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.

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. 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, Medium, and Low groups as those terms are used below.

1.0 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, the permutation tests as outlined below may be used.

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 that meet the following criteria:

$$n_{ILEC} * P_{ILEC} > 5$$
$$n_{CLEC} * P_{CLEC} > 5$$
$$n_{ILEC} * (1 - P_{ILEC}) > 5$$
$$n_{CLEC} * (1 - P_{CLEC}) > 5$$

Step 1

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

Step 2

$$\sigma_{P_{ILEC} - P_{CLEC}} = SQRT [[\rho (1 - \rho)] / n_{ILEC} + [\rho (1 - \rho)] / n_{CLEC}]$$

Step 3

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

Where n = number of observations

P = percentage or proportion

If the above conditions are not met, the Fisher's exact test (permutation test for percentages) will be used. The following calculation will be used:

Define N_C = CLEC sample
N_S = SWBT sample
F_C = CLEC failures
F_S = SWBT failures
$U = N_C + N_S$
$F = F_C + F_S$

Calculate

p = probability that the CLEC received the observed service or worse

$$P = \frac{\sum_{x=Fc}^{x=\min(Fc,Nc)} \binom{F}{x}\binom{U-F}{Nc-x}}{\binom{U}{Nc}}$$

The value of P can be converted to an equivalent critical value using the standard normal Z-tables or the appropriate t-table.

For Measurement results that are expressed as rates or ratio

$$Z = (\text{DIFF}) / \delta_{\text{DIFF}}$$

Where $\text{DIFF} = R_{\text{ILEC}} - R_{\text{CLEC}}$
$R_{\text{ILEC}} = \text{num}_{\text{ILEC}} / \text{denom}_{\text{ILEC}}$
$R_{\text{CLEC}} = \text{num}_{\text{CLEC}} / \text{denom}_{\text{CLEC}}$

$R_{\text{pool}} = (\text{Num}_{\text{ILEC}} + \text{num}_{\text{CLEC}})/(\text{denom}_{\text{ILEC}} + \text{denom}_{\text{CLEC}})$

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

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 that are averages, where the performance delivered to a 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, 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.

4.2 Alternative 2

Permutation analysis which use standard computational routines will be applied to calculate the z-statistic, similar to the logic described below:

1) Choose a sufficiently large number T.

2) Pool and mix the CLEC and ILEC data sets.

3) 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}).

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

5) 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).

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

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

8) 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).

9) 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.

10) Compare Z_A with the desired critical value as determined from the critical Z-table. If Z_A is greater than the designated critical Z-value in the table, then the performance is noncompliant.

4.3 SWBT and CLEC will, upon PSC request, 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 in Appendix 1.

5.4 Assessments are applicable to Tier 2 measures identified as High, Medium, or Low in Appendix 1 and are payable to the Missouri 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 Missouri.

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.

6.3 SWBT shall not be liable for both Tier 2 "assessments" and any other assessments or sanctions under Missouri Public Service Commission Law 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 Missouri 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 as outlined in the General Terms and Conditions of this

Agreement or, if the parties agree, through commercial arbitration with the American Arbitration Association (AAA). 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.

7.3 CLEC agrees that a maximum annual cap of $98 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 Missouri interconnection agreement with a CLEC) and Tier 2 assessments or voluntary payments made by SWBT pursuant to any Missouri 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 $98 million per year, or less than $76.3 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 $8.17 million ($98 million ÷ 12) for Tier 1 liquidated damages will apply to all performance payments made by SWBT under all SWBT Missouri 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 Missouri 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 Missouri 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 Missouri 271 Agreement.

7.3.1 Whenever SWBT Tier 1 payments to an individual CLEC in a given month exceed $1,000,000, or the Tier 1 payments to all CLECs 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 the General Terms and Conditions of this Agreement. 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 $340,000 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 the General Terms and Conditions of the M2A. 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 will 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 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 Missouri interconnection agreements reaches the annual cap within a given year and SWBT continues to deliver noncompliant 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 Appendix 1 as High, Medium, or Low when SWBT delivers "noncompliant" performance as defined above.

8.1 Under the damages for Tier 1 measures, the number of measures that may be classified as "noncompliant" 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 noncompliant 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 noncompliant performance). Type 2 error is the mistake of not identifying a violation when the ILEC is providing discriminatory or noncompliant performance.

8.2 Liquidated damages in the amount specified in the table below apply to all "noncompliant" 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 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 in Appendix 2 as "Measurements 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 below in section 11.0, "Methods of Calculating the Liquidated Damages and Assessment Amounts."

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. 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 For measures reported on an aggregate Company-wide basis, any Tier I penalty will be assessed by reference to the relative weight of the individual CLEC activity in Missouri in proportion to such activity within SWBT's service area as a whole, subject to the associated cap. The following process will calculate this payment:

8.4.1 Determine the individual CLEC market (C^M) in the SWBT states. This is equal to the sum of the resold (R^M) and UNE access lines (U^M) in the five-state region.[1]

[1] The number of resale and UNE access lines (both UNE-loop and UNE-platform) are used to determine the CLEC Market share to be used for the calculation of state specific payments.

8.4.2 The maximum assessment is then calculated for the given performance measure on the individual CLEC Market (P^M).

8.4.3 Determine the individual CLEC market in the each state (C^s).[2] The sum of each state's individual CLEC market will equal total individual CLEC market in the SWBT states. In other words, $C^{s1} + C^{s2} + C^{s3} + C^{s4} + C^{s5} = C^M$.

8.4.4 Determine the state specific proportion of the C^M.

8.4.5 Payments are then calculated for the given performance measure on each state's individual CLEC market (P^s).

The Tier I payment to be assessed in Missouri will the lesser of the calculated state payment (P^s) or the measurement cap

8.5 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 Missouri 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-value, 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 in section 8.2 for each occurrence is payable to

[2] This data will be equal to the number of loops or UNE equivalents from Performance Measures #37, 54, & 65.

the Missouri State Treasury for each measure that exceeds the critical Z-value, shown in the table in section 9.3 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 in section 8.2 above for each occurrence with the applicable cap is payable to the Missouri 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 in section 8.2 above is payable to the Missouri 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.[3]

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

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

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%

9.4 For measures reported on an aggregate Company-wide basis, any Tier 2 assessment will be calculated by reference to the relative weight of CLEC activity in Missouri in proportion to such activity within SWBT's service area as a whole, subject to the associated cap. The following process will be used to calculate this payment:

1) Determine the total CLEC market (C^M) in the SWBT states. This is equal to the sum of the resold (R^M) and UNE access lines (U^M) in the five-state region.[4]

2) The maximum assessment is then calculated for the given performance measure on the total CLEC Market (P^M).

3) Determine the CLEC market in the each state (C^s).[5] The sum of each state's CLEC market will equal total CLEC market in the SWBT states. In other words,

$$C^{s1} + C^{s2} + C^{s3} + C^{s4} + C^{s5} = C^M$$

4) Determine the state specific proportion of the C^M.

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[4] The number of resale and UNE access lines (both UNE-loop and UNE-platform) are used to determine the CLEC Market share to be used for the calculation of state specific payments.

[5] The CLEC market in each state will be represented by (i.e., equal to) the number of loops or UNE equivalents from Performance Measures #37, 54, & 65.

5) Payments are then calculated for the given performance measure on each state's CLEC market (P^S).

6) The Tier 2 payment to be assessed in Missouri will the lesser of the calculated state payment (P^S) or the measurement cap.

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 result.

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 section 7.0 titled "Exclusions Limited."

10.3 When SWBT performance creates an obligation to pay liquidated damages to a CLEC or an assessment to the State of Missouri 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 of Missouri for January – March performance, then those payments will be due May 20, 30 days after the April 20 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 $500 per day to the Missouri 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 $1,000,000 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 $1,000,000 to a single CLEC (or $8.17 million 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 Damages and Assessment Amounts

The following methods apply in calculating per occurrence liquidated damages 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 "noncompliant" for the individual CLEC for the month, applying the parity test and bench mark provisions provided for above. Sort all measures having non-compliant classification with a sample size greater than 10 in ascending order based on the number of data points or transactions used to develop the performance measurement result (e.g., service orders, collocation requests, installations, trouble reports). 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 noncompliant 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 noncompliant measures are greater than the amount of the cap.

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 section 4.0 and the Business Rules.).

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

%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, Ratios or Proportions.

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 section 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 in section 8.2 to determine the applicable liquidated damages for the given month for that measure.

11.2 Tier Two Liquidated Assessments

11.2.1 Determine the Tier 2 measurement results, such as High, Medium, or Low that are noncompliant 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 noncompliant 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.

11.121.2 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 for the third consecutive 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 section 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 n 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 Missouri State Treasury for that measure.

11.2.3 Measures for Which the Reporting Dimensions are Percentages, Ratios or Proportions

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 section 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.

12.0 Advanced and Nascent Services

12.1 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 Missouri State Treasury on those measurements listed in section 14.2 below ("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.

