be considered to be a change in due date for purpose of this measure. A CLEC-requested extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to: • CLEC return to SWBT corrected and complete floor plan drawings. • CLEC placement of required component(s). If the business rules and tariff are inconsistent, the terms of the tariff will apply. If inconsistencies are identified, SWBT will bring these forward for discussion at the next 6-month review.
Levels of Disaggregation:

• New • Augments Note: All approved types, e.g. Cages, Cageless, etc. are now included in these)

Calculation:	**Report Structure:**
(count of number of SWBT caused missed due dates for collocation facilities ÷ total number of collocation projects) * 100	Reported for individual CLEC and all CLECs and SWB affiliate

Measurement Type:
Tier 1 – High Tier 2 – High

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

108. Measurement	
Average Delay Days for SWBT Missed Due Dates	
Definition:	
The average delay days caused by SWBT to complete collocation facilities.	
Exclusions:	
See Measurement 107	
Business Rules:	
See Measurement No. 107	
Levels of Disaggregation:	
• New • Augments Note: All approved types, e.g. Cages, Cageless, etc. are now included in these)	
Calculation:	**Report Structure:**
Σ(Date collocation work completed – collocation due date) ÷ total number of SWBT caused missed collocation projects	Reported for individual CLEC and all CLECs and SWB affiliate as appropriate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
10% of the tariffed intervals. The average delay days is compared to the weighted average of the different tarriffed intervals within the levels of disaggregation. Critical z-value does not apply.	

109. Measurement	
Percent of Requests Processed Within the Tariffed Timelines	
Definition:	
The percent of requests for collocation facilities processed within the Tariffed timelines, or no space available notification.	
Exclusions:	
Excludes Weekends & Holidays.	
Business Rules:	
The clock starts when SWBT (ICSC) receives the application. The clock stops when SWBT responds back to the application request with a quote, or no space available notification.	
Levels of Disaggregation:	
• New • Augments Note: All approved types, e.g. Cages, Cageless, etc. are now included in these)	
Calculation:	**Report Structure:**
(count of number of requests processed within the tariff timeline ÷ total number of requests) * 100	Reported for individual CLEC and all CLECs, or SWB affiliate as appropriate.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
95% within the tariff timeline. Critical z-value does not apply.	

IX. DIRECTORY ASSISTANCE DATABASE

110. Measurement	
Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	
Definition:	
The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory change only and within 72 hours of the completion date on the provisioning service order where a provisioning order is required.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
The date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For directory changes that also have a provisioning order, the clock starts when the provisioning order completes and ends when the listing is updated. The update clerks work hours are 6:30 a.m. to 3:00 p.m. Monday through Friday. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day.	
Levels of Disaggregation:	
95% within 72 hours 95% within (X) hours (Diagnostic) 90% within (X) hours (Diagnostic)	
Calculation:	**Report Structure:**
(Count of updates completed within 72 hours ÷ total updates) * 100	Reported by CLEC and all CLECs for facility based providers.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
95% updated within 72 hours. Critical z-value does not apply. Diagnostic – 95% within (X) Hours Diagnostic – 90% within (X) Hours	

113. Measurement	
Percentage of Electronic Updates that Flow Through the DSR process Without Manual Intervention	
Definition:	
Percentage of DSRs from entry to distribution that progress through SWBT ordering systems to ALPS/LIRA.	
Exclusions:	
Rejected DSRs due to CLEC error.	
Business Rules:	
The number of DSRs, that flow through SWBT's ordering systems and are passed to ALPS/LIRA without manual intervention, divided by the total number of DSRs issued within the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of DSRs that flow through to ALPS/LIRA ÷ Total DSRs) * 100	CLEC and All CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97% Critical z-value does not apply.	

X. COORDINATED CONVERSIONS

114. Measurement	
Percentage of Premature Disconnects for CHC/FDT LNP with Loop Lines.	
Definition:	
Percentage of CHC/FDT LNP with Loop Lines where SWBT disconnects the customer (e.g. switch translations and/or the cross connect is removed) prior to the scheduled start time.	
Exclusions:	
• CHC/FDT LNP with Loop Lines where the CLEC requests that the cut-over begin prior to the scheduled time. • Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time	
Business Rules:	
A premature disconnect occurs any time SWBT begins the cut-over more than 10 minutes prior to the scheduled start time.	
Levels of Disaggregation:	
• Coordinated Hot Cuts (CHC) – LNP with Loop • Frame Due Time (FDT) – LNP with Loop	
Calculation:	**Report Structure:**
(Count of prematurely disconnected CHC/FDT LNP with Loop Lines ÷ total CHC/FDT LNP with Loop Lines) * 100	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
.See PM 115.2	

114.1 Measurement

CHC/FDT LNP with Loop Provisioning Interval.

