

**APPENDIX****MEASUREMENTS SUBJECT TO PER OCCURRENCE DAMAGES  
OR ASSESSMENT WITH A CAP****MEASUREMENTS SUBJECT TO PER MEASURE DAMAGES  
OR ASSESSMENT****Measurements That Are Subject To Per Occurrence  
Damages Or Assessment With A Cap**

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

**Measurements That Are Subject To Per Measure  
Damages Or Assessment**

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