12.2 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

12.3 The additional voluntary payments referenced in section 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.

12.4 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 Missouri for 6 or more months in a

calendar year, the voluntary payments will be calculated as if all such months were missed consecutively.

12.5 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 Missouri 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 Missouri State treasury by first applying the normal Tier 2 assessment calculation methodology to that qualifying measurement, and then trebling that amount.

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

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

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

Appendix 2: Measurements Subject to Per Occurrence Damages or Assessment With a Cap and Measurements Subject to Per Measure Damages or Assessment

Appendix 3: Performance Measurement Business Rules (Version 1.7)

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PERFORMANCE MEASURES

APPENDIX
PERFORMANCE MEASUREMENTS BUSINESS RULES (VERSION 1.7)
RESALE POTS, RESALE SPECIALS AND UNES

Pre-Ordering/Ordering

1. Measurement

Average Response Time For OSS Pre-Order Interfaces

Definition:

The average response time in seconds from the SWBT side of the Remote Access Facility (RAF) and return for pre-order interfaces (Verigate, DataGate/EDI/CORBA) by function.

Exclusions:

- None

Business Rules:

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 and Verigate servers and do not include transmission time through the LRAF. Response time is accumulated for each major query type, and then divided by the associated total number of queries received by SWBT during the reporting period. 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. (SWBT will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). 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.

For the protocol translation response times, start and end times are as follows:
EDI input time starts at the time the CLEC successfully connects to the EDI Interactive Agent and the end time is when the connection is made to DataGate for processing. EDI output time starts when the response message is received from DataGate and the end time is when the message is sent to the CLEC. CORBA input time starts at the time the message is received by the CORBA interface and the end time is when the connection is made to DataGate for processing. CORBA output time starts when the response message is received from DataGate and the end time is when the message is sent to the CLEC.

Levels of Disaggregation:

Address Verification

- Request For Telephone Number
- Request For Summary Customer Service Record (CSR) < = 30 WTNs (Also broken down for Lines as required for DIDs).
- Request For Summary Customer Service Record (CSR) > 30 WTNs (Also broken down for Lines as required for DIDs).
- Request for Detailed Customer Service Request (CSR)
- Service Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required
- PIC
- Actual Loop Makeup Information requested - actual data returned
- Actual Loop Makeup Information requested - design data returned
- Design Loop Makeup Information requested - design data returned
- Protocol translation time – EDI input messages
- Protocol translation time – EDI output messages
- Protocol translation time – CORBA input messages
- Protocol translation time – CORBA output messages

Calculation:	Report Structure:
Σ[(Query Response Date & Time) - (Query Submission Date & Time)] ÷ (Number of Queries Submitted in Reporting Period)	Reported on a CLEC, all CLECs, and SWBT affiliate where applicable (or SWBT acting on behalf of its' affiliate) for DataGate /EDI/CORBA and Verigate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Benchmarks for summary CSR applies to < = 30 WTNs. Benchmarks for Loop Makeup Information are interim until all parties agree that sufficient data is available to set final benchmarks Critical z-value does not apply

Measurement	DataGate/EDI/CORBA/	Verigate
Address Verification	4.7 seconds	4.7 seconds
Request For Telephone Number	4.5 seconds	4.5 seconds
Request For Customer Service Record (CSR)	6.6 seconds	6.6 seconds

Service Availability	6.6 seconds	6.6 seconds
Service Appointment Scheduling (Due Date)	1.0 second	1.0 second
Dispatch Required	12.6 seconds	12.6 seconds
PIC	19.1 seconds	19.1 seconds
Actual Loop Makeup Information requested – actual data returned	12.6 seconds	12.6 seconds
Actual Loop Makeup Information requested – design data returned	23 seconds	23 seconds
Design Loop Makeup Information requested – design data returned	10 seconds	10 seconds
Protocol translation time - EDI input messages	Diagnostic	Not Applicable
Protocol translation time - EDI output messages	Diagnostic	Not Applicable
Protocol Translation Time – CORBA input messages	Diagnostic	Not Applicable
Protocol Translation Time – CORBA output messages	Diagnostic	Not Applicable

1.1. Measurement (Formerly PM 57)

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 Verigate 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 Verigate 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 applies.

1.2 Measurement (New Measure)	
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, and it captures both the clerical error and underlying data error.	
Levels of Disaggregation:	
• DSL actual Loop Makeup Information provided manually • DSL actual Loop Makeup Information provided electronically	
Calculation:	**Report Structure:**
(# of orders for which Loop makeup information provided by SWBT is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100	Reported on a CLEC, all CLECs, SWBT DSL affiliate, and SWBT DSL Retail basis by interface for EDI, DATAGATE, VERIGATE, or manually, depending on method of provision of actual loop makeup information.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
95% accurate for each level of disaggregation, or parity with SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is higher.	

2. Measurement

Percent Responses Received within "X" seconds – OSS Interfaces

Definition:

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

Exclusions:

- None

Business Rules:

See Measurement No. 1

Levels of Disaggregation:

See Measurement No. 1

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:

Benchmarks for summary CSR applies to < = 30 WTNs. Benchmarks for Loop Makeup Information are interim until parties agree that sufficient data is available to set final benchmarks. No damages will apply for Loop Makeup Information until final benchmarks are set. Critical z-value does not apply.

Measurement	DataGate/EDI/CORBA	Verigate
Address Verification	90% in = 8.0 seconds 95% in = 12.0 seconds	80% in = 5.0 seconds 90% in = 7.0 seconds
Request For Telephone Number	90% in = 7.0 seconds 95% in = 9.5 seconds	80% in = 4.0 seconds 90% in = 6.0 seconds
Request For Customer Service Record (CSR)	90% in = 8.0 seconds 95% in = 13 seconds	80% in = 7.0 seconds 90% in = 10.0 seconds
Service Availability	90% in = 12.0 seconds 95% in = 16.0 seconds	80% in = 11.0 seconds 90% in = 13.0 seconds
Service Appointment Scheduling (Due Date)	90% in = 1 seconds 95% in = 2.0 seconds	80% in = 2.0 seconds 90% in = 3.0 seconds
Dispatch Required	90% in = 15.0 seconds 95% in = 25.0 seconds	80% in = 17.0 seconds 90% in = 19.0 seconds
PIC	90% in = 27.0seconds 95% in = 41.0 seconds	80% in = 25.0 seconds 90% in = 27.0 seconds

Actual Loop Makeup Information requested – actual data returned	90% in = 15.0 seconds 95% in = 25.0 seconds	80% in = 17.0 seconds 90% in = 19.0 seconds
Actual Loop Makeup Information requested – design data returned	90% in = 25.0 seconds 95% in = 35.0 seconds	80% in = 27.0 seconds 90% in = 29.0 seconds
Design Loop Makeup Information requested – design data returned	90% in = 11.9 seconds 95% in = 20.0 seconds	80% in = 13.5 seconds 90% in = 15.0 seconds
Protocol Translation Time – EDI input message	90% in = Diagnostic 95% in = Diagnostic	Not Applicable
Protocol Translation Time – EDI output message	90% in = Diagnostic 95% in = Diagnostic	Not Applicable
Protocol Translation Time – CORBA input message	90% in = Diagnostic 95% in = Diagnostic	Not Applicable
Protocol Translation Time – CORBA input message	90% in = Diagnostic 95% in = Diagnostic	Not Applicable

PM 3 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/12/00

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 to a CLEC, 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.

Levels of Disaggregation:

- EASE reported for Consumer and Business
- EDI reported by protocol (SSL3, FTP, NDM, VAN)
- EDI/CORBA for Pre-order
- DataGate
- Verigate
- LEX
- RAF – By CLEC
- TOOLBAR
- Order Status
- Trouble Administration
- Provisioning Order Status
- Solid GUI (Diagnostic)

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%. The critical z allowance does not apply on this measurement. No damages are applicable for Solid GUI. This will be reviewed in 6 months

4.1 Measurement (NEW MEASURE)

Pre-Order Backend System Database Query Availability

Definition:

Percent of time backend systems used for pre-order are 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 backend systems used for pre-order functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the backend systems are capable of providing pre-order responses to CLEC queries. 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 business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). When a backend system experiences 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 a backend system 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 shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

Wholesale and Retail Impacts Identified for:

- Address Verification (South PREMIS – Texas Only)
- Request For Telephone Number (South PREMIS – Texas Only)
- PIC (South PREMIS – Texas Only)
- Request For Summary Customer Service Record (3 Texas Regions of CRIS)
- Service Availability (3 Texas Regions of CRIS)
- CLLI (3 Texas Regions of CRIS)
- Due Date (3 Texas Regions of SORD)
- Dispatch Required (South LFACS – Texas Only)
- Loop Makeup Information (LoopQual)

Calculation:	Report Structure:
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)] * 100	Reported on a SWBT and aggregate CLEC basis by backend system.

Measurement Type:
Tier 1 – None Tier 2 – None
Benchmark:
Diagnostic.