Definition:

The % of CHC/FDT LNP with Loop Lines completed by SWBT within the established provisioning intervals of 60 minutes (1 – 10 lines) and 120 minutes (11 – 24 lines).

Exclusions:

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

Business Rules:

The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC) and on the frame due time for frame due time (FDT). For CHC orders, the clock starts when the CLEC calls the SWBT LOC to start the conversion, and ends when the SWBT technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the SWBT technician completes the cross connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts and Frame Due Time with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.

Levels of Disaggregation:

CHC
LNP with loop
- 1-10 lines
- 11-24 lines

LNP with DSL Compatible Loop

FDT (Diagnostic)
LNP with loop
- 1-10 lines
- 11-24 lines

Calculation:	Report Structure:
Total CHC/FDT LNP with Loop Lines within the designated interval ÷ total CHC/FDT LNP with Loop lines.	Reported by CLEC and all CLECs.

Measurement Type:
Tier 1 – High Tier 2 – Medium
Benchmark:
95%, for CHC. FDT is diagnostic and is addressed in the combined measure 115.2

114.2 Measurement - Place Holder for Future Use	
CHC/FDT For Line Sharing and Line Splitting	
Definition:	
Exclusions:	
.	
Business Rules:	
Levels of Disaggregation:	
• CHC/FDT for DSL Loops and Line Sharing • CHC/FDT for DSL Loops and Line Splitting	
Calculation:	**Report Structure:**
Measurement Type:	
Benchmark:	

115. Measurement

Percent Provisioning Trouble Reports (PTR)

Definition:

Measures the percent of CHC/FDT LNP with loop circuits for which the CLEC submits a trouble report on the day of conversion, or before noon on the next business day.

Exclusions:

- Reports for which the trouble is attributable to the SWBT network (unless SWBT had knowledge of the trouble prior to the due date
- IDLC (pair gain systems) identified on or before the due date. (Thirty calendar days after the filing of the IDLC Report as required in the Business Rule, the IDLC exclusion shall be considered deleted.)
- Excludes Non-Measured reports (CPE, Interexchange, and Informational)

Business Rules:

The percent of CHC/FDT circuits for which the CLEC submits a trouble report on the day of conversion, or before noon on the next business day.

PMs 55.2, 56.1 and 58will include the PTRs that extend past the original due date in the calculation as appropriate.

PMs 59 and 69will exclude PTRs from the calculation.

Levels of Disaggregation:

- CHC and FDT (LNP with loop)
- CHC and FDT (LNP with DSL compatible loop)

Calculation:	Report Structure:
(Count of CHC/FDT circuits for which the CLEC submits a trouble report on or before noon on the next business day after conversion÷ total # of CHC/FDT circuits converted.	Reported by CLEC and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

. Diagnostic - See PM 115.2

115.1 Measurement	
Percentage of Provisioning Trouble Report (PTR) completed in < 8 operational hours.	
Definition:	
Average duration of the outage from the receipt of the PTR to the time it is cleared.	
Exclusions:	
• Excludes Non-measured reports (CPE, Interexchange, and Information reports.) • Excludes no access to the end user's location. • Reports for which the trouble is attributable to the SWBT network (unless SWBT had knowledge of the trouble report prior to the due date)	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared.	
Levels of Disaggregation:	
• CHC for 2 wire loop • CHC for LNP with DSL Compatible Loops • FDT for 2 wire loop • FDT for LNP with DSL Compatible Loop	
Calculation:	**Report Structure:**
Σ[(PTRs completed in < 8 operational hours ÷ total PTRs.	Reported by CLEC, all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – Medium	
Benchmark:	
95% < 8 operational Hours .	

115.2. Measurement	
Combined Outage Percentage of CHC/FDT LNP with Loop Lines Conversions	
Definition:	
Percentage of CHC/FDT LNP with Loop Lines where an outage occurs.	
Exclusions:	
DSL with LNP	
Business Rules:	
A n outage is defined as a premature disconnect found in PM 114 for both CHC and FDT, an excessive duration for FDT in PM 114.1, and a CHC or FDT PTR found in PM 115.	
Levels of Disaggregation:	
• CHC/FDT for LNP with Loop • CHC/FDT for LNP with DSL compatible loop	
Calculation:	**Report Structure:**
(Count of outages (pm 114, 114.1 (FDT) and 115 ÷ total CHC/FDT conversions) * 100	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
2%	