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
- XDSL orders (See PM 5.1)
- 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. Depending on the changes being made, the due dates for the restructure could be the same day or next day for simple changes. Complex accounts needing an MBOS

could require approximately 5 days to restructure.
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.

LEX/EDI

For LEX and EDI originated LSRs, the start date and time is the receive date and time that is automatically recorded by the interface (EDI or LEX) with the system date and time. The end date and time is recorded by the interface (EDI or LEX) 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.

VERBAL or 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:

Manually submitted:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines)< 48 Hours
- MBOS related services (Centrex, Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks (1-200 lines) = negotiated
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (> 49 Loops) < 48 Hours
- Switch Ports < 24 Hours
- Simple Res. And Bus. LNP Only (1-19 Lines) < 24 Hours
- Simple Residence and Business LNP Only (20+ Lines) < 48 Hours
- LNP with Loop (1-19 Loops) < 24 Hours
- LNP with Loop (20+ Loops) < 48 Hours
- LNP Complex Business (1-19 Lines) < 24 Hours
- LNP Complex Business (20-50 Lines) < 48 Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Hours

Electronically submitted via LEX or EDI:

- Simple Res. And Bus. < 5 Hours
- Complex Business (1-200 Lines)< 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- MBOS related services (Centrex, Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks (1-200 lines) = negotiated
- UNE Loop (1-49 Loops) < 5 Hour
- UNE Loop (> 49 Loops) < 48 Hours
- Switch Ports < 5 Hours
- Simple Residence and Business LNP Only (1-19 Lines) < 5 Hours
- Simple Residence and Business LNP Only (20+ Lines) < 48 Hours
- LNP with Loop (1-19 Loops) < 5 Hours
- LNP with Loop (20+ Loops) < 48 Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

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 LEX and manual (e.g. FAX or phone orders).

Measurement Type:
Tier 1 – Low Tier 2 – Medium
Benchmark:
All 5 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95%/Acct Restr. 95% the Average for the last 5% for 95% benchmark or the last 6% for 94% benchmark shall not exceed 20% of the established benchmark, excluding projects. Violations with respect to the "tail" (the last 5/6%) are subject to Tier 1 low damages and Tier 2 medium damages, and will apply ***only if*** SWBT has met the benchmark on the corresponding "percent within x" measurement. The critical z-value does not apply to the following categories • Simple res. and bus – LEX, EDI and Manual • Complex business – LEX, Manual • UNE (1-49) – EDI, LEX • Simple res. and bus LNP only (1-19) – LEX, EDI • Simple res. and bus. LNP with loop (1-19) – LEX, EDI • LNP Complex Business – LEX, EDI The critical z-value applies to all other categories.

5.1 Measurement:

Percent Firm Order Confirmations (FOCs) for XDSL-capable loops & Line Sharing Returned Within "x" Hours

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:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- SWBT only Disconnect orders.
- Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR

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. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation. The returned confirmation to the CLEC will establish the actual end date/time. 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.

LEX/EDI

For LEX and EDI originated LSRs that do not require manual loop makeup information after the receipt of the LSR (requests where mechanized loop makeup information is available when LSR is submitted) the start date and time is the receipt date and time that is automatically recorded by the interface (EDI or LEX). The end date and time is automatically recorded by the interface (EDI or LEX) and reflects the actual date and time the FOC is available to the CLEC.

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the start time for the FOC is the date and time the loop makeup information is available in the Loop Qual System. The end date and time is automatically recorded by the interface (EDI or LEX) and reflects the actual date and time the FOC is available to the CLEC.

MANUAL REQUESTS

Manual service order requests are those requests initiated by the CLEC by fax. For manual requests that do not require a loop qualification after the receipt of the LSR, the receive date and time is when a good LSR is received in the LSC. The end time is the fax date and time the fax (FOC) is sent back to the CLEC or the time of the fax attempt by SWBT. The fax end time is recorded and input via an internal Web application. 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.

For a manual request that requires an associated loop qualification, the start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system, and the end date and time is when the fax is sent back to the CLEC.

Levels of Disaggregation:

Manually submitted

- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours

Electronically submitted

- UNE xDSL Capable Loop (1-20Loops) < 6 Business Hours
- UNE xDSL Capable Loop (> 20 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours

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

Measurement Type:
UNE xDSL Capable Loops: Tier 1 – Low, Tier 2-Medium Line Sharing: Diagnostic (New product, no historical data)
Benchmark:
Line Sharing: Diagnostic for first three months of implementation of the measure then Tier 1 All 6 Hour FOC 95% / 14 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95% The Average for the last 5% for 95% benchmark shall not exceed 20% of the established benchmark, excluding projects.

5.2 Measurement: (New Measure)

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.

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 – Diagnostic
Tier 2 – None
This measure is diagnostic for 3 months, until September 2000. With October data it will

be Tier 1 – Low, Tier 2 – Low.
Benchmark:
• Diagnostic for first three months of implementation of the measure then Tier 1 Low • 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 applies

6. Measurement:

Average Time To Return FOC

Definition:

The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected Orders.
- SWBT only Disconnect orders.
- Orders involving major projects.

Business Rules:

See Measurement No. 5

Levels of Disaggregation:

Disaggregate for LEX and EDI by the following:

- Mechanically received via LEX/EDI and FOC'd without LSC intervention (mechanical/mechanical) - Overall average
  - Reported for 90% and 95%
- Mechanically received via LEX/EDI and FOC'd with LSC intervention (mechanical/manual) - Overall average
  - Reported for 90% and 95%
- Received manually via FAX/paper and FOC'd via FAX (manual/manual)
  - Overall average
  - Reported for 90% and 95%

Calculation:	Report Structure:
Σ[(Date and Time of FOC) - (Date and Time of Order Received by SWBT)]/(# of FOCs)	Reported for CLEC and all CLECs.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

6.1 Measurement: (New Measure)

Average Time to Return DSL FOC's

Definition:

The average time to return DSL FOC's from receipt of complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- SWBT only Disconnect orders.
- Orders involving major projects.
- Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR

Business Rules:

See Measurement No. 5.1

Levels of Disaggregation:

Disaggregate for LEX and EDI by the following:

- Mechanically received via LEX/EDI and FOC'd without LSC intervention (mechanical/mechanical) – Overall average
  - Reported for 90% and 95%
- Mechanically received via LEX/EDI and FOC'd with LSC intervention (mechanical/manual)
  - Overall average
  - Reported for 90% and 95%
- Received manually via FAX/paper and FOC'd via FAX (manual/manual)
  - Overall average
  - Reported for 90% and 95%

Calculation:	Report Structure:
Σ[(Date and Time of FOC) - (Date and Time of Order Received by SWBT)]/(# of FOCs)	Reported for CLEC and all CLECs and SWB Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

PM 7 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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:

- LEX
- EDI

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.

PM 8 WAS ELIMINATED WITH 6 MONTH REVIEW - EFFECTIVE 7/12/00

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/LEX) The end time is the date and time the reject notice is available to the CLEC via EDI or LEX. A mechanized reject is any reject made available to the CLEC electronically without manual intervention. If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time.

Levels of Disaggregation:

- LEX
- EDI

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 applies.

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 LEX. The end time is the date and time the reject notice is available to the CLEC via EDI/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. Business Hours are 8:00 AM-5:30 PM, M-F.	
Levels of Disaggregation:	
• EDI and LEX (for reporting purposes only, aggregated for purposes of penalty)	
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	
Benchmark:	
97% within 6 Hours. Critical z-value does not apply.	

10.2 Measurement: (New Measure)	
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:	
• None	
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. Measurement	
Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to return a mechanized reject.	
Exclusions:	
• See Measurement No. 10	
Business Rules:	
The start time is the time the LSR is received electronically via EDI or LEX. The end time is the date and time the reject notice is available to the CLEC. A mechanized reject is any reject returned electronically (without manual intervention) to the CLEC.	
Levels of Disaggregation:	
• EDI • LEX	
Calculation:	**Report Structure:**
Σ[(Date and Time of Order Rejection) - (Date and Time of Order Receipt)] ÷ (# of unique LSR's and Supps Rejected)	Reported on CLEC and all CLECs and SWB Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

11.1 Measurement:	
Mean Time to Return Manual Rejects that are Received Electronically via LEX or EDI	
Definition:	
Average time to return manual rejects received electronically via LEX or EDI; receipt to return.	
Exclusions:	
• See Measurement 10.1	
Business Rules:	
See Measurement 10.1	
Levels of Disaggregation:	
• See Measurement 10.1	
Calculation:	**Report Structure:**
{∑(receipt to CLEC of electronic manual rejects – receipt of electronic manual LSRs) ÷ total electronic manual rejects}	Reported for CLEC and all CLECs and SWB Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
6 Hours Critical z value does not apply.	