XI. NXX

117. Measurement	
Percent NXXs loaded and tested by the LERG effective date	
Definition:	
Measures the percent of NXX(s) loaded and tested in the end office and/or tandem switches by the LERG effective date	
Exclusions:	
• Requests from CLECs where no signed Interconnection Agreement exists • Requests from CLECs where their Infrastructure is not complete preventing us from performing the appropriate testing to establish the NXX • Requests by CLECs where an appropriate test number has not been provided to perform required testing to establish the NXX	
Business Rules:	
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s) where an appropriate point of interconnection was not established prior to the LERG effective date. Data for additional NXXs in the local calling area will be based on the LERG effective date.	
Levels of Disaggregation:	
• By Market Region	
Calculation:	**Report Structure:**
(Total count of NXXs loaded and tested by LERG date, or interconnection date ÷ total NXXs loaded and tested) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity	

118. Measurement

Average Delay Days for NXX Loading and Testing

Definition:

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

Exclusions:

- Requests from CLECs where no signed Interconnection Agreement exists
- Requests from CLECs where their Infrastructure is not complete preventing us from performing the appropriate testing to establish the NXX
- Requests by CLECs where an appropriate test number has not been provided to perform required testing to establish the NXX

Business Rules:

See Measurement No. 117

Levels of Disaggregation:

- By Market Region

Calculation:	Report Structure:
Σ(Completion Date – LERG date or interconnection date) ÷ (number of SWBT caused late orders)	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – Low
Tier 2 – None

Benchmark:

Parity

XII. BONA FIDE/SPECIAL REQUEST PROCESS (BFRs)

120. Measurement	
Percentage of Requests Processed Within 30 Business Days	
Definition:	
Percentage of Bona fide/Special requests processed and preliminary analysis or denial notices provided to the customer within 30 business days of receipt of BFR.	
Exclusions:	
Excludes weekends and holidays.	
Business Rules:	
The clock starts when SWBT receives the application. The clock stops when SWBT responds with the preliminary analysis or denial notification.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Count of number of requests processed within 30 days ÷ total number of requests) * 100	Reported by CLEC, all CLECs, and SWBT affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% within 30 business days. Critical z-value does not apply.	

121. Measurement

Percentage of Quotes Provided for Authorized BFRs/Special Requests Within X (10,30,90) Days

Definition:

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

Exclusions:

Requests that are subject to pending arbitration.

Business Rules:

The clock starts when SWBT receives the application. The clock stops when SWBT responds back to the application request with a quote.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(Count of number of requests processed within X (10, 30, 90) days ÷ total number (10, 30, 90 Days) of requests) * 100	Reported by CLEC, all CLECs and SWBT affiliate..

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

90% within X business days.

- Network Elements that are operational at the time of the request – 10 days
- Network Elements that are Ordered by the FCC– 30 days
- New Network Elements 90 days

123. Measurement

Percent of Timely and Compliant Change Management Notices

Definition:

The percent of timely and compliant change management notices (as specified in the current Change Management Process (CMP), as made effective July 14, 2000) for EDI/LSR ordering, and EDI, CORBA, DataGate Pre-ordering interfaces This measure also includes WEB LEX, Enhance Verigate,Trouble Administration, EBTA-GUI, EASE and SORD. Timely and complete documentation provided to the CLECs for requirements associated with releases will be part of this measurement.

Exclusions:

- Regulatory mandates as described in the CMP documentation
- Emergency fixes
- Changes /error corrections made after the Final Requirements are issued but prior to the 45-day interval preceding release implementation
- CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by SWBT identified by the CLEC)
- SWBT-initiated enhancements/changes to Requirements for which it requests that this Performance Measurement does not apply and CLECs agree
- Clarification-only Final Requirement letters (clarifications may include, but are not limited to, changing data characteristics, fields, business rules, mapping, or other changes affecting CLEC coding).

Business Rules:

Performance standards are set forth in the SBC CLEC Interface Change Management Procedure documentation, providing specific intervals/timeframes for issuance of change management interface release notices, for making available the associated Initial and Final Requirements and release associated documentation, and for allowing defined CLEC comment time periods and prescribed testing intervals. This measure is designed to measure the percent of compliant change management notices, Initial Requirements, and Final Requirements sent to the CLEC within the intervals/timeframes prescribed by the Change Management Procedure documentation for all OSS interfaces in SWBT (the Category 1 interfaces of EDI for ordering, DataGate, EDI and CORBA for pre-ordering; and the Category 2 interfaces of WEBLEX, Enhanced Verigate, EASE, Trouble Administration and EBTA.

Documentation that is not complete or not compliant with the Change Management Procedure (CMP) documentation is not considered compliant for purposes of this measure (e.g. calls for abbreviated CLEC comment time periods, fails to identify and provide the appropriate testing intervals, etc).. Any changes made without notice will be considered sent late. (Note: revisions to LSOR pages are not provided and are not required per CMP and will not be a part of this measurement)

SWBT will be measured on the Initial Requirements based on whether CLECs were provided with the appropriate interval per the CMP. For purposes of the Final Requirements, SWBT will be measured on whether the notice provided the appropriate interval relative to the implementation date. Exception Requests sent to CLECs that provide corrections to Final Requirements initiated by SWBT that require coding changes by the CLECs will be considered late if issued during the 45-day interval prior to release implementation Changes that result from a CLEC walk-through (held per the CMP) that occurs during the 45-day release interval but is the result of changes documented prior to the 45-day interval will not be counted as late per this measureRequirements changes that do not necessitate CLEC coding corrections will not be counted in this measurement.

SWBT may invoke the exception process to add either a CLEC requested enhancement or a SWBT initiated enhancement to the release. However, if SWBT requests of CLECs in the Exception Request Accessible Letter, that this exception not be counted as late in this performance measurement, and if CLECs unanimously agree to the enhancement, then it will not be counted as late.

When the Exception process is invoked, the timelines/intervals set through that Exception agreement between SWBT and the CLECs as outlined in the CMP documentation would be included in this measurement.

In the event final documentation is submitted in one calendar year and a change to that documentation considered late falls into another calendar year, the miss will count in the current reporting period only and will not be retroactive.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
Percent of compliant change management notices providing the appropriate interval = (# of compliant change management notices providing the appropriate interval within the calendar year ÷ total # of change management notices sent during the calendar year) * 100	Reported for all CLECs.

Measurement Type:

Tier 1 – Diagnostic
Tier 2 – Low (payable on an annual per measure level)

Note: If the measure is missed 3 consecutive years, the 3rd year will be paid at a high level.

Benchmark:

90% compliant notices sent on time Based on calendar year, one time payment (data collection for the remedy period begins 1/1/03). Payment due 1/20/04

124. Measurement

Timely Resolution of Significant Software Failures Related to Releases

Definition:

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

Exclusions:

Errors where a workaround, transparent to the CLEC, is available (workaround in this sense does not include manual faxing to the LSC or any other action required by the CLEC)

Business Rules:

Software errors identified in production within two weeks of the release with no work-arounds that have a disabling affect on CLECs ability to conduct business. Significant or disabling effect on the CLEC is defined as an inability to pass to SWBT or receive back from SWBT order activity on more than 10% of the CLEC LSRs relative to normal work volumes. This impact will be viewed on a per CLEC basis, upon notification by the CLEC to the OSS Help Desk that they are impacted. Problem resolution time will start being measured from the time the problem is reported to the help desk to the time the software fix is implemented or a workaround is in place. For Tier 1 damages, the CLEC is responsible for reporting the problem to the OSS Help Desk in order for this measure to apply to the individual CLECs and will be paid to those identified with an impact of 10% or more as outlined above.

SWBT cannot reasonably determine how a given software release issue impacts all CLECs. Therefore, self-reporting by the CLEC is necessary. SWBT will proactively determine and report impacted CLECs if the software problem impacts all LSRs in the major categories of resale

UNE-P
UNE Loop
DSL Capable Loops
DSL with Line Sharing
LNP only

In this case, SWBT will determine if these major categories represent 10% or more of the CLEC's LSRs based on PM5 results for the prior month.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(# Significant Software Failures resolved within 48 hours ÷ Total Significant Software Failures)*100	By CLEC

Measurement Type:

Tier 1 – Low – Per Measure Tier 2 – High – Per Measure
Benchmark:
95% completed within 48 hours or 2 days. Critical z-value does not apply.

XIII. GENERAL BUSINESS RULES (APPLICABLE TO ALL MEASURES EXCEPT AS SPECIFICALLY NOTED)

A. Reporting of Exclusions

In reporting monthly data for each measurement, SWBT will report, for individual CLECs and for CLECs in the aggregate, the total number of CLEC transactions that were excluded by SWBT in reporting the results. The raw data to be available to CLECs for each measurement will include the raw data related to all excluded transactions and will include an identification of the particular exclusion category that SWBT determined to be applicable to the transaction. The exclusion should be one that is expressly provided under the business rules for the particular measurement.

B. Geographic Market Regions

All of the provisioning and maintenance measures, and certain other measures, are reported by "Market Region." In Texas, the reference to Market Region is to one of four areas into which SWBT divides all of the Texas territory where SWBT serves as the incumbent LEC – Central and West Texas, Dallas/Fort Worth, Houston, and South Texas. A map showing the definition of these four Market Regions is attached as Appendix Five.

C. Pre-Order Backend System Database Query Availability

SWBT will agree to provide this information upon request via an assessable letter to all CLECs upon request of any individual CLEC.

D. Resale Specials

SWBT excludes all "Access" orders from Resale Specials and UNE Loop and Port Combinations Reporting.