11.2 Measurement: (New Measure)

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:

- None

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
- 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:

TBD

12. Measurement	
Mechanized USOC Provisioning Accuracy	
Definition:	
Percent of mechanized orders completed as ordered.	
Exclusions:	
None	
Business Rules:	
This measurement compares the USOCs ordered on a mechanized order, to that which is provisioned based on the posted service order.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(# of orders completed as ordered ÷ total orders) * 100	Reported by individual CLEC, CLECs and SWBT, and SWB affiliate as appropriate.
Measurement Type:	
Tier 1 – Low Tier 2 – Low	
Benchmark:	
Parity	

12.1 Measurement (New Measure)	
Percent Provisioning Accuracy for non-flow through orders	
Definition:	
Percent of posted (non-flow through) service orders submitted via LEX/EDI that are provisioned as requested on the CLEC submitted LSR.	
Exclusions:	
• Flow through service orders as identified in PM 13 • Cancelled Orders • Rejected orders due to CLEC caused errors	
Business Rules:	
This measurement compares all fields that can be compared mechanically (e.g. features, PIC, etc.) as submitted on the LSR to the associated service order that provisioned the requested services and posted to billing.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(# of posted, non-flow through service orders with fields provisioned as ordered on the LSR's ÷ total non-flow through service orders posted * 100	Reported by individual CLEC, CLECs and SWBT
Measurement Type:	
Tier 1 – High Tier 2 – None	
Benchmark:	
95%	

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
- LEX
- EDI

The data reported by interface, as specified above, will be used to determine the amount of any Tier 1 or Tier 2 payments under this measurement. 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 (these same transactions will be included in the data that is reported by interface and will be subject to Tier 1 and Tier 2 payments there).

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
Tier 2 – High

Benchmark:

Parity

13.1 Measurement (New Measure)

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
- 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	

Billing

14. Measurement	
Billing Accuracy	
Definition:	
SWBT performs three bill audits to ensure the accuracy of the bills rendered to its customers: 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.	
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	

15. Measurement

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

Definition:

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

Exclusions:

- None

Business Rules:

EDI Billing accuracy is based upon three factors: totaling, formatting, and syntax. In other words, does the bill total up correctly, does the EDI Billing data conform to the format outlined in the SWB Electronic Commerce Guide for EDI Billing, and is the EDI Billing data syntactically correct. For completeness, EDI checks that the sum of all itemized calls equals the total for the itemized calls bill section, and the sum of all OC&C charges should equal the total for the OC&C section. Similar audits are performed for total current charges and the amount due.

BDT Billing accuracy is based upon three factors: totaling, formatting, and syntax. In other words, does the bill total up correctly, does the BDT Billing data conform to the Billing Output Specifications (BOS) format, and is the BDT Billing data syntactically correct? For completeness, BDT checks that the sum of all itemized calls equals the total for the itemized calls bill section, and the sum of all OC&C charges should equal the total for the OC&C section. Similar audits are performed for total current charges and the amount due.

Levels of Disaggregation:

- EDI
- BDT
- To the extent SWBT sends bills to CLECs using application to application processes other than EDI or BDT, SWBT will include those bills in this measure, separately disaggregated or not, as appropriate, with notice to CLECs of the change.

Calculation:	Report Structure:
(Count of accurate and complete formatted mechanized electronic bills via EDI/BDT ÷ total # of mechanized electronic bills via EDI/BDT.) * 100	Reported for CLEC and all CLECs and ASI where applicable

Measurement Type:
Tier 1 – Low Tier 2 – High
Benchmark:
99% Critical z-value does not apply for EDI, Critical z-value applies for BDT.

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..

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 applies	

17. Measurement

Billing Completeness

Definition:

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

Exclusions:

- Access Service Orders billed through CABS.
- Interconnection Trunk Orders

Business Rules:

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

1. Determine the Bill Date, Completion Date, and Post Date for any order that has an OCN number regardless of order type.
2. Calculate the Bill Date minus one month by subtracting one month from the Bill Date.
3. Determine the Bill Render Date by using the Bill Date to look up the Bill Render Date on the Bill Period Calendar.
4. Compare the Completion Date, Bill Date, Bill Date Minus one month, Bill Render Date, and Post Date of the service order to determine if order is on-time or late:
   - If the Completion Date of the service order is prior to the Bill Date minus one month, then the order is late.
   - Compare the Post Date to the Bill Render Date. If the Post Date is earlier than or equal to the Bill Render Date and the Completion Date of the service order is equal to or greater than the Bill Date minus one month, then the order is on time.
   - In all other cases, the order is late.
   - The Billing Completeness Measure for each month is based on all orders that post within that given month. The denominator of the measure is all orders within a month. The numerator is the total number of on-time orders for that same month. The Billing Completeness Measure calculation is completed for each CLEC, for all CLECs, and for all retail service orders. The CLEC orders for both CRIS and CABS are defined as all service orders that include the AECN or OCN FID. The retail orders are all CRIS orders that do not include an AECN.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(Count of on-time service orders included in current applicable bill period ÷ total service orders in current applicable billing period) *100	Reported by CLEC, all CLECs, SWBT, and ASI where applicable.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
Parity with SWBT Retail.	

17.1 Measurement (New Measure)

Service Order Posting

Definition:

Number of Days for Service Order Posting at the 85, 90, and 95 Percentiles

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 the number days to post a service order to CRIS or CABS billing system at the 85, 90 and 95 percentiles and the percentage of that posts within 5 business days. 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.

Levels of Disaggregation:

- CABS
- CRIS

Calculation:	Report Structure:
85, 90 and 95 Percentile and the percentage of orders that posts within 5 business days	Reported by CLEC and all CLECs

Measurement Type:

Diagnostic

Benchmark:

TBD

18. Measurement

Mechanized Electronic Billing Timeliness EDI and BDT (Wholesale Bill)

Definition:

Mechanized Electronic Billing Timeliness measures the length of time from the billing date to the time it is sent or transmitted (made available) to the CLECs.

Exclusions:

- Excludes Weekends and Holidays.
- Excludes test transmissions

Business Rules:

The transmission date is used to gather the data for the reporting period. The measure counts the number of workdays between the bill day and transmission date for each bill.

Levels of Disaggregation:

- EDI
- BDT
- To the extent SWBT sends bills to CLECs using other application to application processes other than EDI or BDT, SWBT will include those bills in this measure, separately disaggregated or not, as appropriate, with notice to CLECs of the change.

Calculation:	Report Structure:
(Count of mechanized electronic bills transmitted on time ÷ total number of bills released) * 100	Reported for CLEC and all CLECs and ASI where applicable.

Measurement Type:

Tier 1 – Low
Tier 2 – High

Benchmark:

95% within 6th workday Critical z-value does not apply for EDI, Critical z-value applies for BDT.

19. Measurement	
Daily Usage Feed Timeliness	
Definition:	
Usage information is sent to the CLECs on a daily basis. This usage data must be sent to the CLEC within 6 work days in order to be considered timely.	
Exclusions:	
• Excludes Weekends and Holidays.	
Business Rules:	
The measure uses the actual EMI usage records that are sent to the CLECs. Data date is the recording date of the usage and is part of the EMI usage record. Cycle date is the day the Daily Usage file is sent to the CLEC. Cycle date is found on the pack header record of the Daily Usage file.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Number of usage feeds transmitted on time ÷ total number of usage feeds) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
95% within 6th workday, Critical z-value does not apply.	

PM 20 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

Miscellaneous Administrative

PM 21 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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	

23. Measurement	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Exclusions:	
See Measurement No. 22	
Business Rules:	
Blocked calls are those which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Levels of Disaggregation:	
See Measurement No. 22	
Calculation:	**Report Structure:**
(Count of blocked calls ÷ total calls offered) * 100	Reported for all CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with SWBT RSC / BSC	

PM 24 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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 applies. • Provisioning Calls All Other – 90% within 20 seconds – critical z-value applies.	

26. Measurement	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
• None	
Business Rules:	
Blocked calls are calls those, which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
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:**
(Count of blocked calls ÷ total calls offered) * 100	Reported for all CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
• Maintenance Calls – Parity with CSB • Provisioning Calls DSL – 1% - critical z-value applies • Provisioning Calls All Other – 1% - critical z-value applies	

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT

Provisioning

27. Measurement
Mean Installation Interval
Definition:
Average business days from application date to completion date.
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.
Business Rules:
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.
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)

Calculation:	**Report Structure:**

[Σ(completion date – application date)]/(Total number of orders completed)	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
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).	

28. Measurement

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

Definition:

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

Exclusions:

- Excludes customer caused misses.
- Excludes all orders except N, T, and C orders.
- Excludes Weekends and Holidays.

Business Rules:

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).

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)

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

Measurement Type:

Tier 1 – None
Tier 2 – None

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).

29. Measurement

Percent SWBT Caused Missed Due Dates

Definition:

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

Exclusions:

- Excludes orders that are not N, T, or C.

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 UNE Combinations, are reported at order 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 Combination

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

Calculation:	Report Structure:
(Count of N, T, C orders not completed by the due date or cancelled after the due date as a result of a SWBT cause ÷ total number of orders 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

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 Combination 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).

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.

Business Rules:

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.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

POTS / UNE Combination

- > 30 calendar days
- > 90 calendar days

Calculation:	Report Structure:
(Count of orders with missed due dates due to lack of facilities ÷ total orders 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).

31. Measurement

Average Delay Days For Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on company missed orders due to lack of facilities.

Exclusions:

- Excludes orders that are not N, T, or C.
- Excludes No Field Work (NFW).

Business Rules:

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 by the order which completes the service activity. The lack of facilities is based on the missed reason code.

Levels of Disaggregation:

POTS
- Business class of service
- Residence class of service

UNE Combination - None

Calculation:	Report Structure:
Σ(Completion date – due date) ÷ (total # of completed orders with a SWBT caused missed due date due to lack of facilities)	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Resale POTS parity between compared to SWBT (N, T, and C order types). UNE Combinations Parity between compared to SWBT (N, T, and C order types).

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.

Exclusions:

- Excludes orders that are not N, T, or C.
- Excludes company delayed orders as a result of lack of facilities.

Business Rules:

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. Combinations are reported by the order that completes the service activity.

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)

Calculation:	Report Structure:
Σ(Completion date – due date) ÷ (total # of completed orders 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 Combination 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).

PM 33 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 34 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

35. Measurement

Percent POTS/UNE-P Trouble Report Within 10 Days (I-10) of Installation

Definition:

Percent of N, T, C orders that receive an electronic or manual trouble report on or within 10 calendar days 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.
- Excludes reports caused by customer provided equipment (CPE) or wiring.
- Excludes trouble report received on the due date before service order completion.

Business Rules:

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.

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 Combination

- Field Work (FW)
- 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 – High
Tier 2 – High

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 Combination 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).

35.1 Measurement (New Measure)

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.
- 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.

36. Measurement

Percent No Access (Service Orders With No Access)

Definition:

Percent of Field Work (FW) orders with a status of "No Access."

Exclusions:

- Excludes customer caused misses. (SL – customer requests later date, SO – other customer reasons, SR – customer not ready).
- Excludes all orders that are not N, T, or C.
- No Field Work.

Business Rules:

SWBT personnel set the "No Access" flag when access cannot be obtained to the customer's premises.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE Combination - None

Calculation:	Report Structure:
Count of orders that are No Access ÷ Total Field Work orders	Reported for CLEC, total CLECs and SWBT.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types). UNE Combination Parity between Field Work compared to SWBT Field Work (N, T, and C order types). .

Maintenance

37. Measurement	
Trouble Report Rate	
Definition:	
The number of electronic or manual customer trouble reports per 100 lines.	
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.	
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 Combination - None	
Calculation:	**Report Structure:**
[Total number of customer trouble reports ÷ (total lines ÷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.	

37.1 Measurement (New Measure)

Trouble Report Rate net of installation and repeat reports

Definition:

The number of electronic or manual customer trouble reports per 100 lines.

Exclusions:

- Excludes reports caused by customer provided equipment (CPE) or wiring.
- Excludes all disposition "13" reports (excludable reports
- Excludes trouble reports included in PM 35.
- Excludes trouble reports included in PM 41.

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 Combination - None

Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines ÷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.

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.

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 Combination

- 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 Combination – Parity with SWBT Business and Residence combined.

39. Measurement

Mean time to restore

Definition:

Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.

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.

Business Rules:

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.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Dispatch
- No Dispatch
- Affecting Service
- Out of Service

UNE Combination

- Dispatch
- No Dispatch
- Affecting Service
- Out of Service

Calculation:	Report Structure:
Σ[(Date and time SWBT clears ticket with the CLEC) - (Date and time ticket received)] ÷ Total customer trouble reports	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.

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.
- 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 Combination - None

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 – Medium
Tier 2 – None

Benchmark:

POTS – Parity with SWBT Retail.
UNE Combination – Parity with SWBT Business and Residence combined.

41. Measurement

Percent Repeat Reports

Definition:

Percent of customer trouble reports received within 10 calendar days of a previous customer report.

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.
- Excludes reports caused by customer provided equipment (CPE) or wiring.

Business Rules:

Includes customer trouble reports received within 10 calendar days of an original customer report. When the second report is received in 10 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 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.

Levels of Disaggregation:

POTS
- Business class of service
- Residence class of service

UNE Combination - None

Calculation:	Report Structure:
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ 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 Combination – Parity with SWBT Business and Residence combined.

PM 42 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT (EXCLUDES "ACCESS" ORDERS)

Provisioning

43. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N, T, and C orders by circuit.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes circuits that have a customer requested Due Date greater than 20 business days. • Excludes Weekends and Holidays. • Excludes Customer Caused Misses • Excludes expedites for which the customer paid.	
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. The base of items is out of WFA (Work Force Administration) and it is This measure is reported at a circuit level.	
Levels of Disaggregation:	
• 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 circuits completed)	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

44. Measurement

Percent (Specials) Installations Completed Within The Customer Requested Due Date

Definition:

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

Exclusions:

- UNE and Interconnection Trunks.
- Excludes orders that are not N, T, or C.
- Excludes Weekends and Holidays.
- Excludes Customer Caused Misses
- Excludes circuits requested for less than the standard offered interval

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 is reported at a circuit level.

Levels of Disaggregation:

- 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 circuits installed within the customer requested due date ÷ total circuits) * 100	Reported for CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Parity with SWBT Retail.

45. Measurement	
Percent SWBT Caused Missed Due Dates	
Definition:	
Percentage of N, T, and C orders by circuit where installations were not completed by the due date or were canceled after the due date that were caused by SWBT.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes customer caused misses.	
Business Rules:	
The Due Date is the negotiated date that is returned on the FOC by SWBT for service activation. The Completion Date is the day that SWBT personnel complete the service order activity. This measure includes in both the numerator and the denominator the number of orders canceled after a SWBT-caused missed due date. The source is WFA (Work Force Administration) and data is reported at a circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
(Count of circuits with missed due dates or were canceled after the due date that were caused by SWBT excluding customer caused misses ÷ total number of circuits and those that were canceled after the due date that were caused by SWBT) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

46. Measurement

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

Definition:

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

Exclusions:

- UNE and Interconnection Trunks.
- Excludes orders that are not N, T, or C.
- Excludes trouble report received on the due date before service order completion.
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational

Business Rules:

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:

See Measurement No. 43

Calculation:	Report Structure:
[Count of circuits that receive a customer trouble report within 30 calendar days of service order completion ÷ total circuits (excludes trouble reports received on the due date)]* 100	Reported by CLEC, all CLECs and SWBT.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Parity with SWBT Retail.

47. Measurement	
Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C.	
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. 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:	
• See Measurement No. 43 • Reported for > 30 calendar days & > 90 calendar days.	
Calculation:	**Report Structure:**
(Count of circuits with missed committed due dates due to lack of facilities ÷ total circuits) * 100	Reported for Specials Resale by CLEC, all CLECs and SWBT Retail.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

48. Measurement	
Delay Days for Missed Due Dates Due to Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders due to lack of facilities.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C.	
Business Rules:	
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 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 based on the missed reason code.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
Σ(Completion date – Committed circuit due date) ÷ (# of completed circuits with SWBT caused missed due dates due to lack of facilities)	Reported for CLEC, all CLECs and SWBT Retail Specials.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

49. Measurement	
Delay Days For SWBT Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders.	
Exclusions:	
• Excludes UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes Customer Caused Misses	
Business Rules:	
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:	
See Measurement No. 43	
Calculation:	**Report Structure:**
Σ(Completion date – committed circuit due date) ÷ (# of posted – circuits with a SWBT caused missed due date)	Reported by CLEC, all CLECs and SWBT Retail Specials.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

PM 50 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 51 WAS ELIMINATE WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

Maintenance

NOTE: Specials are all treated as Out of Service repair reports. There is no classification or disaggregation of Affecting Service.

52. Measurement	
Mean Time To Restore	
Definition:	
Average duration in calendar days of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
• UNE and Interconnection Trunk. • No Access Time. • Delayed Maintenance Time. • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational	
Business Rules:	
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:	
See Measurement No. 43 • No Dispatch • 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.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

53. Measurement	
Percent Repeat Reports	
Definition:	
Percentage of customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
• UNE and Interconnection Trunk • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational	
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.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
(Count of customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

54. Measurement	
Trouble Report Rate	
Definition:	
The number of customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
• UNE and Interconnection Trunks • Excludes 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. Reports are counted in the month they post.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
[Count of trouble reports ÷ (Total circuits ÷100)]	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

UNBUNDLED NETWORK ELEMENTS (UNES)

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.	
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 a circuit level (except 8.0dB loops 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 circuits/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

55.1 Measurement (Totally replaces old PM 55.1)

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

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
- 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:

Tier 1 – High
Tier 2 – High

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

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 (New Measure)

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

Definition:

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

Exclusions:

Loops under 12,000 feet

Business Rules:

The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by the CLEC.