PERFORMANCE MEASUREMENTS

Appendix One

Subsequent Due Date Indicator	
Added to the service order whenever the due date is changed. Order can carry multiple codes. Company delay code overrides subscriber delay code.	
Subscriber(customer) Reasons:	
SA	No Access
SL	Subscriber requests later date
SO	Subscriber – Other
SP	Subscriber requests earlier date
SR	Subscriber not ready
Company (SWBT) Reasons:	
CA	Assignment office
CB	Residence/Business office
CE	Back order / unavailability of equipment or supplies from vendors
CF	Lack of Facilities (outside plant or buried service wires)
CL	Work Load
CO	Other company reasons
CS	Lack of Central Office facilities
CU	Uncontrollable circumstances

PERFORMANCE MEASUREMENTS
Appendix Two

Disposition Codes

The following is a list of Excluded (13) disposition codes. Any modifications or additions to this list must be presented for prior agreement or approval at a periodic performance measurement review before the Texas Commission (or by mutual consent of all parties prior to 6-month review).

1301 Request for directories
1302 Reports received as a result of dual service
1303 Request for information revertive dialing codes – multi-party line (no longer applicable)
1304 CVAS Disconnect or hang up
1305 Request for information provided by another department – Business office, claims, etc.
1306 Request for SWBT to locate buried facilities
1307 Request to lower or raise wire
1308 Report on phone number which is properly disconnected, unassigned or suspended with disconnect recording on line.
1309 Report on feature customer is not being billed for
1310 Request to verify busy condition of line
1311 Report of non-SWBT plant or facilities
1313 Reports due to incorrect network administration records
1314 Request that SWBT ground be connected to electric company ground
1315 Wide Area Telephone Service (WATS) or Toll Special Service
1316 Report on service order activity prior to midnight of completion date
1317 Report on incorrect number; Regenerate report on correct number
1320 Request from Business Office
1321 Customer unable to reach business office
1322 Request from vendor for testing
1323 Changes in network structure (i.e. 10 digit dialing)
1324 Miscellaneous (Commendations, callback request for information only)
1327 CLEC requests information available thru Electronic Interfaces
1328 CLEC report generated in error
1329 Resold to UNE-Loop & Port Combo conversion order error caused by CLEC generating Service Order on wrong customer addresse

The following codes (1331-1334) are for tracking purpose only - not Performance Measure impacting:

1331 LNP Premature Disconnect - FDT with loop
1332 LNP Premature Disconnect - FDT without loop
1333 LNP Premature Disconnect - CHC with loop
1334 LNP Premature Disconnect - CHC without loop
1335 Customer request service guarantee (tech gave credit)
1336 Customer request service guarantee (tech did not give credit)
1340 Front End Close for Call Notes
1356 CLEC request line conditioning (removal of load coils, excessive bridge tap, &/or repeaters) after ordering yellow zone (YZP) DSL loop via PSD ordering process. **The "non-conditioning required" DSL service order must be complete. (Billing applies on per element conditioned basis)
1374 Refer End User or Trouble Proven to Data Service Provider
1375 CLEC request for Conditioning or additional Conditioning on xDSL

PERFORMANCE MEASUREMENTS
Appendix Three

Percentage of Missed Collocation Due Dates Damages and Assessments Methodology

The following methodology will apply in calculating Tier 1 liquidated damages and Tier 2 assessments for the percentage of missed collocation due dates measurement.

Tier 1:

1. The benchmark will be 95% of Collocations completed within the due date. For example, if a CLEC has 30 collocations complete in the study month, SWBT can miss two due dates and still be in compliance. In this case no damages would apply. If, three due dates out of 30, SWBT would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 95% benchmark.
2. Damages are calculated based on the number of days that SWBT misses the due date using the per occurrence values in the MOU, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. SWBT will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, in the example above, if the three misses had missed days of 20, 10 and three, SWBT would pay damages on 20 missed days.
4. The collocation measurement will be used in the determination of the "K" number of allowances. In addition, it may also be excluded as defined in the MOU in the order of progression also contained there. The number of underlying data points used for the purposes of determining the order of exclusion will be the total days late for collocation projects.
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.

Tier 2:

1. Assessments will be applicable, as described in the MOU, when the measurement has been out of compliance for three consecutive months for the aggregate of all CLEC collocations.
2. Compliance will be defined as described in the Tier 1 damages above.
3. If assessments are applicable, the rolling three month average for days missed will be used to calculate the total assessments payable to the Texas State Treasury.

PERFORMANCE MEASUREMENTS

Appendix Four

Jeopardy Codes and Reasons

Jeopardies Previously Referred to as Rejects	
1P	Verify address or provide nearby TN
1P	Account already converted - send cancel
1P	Invalid CFA
1P	Invalid feature detail
1P	Invalid TN
1P	Invalid due date
1P	Duplicate LSR
1P	Account not eligible for conversion
1P	Invalid feature
1P	EU name and TN do not match
1P	Provide driving instructions
1P	Duplicate circuit ID
1P	Busy cable ID and channel pair
Facility	
1A	Inter Office Facility Shortage
1D	No Loop Available
1P	There are No Facilities
1P	No Trunks Available
1Q	Assignment Problem
1Y	No Central Office Equipment Available
SWBT Other	
1B	Scheduling / Workload
1F	NSP Missed Appointment
1L	Frame Due Time Can Not Be Met
1N	DD and Frame Due Time Can Not Be Met
CLEC / EU (Excluded)	
1C	Customer (LSP) Not Ready
1E	End User Not Ready
1G	No Access to End User Prem
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1M	Requested DD is Less Than Published Interval
1P	No Access is Provided
1P	The Premises are Not Ready
1P	Please Send SUPP to Cancel PON
1P	Notification of New Due Date

1P	Field Visit Determined Address Invalid
1P	No Rep To Prev Jeop-PON Canceled
1P	There Is No Access
1P	Need to Obtain Right of Way
1R	Customer Could Not Be Reached At The Reach Number
1S	Building Not Ready, Customer Will Advise
1T	Pole at Trailer Site is Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible

Performance Measurements
Appendix Five

LSR FIELD, FIELD NAME and FEATURES

PHASE 1

CC - COMPANY CODE
LSR NO. - LOCAL SERVICE REQUEST NUMBER
ACT - ACTIVITY (Compare ACTION CODE associated to USOC as verification)
PQTY - PORT QUANTITY
REQTYP - REQUISITION TYPE AND STATUS
CFA - CONNECTING FACILITY ASSIGNMENT
CHC - COORDINATED HOT CUT = Y
DFDT - DESIRED FRAME DUE TIME
PORTED # - PORTED TELEPHONE NUMBER
STREET - STREET ADDRESS (END USER'S) - (SA field on the service order)
PIC - INTERLATA PRESUBSCRIPTION INDICATOR CODE (LNP only)
LPIC - INTRALATA PRESUBSCRIPTION INDICATOR CODE (LNP only)
FA - FEATURE ACTIVITY (Compare ACTION CODE associated to USOC as verification)
FEATURE - FEATURE CODE (Compare to USOC on service order)
Comparison will be based on the USOCs associated with the FEATURES listed below:
Caller ID - Anonymous Call Rejection
Improved data transmission for POTS lines
900 Call Restriction (AR, KS, MO, OK) (Blocks 1+700 also)
900/976 Call Restriction - end user requested - Initial Request (TX Only)
900/976 Call Restriction - end user requested - Subsequent Request (TX Only)
Toll Restriction (Blocks: 0+, 0-, 1+, 1+900, 1+976, 1+700, 1+411, 1+555-1212, 10XXX)
Call Forwarding - Busy Line / Don't Answer
Three-Way Calling
Simultaneous Call Forwarding
Speed Calling 30
Speed Calling 8
Call Forwarding
Call Waiting
Call Forwarding - Busy Line
Call Forwarding - Don't Answer
Preferred Number Service - Optional Local Unmeasured / Unlimited Usage Charge - EMS / EACS Additive
Local TeleBranch - Optional Unmeasured / Un-limited Usage Charge
Local TeleBranch - Unmeasured / Un-limited Usage
Hot Line
Circle Hunt - per line arranged for hunting.
Circle Hunting - Bus. 1-Element Measured 1-Party, Multi-Line Hunting and Trunks; Residence 1-Party & Trunks
Preferential Hunting - per line arranged for hunting.
Preferential Hunting Business 1 Element Measured 1-Party, Multi-Line Hunting and Trunks; Residence 1-Party and Trunks
Series Hunting - per line arrange for hunting (Also called Series Completion, Regular or Rotary Hunting.)