Levels of Disaggregation:

- Loops between 12,000 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.

56. Measurement

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

Definition:

Measure of circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual 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 circuits 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
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

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

Measurement Type:

Tier 1 – None
Tier 2 – None

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

Parity with ASI

- DSL with Line Sharing

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

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

56.1 Measurement

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

Definition:

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

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

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.

PM 57 HAS BEEN MOVED TO PM 1.1

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
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

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 – High

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

59. Measurement

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

Definition:

Percentage of UNEs that receive a customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Specials and Interconnection Trunks.
-
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes trouble report received on the due date before service order completion.
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access - BRI
- Excludes orders that are not N, T, or C.
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 115
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

A trouble report is counted if it is received within 30 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 30 calendar days of service order completion that were closed during the reporting month.

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
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
(Count of UNEs that receive a customer trouble report within 30 calendar days of service order completion ÷ total UNEs) * 100	Reported for CLEC, all CLECs, SWBT or its affiliates.

Measurement Type:	
Tier 1 – High	
Tier 2 – High	
Benchmark:	
See following:	
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)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing
DSL Loops – No Line Sharing	6.0% (No Critical z-value applies)

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
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

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 Reported for > 30 calendar days & > 90 calendar days.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

61. Measurement

Average Delay Days for Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on company missed UNEs (8db loops are measured at an order level) orders 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:

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 at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. The lack of facilities is selected based on the 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
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
Σ(Completion date – committed UNE (8.db loops are measured at the order level) due date) ÷ (# of completed UNEs (total completed orders for 8db loops) with SWBT caused missed due dates due to lack of facilities)	Reported for CLEC and all CLECs and SWB affiliate for UNEs contained in the UNE price schedule.

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.

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
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

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

63. Measurement

Percent SWBT Caused Missed Due Dates > 30 days

Definition:

Percentage of UNEs (8.0 dB loops are measured at an order level) where installation was completed greater than 30 days following the due date, excluding customer caused misses.

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 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.

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
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
(Count of UNEs (8.0 dB loops are measured at an order level) completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of total UNEs (total orders for 8.0 dB loops)) * 100	Reported for CLEC, all CLECs, SWBT or affiliates.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

PM 64 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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 for which the CLEC has not authorized conditioning unless coded to the Central Office.
- 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.

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
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

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

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

65.1 Measurement (New Measure)

Trouble Report Rate net of installation and repeat reports

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 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 for which the CLEC has not authorized conditioning unless coded to the Central Office.
- 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.
- Excludes any trouble reports counted in PM 59 or PM 69.

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
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

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

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

See Measurement No. 59 except for

8db loops – Parity with SWBT POTS Business
DSL Loops with Line Sharing – Parity
DSL Loops with no Line Sharing – 3.0% (critical z-value does not apply)
Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Maintenance

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 Combinations • 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.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes 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 for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 115.1
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

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:

- See Measurement No. 59
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future?
- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- 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:

See Measurement No. 59

DSL Loops with Line Sharing – Parity
DSL Loops with no Line Sharing –9.0 hours (critical z-value does not apply)
Broadband service product (Note : Additional disaggregations may be required as necessary in the future

PM 68 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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.
- 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 for which the CLEC has not authorized conditioning unless coded to the Central Office.
- 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.

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
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

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:
See Measurement No. 59 8db loops – Parity with SWBT POTS Business DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing – 12.0% (Critical z-value does not apply) Broadband service product (Note : Additional disaggregations may be required as necessary in the future

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 for a 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 direct end office 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.
- 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.

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%]	

70.1 Measurement:	
Trunk Blockage Exclusions	
Definition:	
Number of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.	
Exclusions:	
• None	
Business Rules	
Number of blocked calls and total calls excluded from the monthly blockage data reported under Performance Measurement 70. No penalties or liquidated damages apply. See PM 70 for list of the exclusions.	
Levels of Disaggregation:	
• By Market Region.	
Calculation:	Report Structure:
Count of Excluded blocked calls	Reported for CLEC and all CLECs .
Measurement Type:	
None	
Benchmark:	
Diagnostic	

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:	
PUC Subst. R. 23.61(e)(5)(A) or parity, whichever allows less blocking in a given month. 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.	

72. Measurement	
Distribution Of Common Transport Trunk Groups > 2%/1%.	
Definition:	
A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 71	
Levels of Disaggregation:	
By Market Region.	
Calculation:	**Report Structure:**
The number of trunk groups exceeding 2%/1% will be shown in histogram form based on the levels of blocking	Reported on local common transport trunk groups.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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 applies.

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	
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.	
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

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

PM 75 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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 – Low Tier 2 – None	
Benchmark:	
Parity	

77. Measurement	
Average Trunk Restoration Interval for Service Affecting Trunk Groups	
Definition:	
The average time to restore service affecting trunk groups (measured tickets only).	
Exclusions:	
Customer Caused Outages	
Business Rules:	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by SWBT.	
Levels of Disaggregation:	
• Tandem trunk groups • Non-Tandem trunk groups • By Market Region • 911 • OS/DA • SS7 • Interconnection Trunks	
Calculation:	**Report Structure:**
Total trunk group outage time / total trunk group trouble reports	Reported by CLEC, all CLECs .
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.	

PM 78 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

PM 79 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

80. Measurement	
Directory Assistance Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call or the customer abandons the call. The length of each call 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 during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered	Reported for the aggregate of SWBT and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
PUC SUBST. Rule 23.61.e (3)(A)(iii) (5.9 second average) Critical z-value does not apply.	

PM 81 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

82. Measurement	
Operator Services Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call or the customer abandons the call. The length of each call 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 during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered.	Reported for the aggregate of SWBT and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
PUC SUBST. Rule 23.61.e (3)(A)(1) (3.3 second average) Critical z-value does not apply.	

PM 83 WAS ELIMINATED WITH 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 84 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 85 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 86 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

INTERIM NUMBER PORTABILITY (INP)

PM 87 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 88 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 89 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 90 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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 applies.	

PM 94 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 95 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

96. Measurement:	
Percentage Pre-mature Disconnects for Stand alone LNP Orders	
Definition:	
Percentage of Stand Alone LNP telephone numbers where SWBT disconnects the customer (e.g. switch translations are removed) prior to the scheduled start time.	
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 applies.	

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 applies.	

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* 100	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.	

100. Measurement:	
Average Time of Out of Service for LNP Conversions	
Definition:	
Average time to facilitate the activation request in SWBT's network.	
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. Calculate the total minutes of difference between the start time and end time in minutes for LNP activations during the reporting period.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
Σ(LNP start time – LNP stop time) ÷ # total LNP activations	Reported by CLEC and all CLECs
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
60 Minutes unless a different industry guideline is established that will override the benchmark referenced here. Critical z-value does not apply.	

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.	

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	

103. Measurement	
Percent Accuracy for 911 Database Updates (Facility Based Providers)	
Definition:	
The percentage of 911 records that were updated by SWBT in error.	
Exclusions:	
CLEC caused errors.	
Business Rules:	
The data required to calculate this measurement will be provided by the CLEC based on the compare file. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of SWBT caused update errors ÷ Total number of updates) * 100	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 (New Measure)	
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	

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.	

106. Measurement	
Average Days Required to Process a Request	
Definition:	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 105	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date request returned to CLEC – date request received from CLEC) ÷ total number of requests	Reported for individual CLEC and all CLECs, and SWB DSL Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement No. 105. Benchmark will be 14 days.	

107. Measurement

Percentage Missed Collocation Due Dates

Definition:

The percentage of SWBT caused missed due dates for collocation projects.

Exclusions:

None

Business Rules:

The clock starts when SWBT receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy. The CLEC will then have 5 business days to accept or not accept the collocation space. If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and 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. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:

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

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

Levels of Disaggregation:

Physical

- Caged
- Shared Caged
- Caged Common
- Cageless
- Adjacent On-site
- Adjacent Off-site
- Augments to Physical Collocation
- Virtual
- Augments to Virtual.

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:	
None	
Business Rules:	
See Measurement No. 107	
Levels of Disaggregation:	
Physical, • Caged • Shared Caged • Caged Common • Cageless • Adjacent On-site • Adjacent Off-site • Augments to Physical Collocation Virtual • Augments to Virtual.	
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 by active and non-active as defined in the tariff, and SWB affiliate as appropriate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
10% of the tariffed intervals. Critical z-value does not apply.	

109. Measurement	
Percent of Requests Processed Within the Tariffed Timelines	
Definition:	
The percent of requests for collocation facilities processed within the Tariffed timelines, or no space available notification.	
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:	
Physical, • Caged • Shared Caged • Caged Common • Cageless • Adjacent On-site • Adjacent Off-site • Augments to Physical Collocation • Virtual • Augments to Virtual.	
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 – Low Tier 2 – None	
Benchmark:	
90% within the tariff timeline. Critical z-value does not apply.	

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:	
None	
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.	