Series Hunting per Line - Business 1 Element Measured 1-Party; Residence 1-Party
Improved voice transmission for trunks
Caller ID - Per Line Blocking
Night Number Terminal Arrangement - associated with working Telephone Number
Night Number Terminal Arrangement - associated with Terminal
Selective Call Forwarding
BizSaverSM A
BizSaverSM D
BizSaverSM B
BizSaverSM C
THE WORKSSM
THE WORKSSM w/o NMP
THE WORKSSM w/o Call Waiting
THE WORKSSM w/o Caller ID & w/o Call Waiting
THE WORKSSM w/o ESX
THE WORKSSM w/o ESX & NMP
THE WORKSSM Plus w/ 1+SaverSM
THE WORKSSM w/o NMP & NSD & w/ 1+SaverSM
THE WORKSSM Plus w/ OS3
THE WORKSSM w/o NMP & NSD
THE WORKSSM w/ NMP & NSD
THE WORKSSM w/o Caller ID
THE WORKSSM w/o Caller ID & w/o Remote Access to Call Forwarding
THE WORKSSM w/o Remote Access to Call Forwarding
THE WORKSSM w/o RC3
THE WORKSSM w/o NMP & RC3
THE WORKSSM w/o Remote Access to Call Forwarding & w/o Call Waiting
THE WORKSSM w/o Caller ID & w/o Remote Access to Call Forwarding & w/o Call Waiting
THE WORKSSM w/o ESX & RC3
THE WORKSSM w/o RC3, ESX & NMP
THE WORKSSM Plus w/o Call Waiting & w/1+SaverSM
THE WORKSSM Plus w/o Call Waiting & w/o Caller ID & w/ 1+SaverSM
THE WORKSSM Plus w/o Call Waiting & w/o Caller ID
THE WORKSSM w/ NMP & NSD; w/o AYK
THE WORKSSM w/o ESX
Caller ID - Calling Name Delivery
Caller ID - Caller ID Credit with 1+SaverSM
International (IDDD) Blocking
Caller ID - Calling Number Delivery
Priority Call
Network Provisioning USOC for lines equipped with Call Return, Call Blocker, Auto Redial, Priority Call, Selective Call Forwarding
Auto Redial
Call Return
Call Trace - Per Successful Activation
Call Blocker
Auto Redial Per Activation
Call Return Per Activation
Priority Installation - (PI) Prime Service Vendor or Subcontractor
Priority Installation - (PI) Secondary Service Vendor or Subcontractor

Preferred Number Service without Unique Ring - 800 Service
Preferred Number Service without Unique Ring - Local
Preferred Number Service without Unique Ring - InterLATA
Preferred Number Service without Unique Ring - IntraLATA
Toll Terminal Trunks - Toll Billing
Priority Restoration - (PR) PR Level Implementation - Secondary Vendor or Subcontractor
Priority Restoration - PR Level change on an existing service - Subcontractor
Administration & Maintenance of TSP Service - Prime Service Vendor
Administration & Maintenance of TSP Service - Subcontractor
Preferred Number Service with Unique Ring - 800 Service
Preferred Number Service with Unique Ring - Local
Preferred Number Service with Unique Ring - InterLATA
Preferred Number Service with Unique Ring - IntraLATA
Remote Access to Call Forwarding
TeleBranch & Local TeleBranch - add'l Access Path
TeleBranch - Intrastate / Interexchange, non-Bell Exchange Company Access Path
TeleBranch - Interstate / Interexchange, non-Bell Exchange Company Access Path
TeleBranch - Interstate / Interexchange Access Path
TeleBranch - Interstate / Intraexchange Access Path
Local TeleBranch - First Access Path
TeleBranch - Interstate / International Access Path
TeleBranch - Intrastate / IntraLATA & Intrastate / InterLATA Access Path
TeleBranch - Interstate / 800 Interexchange Access Path
TeleBranch - Intrastate / 800 Interexchange Access Path
Caller ID - Caller ID Value Package Plus with 1+ SaverSM
Caller ID - Caller ID Value Package with 1+SaverSM
Caller ID - Caller ID Value Package
Caller ID - Convenience Plus
BASICSSM
Caller ID - Caller ID Value Package / Convenience Plus
Voice Dial Discount
Preferred Number Service with Unique Ring - CFN Account
900/976 Call Restriction - Mandatory - Subsequent Application (TX Only) (Charge Applies)
900/976 Call Restriction - Mandatory - Initial Application (TX Only)
Toll Restriction (Lifeline/Tel-Assistance end users)
Secondary Line Control
SCOCS - Charge per system
Toll Terminal Trunks - Pseudo Terminals
TOUCH-TONE, per C.O. Trunk
TOUCH-TONE, per line
Toll Terminal Trunks - Toll Charge Telephone Number
TOUCH-TONE, per line
Voice Dial - Directory-30, per Primary Line
Voice Dial - Directory-50, per Primary Line
Voice Dial - Directory-75, per Primary Line
Voice Dial - Shared Directory-30, per Secondary Line
Voice Dial - Shared Directory-50, per Secondary Line
Voice Dial - Shared Directory-75, per Secondary Line
Warm Line
WireWorxSM - Contract Option 2 - Selected Accounts - Multiline - Per jack - WireWorx billing applies