111. Measurement	
Average Update Interval for DA Database for Facility Based CLECs	
Definition:	
The average update interval for DA database changes for facility based CLECs.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 110	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ (8:00 a.m. of the day following the input into the LSS database – Time update received from CLEC) ÷ total updates	Reported by CLEC and all CLECs for facility based providers.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
36 Hours. The critical z-test does apply. This benchmark will be re-evaluated in 6 months.	

112. Measurement	
Percentage DA Database Accuracy For Manual Updates	
Definition:	
The percentage of DA records that were updated by SWBT in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 110	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of SWBT caused update errors ÷ Total number of updates) *100	Reported by CLEC and all CLECs for facility based providers.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97% Critical z-value does not apply.	

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 applies.	

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 – High Tier 2 – High	
Benchmark:	
≤2% premature disconnects Critical z-value does not apply.	

114.1 Measurement (Complete Revision)

CHC/FDT LNP with Loop Provisioning Interval.

Definition:

The % of CHC/FDT LNP with Loop Lines completed by SWBT within the established provisioning intervals.

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.
- IDLC (pair gain systems) identified on or before the due date.

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
- < 10 lines
- 10-24 lines

FDT
LNP with loop
- < 10 lines
- 10-24 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 – None Tier 2 – None
Benchmark:
This measurement will be diagnostic for the next six months as addressed in the joint SWBT and AT&T recommendation.

115. Measurement

Percent Provisioning Trouble Reports (PTR)

Definition:

Measures 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.

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.

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, 58, 91 and 99 will include the PTRs that extend past the original due date in the calculation as appropriate.

PMs 59, 69, and 98 will exclude PTRs from the calculation.

Levels of Disaggregation:

- CHC and FDT

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:

This measurement will be diagnostic for the next six months as addressed in the joint SWBT and AT&T recommendation.

115.1 Measurement (New Measure)	
Mean Time To Restore – Provisioning Trouble Report (PTR)	
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.	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared.	
Levels of Disaggregation:	
• CHC and FDT	
Calculation:	**Report Structure:**
Σ[(Date and time PTR is closed with the customer) - (date and time PTR is received)] ÷ total PTRs.	Reported by CLEC, all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

PM 116 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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:	
• None	
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:	
• None	
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	

PM 119 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

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 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.	
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:	
• New Network Elements that are operational at the time of the request. • New Network Elements that are ordered by the FCC. • New Network Elements that are not operational at the time of the Request.	
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 – High Tier 2 – High	
Benchmark:	
90% within 10, 30, 90 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	

PM 122 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

123. Measurement (New Measure)

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, EDI, CORBA, DataGate Pre-ordering interfaces, and Verigate. This measure also includes LEX, Provisioning Order Status, Order Status, Trouble Administration, 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
- 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

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 LEX, Verigate, EASE, Order Status, Provisioning Order Status and Trouble Administration.

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 Release Announcement (for Category One) and 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. Notices sent to CLECs that provide corrections to Final

Requirements initiated by SWBT that require coding changes by the CLECs will be considered late under this performance measurement. Requirements changes that do not necessitate CLEC coding corrections will not be counted in this measurement.

SWBT initiated changes to Final Requirements, including changing the Implementation Date, will be considered late. 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 reporting period and a change to that documentation considered late falls into another reporting period, 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 reporting period ÷ total # of change management notices sent during the reporting period) * 100	Reported for all CLECs.

Measurement Type:

Tier 1 – Diagnostic
Tier 2 – Diagnostic for 1st 6 months to collect data and determine appropriate means of measurement

Benchmark:

90% compliant notices sent on time
Diagnostic for Tier 1 and Tier II

124. Measurement (New Measure)

Timely resolution of significant Software Failures related with 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 is available (workaround in this sense does not include manual faxing to the LSC)

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.

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 – High
Tier 2 – High

Benchmark:

- 95% completed within 48 hours or 2 days. Critical z-value applies.

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.

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.
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 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) 1335 Customer request service guarantee (tech gave credit) 1336 Customer request service guarantee (tech did not give credit) 1380 CNA Report Cancel by customer

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

APPENDIX 2

MEASUREMENTS SUBJECT TO PER OCCURRENCE DAMAGES OR ASSESSMENT WITH A CAP

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

1 Average Responses time for OSS Preorder Interfaces (1) (Tier-1 – None, Tier-2 –None)
2 Percent Response received within "X" Seconds (2) (Tier-1 - Low, Tier-2 - Med.)
3 % Firm Order Confirmations (FOCs) Received Within "X" Hours (5) (Tier-1 - Low, Tier-2 – Med.)
4 Order Process Percent Flow Through (13) (Tier-1 - Low, Tier-2 - High)
5 Percent Mechanized Completions Returned Within 1 Hour (7)(Eliminated 7/12/00)
6 Mechanized Provisioning Accuracy (12) (Tier-1 - Low, Tier-2 - Low)
7 Percent of Accurate And Complete Formatted Mechanized Bills (15) (Tier-1 - Low, Tier-2 – High)
8 Percent Of Billing Records Transmitted Correctly (16) (Tier-1 – Low,)
9 Billing Completeness (17) (Tier-1 – Low, Tier-2 - Med.)
10 Billing Timeliness (Wholesale Bill) (18) (Tier-1 - Low, Tier-2 – High)
11 Percent Trunk Blockage (70) (Tier-1 – High, Tier-2 - High)
12 Directory Assistance Average Speed Of Answer (80) (Tier-1 – None, Tier-2 – Low)
13 Operator Services Average Speed Of Answer (82) (Tier-1 – None, Tier-2 – Low)

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 – High)
3 % Quotes Provided for Authorized BFRs within 30 business days (121) (Tier-1 - High, Tier-2 - High)
4 LSC Grade Of Service (GOS) (22)) (Tier-2 – High)
5 Percent Busy in the Local Service Center (23) (Tier-2 - Low)
6 LOC Grade Of Service (GOS) (25) (Tier-2 – High)
7 Percent Busy in the LOC (26) (Assessment Only) (Tier-2 - Low)
8 Common Transport Trunk Blockage (71) (Tier-2 - High)
9 OSS Interface Availability (4) (Tier-2 – High)

APPENDIX

PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES

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. Average Response Time For OSS Pre-Order Interfaces.	-	-	-	-	-	-
1.1 Average Response Time for Manual Loop Make-up Information (Formerly PM 57)	✓	-	-	-	X	
1.2 Accuracy of Actual Loop Make-up Information Provide for DSL Orders	✓	-	-	-	X	
2. Percent Response received within "X" Seconds	✓	-	-	-	X	-
3. EASE Average Response Time - Eliminated 7/12/00						
4. OSS Interface Availability	-	-	-			X
4.1 Pre-Order Backend System Database Query Availability	-	-	-	-	-	-
5. % Firm Order Confirmations (FOCs) Received Within "X" Hours	✓	-	-		X	-
5.1 % Firm Order Confirmations (FOCs) for XDSL-capable loops & Line Sharing Returned Within "x" Hours	✓	-	-		X	-
5.2 Percent Firm Order Confirmations (FOCs) Returned within "x" days on ASR requests	-	-	-	-	-	-
6. Average Time To Return FOC	-	-	-	-	-	-
6.1 Average Time to Return DSL FOC's	-	-	-	-	-	-
7. Percent Mechanized Completions Returned Within 1 Hour - Eliminated 7/12/00						
7.1 Percent Mechanized Completions Notifications Available Within one Day of Work Completion	✓	-	-	-	-	-
8. Average Time to Return Mechanized Completions - Eliminated 7/12/00						
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. Mean Time to Return Mechanized Rejects	-	-	-	-	-	-
11.1 Mean Time to Return Rejects that are Received Electronically via LEX or EDI	-	-	-	-	-	-
11.2 Average SWB Caused Jeopardy Notification Interval	-	-	-	-	-	-
12. Mechanized Provisioning Accuracy	✓	-	-	X		-
12.1 Percent Provisioning Accuracy for non-flow through orders	-	-	✓	-	-	-
13. Order Process Percent Flow Through	✓	-	-			X

APPENDIX

PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES

Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
13.1 Overall Percent LSR Process Flow Through	-	-	-	-	-	-
B. Billing						
14. Billing Accuracy	-	-	-	-	-	-
15. Percent of Accurate And Complete Formatted Mechanized Bills	✓	-	-	-	-	X
16. Percent Of Billing Records Transmitted Correctly	✓	-	-	-	-	-
17. Billing Completeness	✓	-	-	-	X	-
17.1 Service Order Posting	-	-	-	-	-	-
18. Billing Timeliness (Wholesale Bill)	✓	-	-	-	-	X
19. Daily Usage Feed Timeliness	-	-	-	-	-	-
20. Unbillable Usage Eliminated 7/12/00						
C. Miscellaneous Administrative						
21. LSC Average Speed Of Answer - Eliminated 7/12/00						
22. LSC Grade Of Service (GOS)	-	-	-	-	-	X
23. Percent Busy in the Local Service Center	-	-	-	X	-	-
24. LOC Average Speed Of Answer - Eliminated 7/12/00						
25. LOC Grade Of Service (GOS)	-	-	-	-	-	X
26. Percent Busy in the LOC	-	-	-	X	-	-
II. RESALE POTS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT						
A. Provisioning						
27. Mean Installation Interval	-	-	✓	-	-	X
28. Percent Installations Completed Within "X" Business Days (POTS)	-	-	-	-	-	-
29. Percent SWBT Caused Missed Due Dates	-	-	✓	-	-	X
30. Percent Company Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
31. Average Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
32. Average Delay Days For SWBT Missed Due Dates	-	✓	-	-	-	-
33. Percent SWBT Caused Missed Due Dates greater than 30 days - Eliminated 7/12/00						
34. Count of orders canceled after the due date which were caused by SWBT - Eliminated 7/12/00						
35. Percent Trouble Reports Within 10 Days (I-10) Of Installation	-	-	✓	-	-	X