WireWorxSM - Contract Option 1 - All Accounts - Multiline - Per jack
WireWorxSM - Contract Option 2 - Selected Accounts - Multiline - Per access line - WireWorx billing applies
WireWorxSM - Contract Option 1 - All Accounts - Multiline - Per access line
WireWorxSM - Contract Option 1 - All Accounts - Single Line
WireWorxSM - Contract Option 2 - Selected Accounts - Single Line - WireWorx billing applies
WireWorxSM - Contract Option 2 - Selected Accounts - Single Line & Multiline - WireWorx billing does not apply
Improved data transmission for POTS lines
Installation & Maintenance - CLEC Authorization required for regulated work (CLEC only)
Installation & Maintenancce - End user authorization for regulated work is permitted while SWB installation technician is on premises
Call Forwarding - Busy Line / Don't Answer
Call Forwarding - Busy Line
Call Forwarding - Don't Answer
LNFN - LISTED FIRST NAME
LNLN - LISTED NAME LAST
LTY - LISTING TYPE

PHASE 2 - (Requires the addition of FIDs to the Service Order Extract to perform the compare)

BA - BLOCKING ACTIVITY
BLOCK
HA - HUNT GROUP ACITIVY
HID - HUNTING ID
HNTYP - HUNTING TYPE GROUP
OTN - OUT TELEPHONE NUMBER
FLOOR - EU FLOOR
ROOM - EU ROOM
BLDG - EU BUILDING
CITY - EU CITY, VILLAGE, TOWNSHIP, ETC.
STATE - EU STATE
ZIP CODE - EU ZIP CODE
LALO - LISTED ADDRESS LOCATION
LANO - LISTED ADDRESS HOUSE NUMBER
LASN - LISTED ADDRESS STREET NAME
LATH - LISTED ADDRESS THOROUGHFARE
LAZC - LISTED ADDRESS ZIP CODE
LTN - LISTED TELEPHONE NUMBER

PHASE 3 - (WTN and CKT Leg Expansion)

TN/ECCKT - TELEPHONE NUMBER/EXCHANGE COMPANY CIRCUIT ID
NC - NETWORK CHANNEL CODE
NCI - NETWORK CHANNEL INTERFACE CODE
FPI - FREEZE PIC INDICATOR
FPI - FREEZE PIC INDICATOR
Caller ID - Per Line Blocking - Access Code Restriction Group
Voice Dial - Advanced Service Interface Feature
SCOCS - Call Screening Code assignment
Preferred Number Service - Call Forwarding Number
TeleBranch - Call Forwarding Number
Call Forwarding - Busy Line / Don't Answer - Call Forwarding Number

Call Forwarding - Busy Line
Call Forwarding - Don't Answer
Directory Assistance Call Completion Screening
Disabled Person Discount
Voice Dial - Foreign Language
Preferred Number Service - Group Size
TeleBranch - Group Size
Simultaneous Call Forwarding - Group Size
Warm Line - Hot Line Service Number
Intercept Referral Service
Line Class Code (for any call restriction)
Toll Terminal Trunks - Line Class Code
Line Treatment Group Number (DMS) (for any call restriction)
Personalized Ring - Multiple Number Call Forward Inhibit
CUSTALRT- Customer Alerting - Message Service System
No Charge - Directory Assistance
Voice Dial - Network Facility Access
Night Number Terminal - Non-Hunting Number
Night Number Terminal - Night Service Fixed (TN or TER to which a Night Number is bridged)
Toll Terminal Trunks - Outward Dial Only
Remote Access to Call Forwarding - Personal Identification for Remote Access
Preferred Number Service with Unique Ring - Primary Number
Personalized Ring
Caller ID - Per Line Blocking - Privacy
Priority Service Authorization Number
Restrict Casual Use
Call Forwarding - Don't Answer - Ringing Cycle
Call Forwarding - Busy Line / Don't Answer - Ringing Cycle
Preferred Number Service with Unique Ring - CFN Account
Preferred Number Service with Unique Ring - Ringing Pattern
Simultaneous Call Forwarding - Simulated Facility Group
Preferred Number Service - Simulated Facility Group
TeleBranch - Simulated Facility Group
Voice Dial - Shared Voice Dialing Directory
Toll Terminal Trunks - Special Toll Guiding
Preferred Number Service - TN
Preferred Number Service with Unique Ring - Telephone Number
Personalized Ring - TN for Dependent Number(s)
Secondary Line Control
Tele-Communications Service Priority
Warm Line Timeout
RTY - RECORD TYPE

PIC -INTERLATA PRESUBXCRIPTION INDICATOR CODE- (Remaining non-LNP WTNs)
LPIC - INTRALATA PRESUBSCRIPTION INDICATOR CODE-(Remaining non-LNP WTNs)
LST - LOCAL SERVICE TERMINATION
HTN - HUNTING TELEPHONE NUMBER
HTSEQ - HUNTING SEQUENCE