APPENDIX

PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES

Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
35.1 Percent UNE-P Trouble Reports On The Completion Date	-	-	-	-	-	-
36. Percent No Access (Trouble Reports With no Access)	-	-	-	-	-	-
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	-	✓	-	-	-	-
41. Percent Repeat Reports	-	-	✓	-	-	X
42. Percent No Access (% of Trouble reports with No Access) - Eliminated 7/12/00						
III. RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT						
A. Provisioning						
43. Average Installation Interval	-	-	✓	-	-	X
44. Percent Installations Completed Within "X" Business Days	-	-	-	-	-	-
45. Percent SWBT Caused Missed Due Dates	-	-	✓	-	-	X
46. Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) Of Installation	-	-	✓	-	-	X
47. Percent Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
48. Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
49. Delay Days For SWBT Missed Due Dates	-	✓	-	-	-	-
50. Percent SWBT Caused Missed Due Dates greater than 30 days - Eliminated 7/12/00						
51. Count of orders canceled after the due date which were caused by SWBT - Eliminated 7/12/00						
B. Maintenance						
52. Mean Time To Restore	-	-	✓	-	-	X
53. Percent Repeat Reports	-	-	✓	-	-	X
54. Failure Frequency	✓	-	-	-	-	-
IV. UNBUNDLED NETWORK ELEMENTS (UNES)						

APPENDIX

PERFORMANCE MEASURES SUBJECT TO TIER-1 AND TIER-2 DAMAGES

Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
A. Provisioning						
55. Average Installation Interval	-	-	-	-	-	-
55.1 Average Installation Interval - DSL	-	-	✓	-	-	X
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	-	-	-	-	-	-
56. Percent Installations Completed Within "X" Business Days	-	-	-	-	-	-
56.1 Percent installations completed within the customer requested due date for LNP with loop	-	-	✓	-	-	X
57. Moved to PM 1.1						
58. Percent SWBT Caused Missed Due Dates	-	-	✓	-	-	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	-	-	-	-	-	-
61. Average Delay Days For Missed Due Dates Due To Lack Of Facilities	-	-	-	-	-	-
62. Average Delay Days For SWBT Missed Due Dates	-	✓	-	-	-	-
63. Percent SWBT Caused Missed Due Dates greater than 30 days	-	-	-	-	-	-
64. Count of orders canceled after the due date which were caused by SWBT - Eliminated 7/12/00						
B. Maintenance						
65. Trouble Report Rate	-	-	-	-	-	-
65.1 Trouble Report Rate net of installation and repeat reports	-	-	✓	-	-	X

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Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
66. Percent Missed Repair Commitments	-	-	✓	-	-	X
67. Mean Time To Restore	-	-	✓	-	-	X
68. Percent Out Of Service (OOS) < "X" Hours - Eliminated 7/12/00						
69. Percent Repeat Reports	-	-	✓	-	-	X
V. INTERCONNECTION TRUNKS						
70. Percent Trunk Blockage	-	-	✓	-	-	X
70.1 Trunk Blockage Exclusions	-	-	-	-	-	-
71. Common Transport Trunk Blockage	-	-	-	-	-	X
72. Distribution Of Common Transport Trunk Groups Exceeding 2%	-	-	-	-	-	-
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	✓	-	-	-	-	-
75. Percent SWBT Caused Missed Due Dates greater than 30 days - Eliminated 7/12/00						
76. Average Trunk Restoration Interval	✓	-	-	-	-	-
77. Average Trunk Restoration Interval for Service Affecting Trunk Groups	-	-	✓	-	-	X
78. Average Interconnection Trunk Installation Interval - Eliminated 7/12/00						
VI. DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)						
79. Directory Assistance Grade Of Service - Eliminated 7/12/00						
80. Directory Assistance Average Speed Of Answer	-	-	-	X	-	-
81. Operator Services Grade Of Service - Eliminated 7/12/00						
82. Operator Services Average Speed Of Answer	-	-	-	X	-	-
83. Percent Calls Abandoned - Eliminated 7/12/00						
84. Percent Calls Deflected - Eliminated 7/12/00						
85. Average Work Time - Eliminated 7/12/00						
86. Non-Call Busy Work Volumes - Eliminated 7/12/00						
VII INTERIM NUMBER PORTABILITY (INP)						

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	Low	Med	High	Low	Med	High
87. % Installation Completed Within "x" (3, 7, 10) Business Days - Eliminated 7/12/00						
88. Average INP Installation Interval - Eliminated 7/12/00						
89. Percent INP I-Reports Within 30 Days - Eliminated 7/12/00						
90. Percent Missed Due Dates - Eliminated 7/12/00						
VIII 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	✓	-	-	-	-	-
94. Percent FOCs received within "X": hours - Eliminated 7/12/00						
95. Average Response time for Non-mechanized Rejects returned with complete and accurate codes - Eliminated 7/12/00						
96. Percent premature Disconnects for Stand Alone LNP Orders	-	-	✓	-	-	X
97. Percent of Time SWBT applies the 10-digit trigger prior to the LNP Order Due date.	-	-	✓	-	-	X

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Performance Measures	Measurement Groups Subject to Tier-1 Damages			Measurement Groups Subject to Tier-2 Assessments		
	Low	Med	High	Low	Med	High
98. Percent LNP I-Reports in 10 days	-	-	✓	-	-	X
99. Average Delay Days for SWBT Missed Due Dates.	-	✓	-	-	X	-
100. Average Time of out of service for LNP conversions	-	-	-	-	-	-
101. Percent Out of Service < 60 Minutes	-	-	✓	-	-	X
VIII. 911						
102. Average Time To Clear Errors	✓	-	-	-	-	-
103. % accuracy for 911 database updates	✓	-	-	-	-	-
104. Average Time Required to Update 911 Database (Facility Based Providers)	✓	-	-	-	-	-
104.1 The Average Time it takes to unlock the 911 record	-	-	-	-	-	-
IX. POLES, CONDUIT AND RIGHTS OF WAY						
105. % of requests processed within 35 days	✓	-	-	-	-	-
106. Average Days Required to Process a Request	-	-	-	-	-	-
X. COLLOCATION						
107. % Missed Collocation Due Dates	-	-	✓	-	-	X
108. Average Delay Days For SWBT Missed Due Dates	✓	-	-	-	-	-
109. % of requests processed within ***the tariffed timelines***	✓	-	-	-	-	-
XI. DIRECTORY ASSISTANCE DATABASE						
110. % of updates completed into the DA Database within 72 Hours for facility based CLECs	✓	-	-	-	-	-
111. Average Update Interval for DA database for facility based CLECs	✓	-	-	-	-	-
112. % DA Database Accuracy For Manual Updates	✓	-	-	-	-	-
113. % of electronic updates that flow through the DSR process without manual intervention	✓	-	-	-	-	-

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	Low	Med	High	Low	Med	High
XII. COORDINATED CONVERSIONS						
114. % Pre-mature disconnects (Coordinated Cutovers)	-	-	✓	-	-	X
114.1 CHC/FDT LNP with Loop Provisioning Interval	-	-	-	-	-	-
115. % SWBT caused delayed Coordinated Cutovers	-	-	-	-	-	-
115.1 Mean Time To Restore - Provisioning Trouble Report (PTR)	-	-	-	-	-	-
116. % Missed mechanized INP conversions - Eliminated 7/12/00						
XIII. NXX						
117. % NXXs loaded and tested prior to the LERG effective date	-	-	✓	-	-	X
118. Average Delay Days for NXX loading and testing	✓	-	-	-	-	-
119. Mean Time to Repair - Eliminated 7/12/00						
XIV. BONA FIDE REQUEST PROCESS (BFRs)						
120. % of requests processed within 45 business days	-	-	-	-	-	-
121. % Quotes Provided for Authorized BFRs within 30 business days	-	-	✓	-	-	X
122. Eliminated 7/12/00						
123. Percent of timely and compliant change management notices	-	-	-	-	-	-
124. Timely resolution of significant software failures related with releases	-	-	✓	-	-	X
Total	**29**	**6**	**33**	**6**	**7**	**39**