



# Hublic Service Commission -M-E-M-O-R-A-N-D-U-M-

**DATE:** May 7, 2002

TO: Blanca Bayo, Director, Commission Clerk and Administrative Services

FROM: Lisa Harvey, Chief, Bureau of Regulatory Review

RE: Sprint's Responses to Commission Staff's Data Request in Docket 000121B-TP

Please find enclosed a copy of Sprint's responses to Commission staff's data request of April 12, 2002. Please incorporate the responses into Docket 000121B-TP in order for intervenors to have access to the materials.

cc: Walter D'Haeseleer Beth Salak Bob Trapp

AUS	
CAF	
CMP	
COM	
CTR	
ECR	
GCL	
OPC	
MMS	***************************************
SEC	<b>—</b>
OTH	



F.B. (Ben) Poag
Director

Regulatory Affairs Box 2214 Tallahassee, FL 32316 Mailstop FLTLH00107 Voice 850 599 1027 Fax 850 878 0777

May 2, 2002

Mrs. Lisa S. Harvey, Chief Bureau of Regulatory Review Florida Public Service Commission Capital Circle Office Center 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

RE: Request for Information on Performance Measurements

Dear Mrs. Harvey:

Sprint - Florida, Inc. provides the following information in response to your data request issued April 12, 2002:

Sprint's permanent wholesale measurements that may be implemented in other states:

- Sprint's stipulated 2001 Nevada CLEC Performance Measurement Plan (PMP) see Attachment 1.
- Sprint's proposed PMP for Florida see Attachment 2.

Sprint's penalty plans that may be implemented in other states:

- Sprint's stipulated 2001 Nevada Performance Incentive Plan (PIP) see Attachment 3.
- List of proposed changes from the stipulated 2001 Nevada PIP see Attachment 4.

Sprint's audit and review procedures that may be implemented in other states:

- Sprint's stipulated 2001 Nevada PMP audit and review procedures are contained in Attachment 1.
- Sprint's proposed PMP audit and review procedures are contained in Attachment 2.

Sprint's CLEC aggregate and ILEC analog performance reports for the most recent three months:

• Sprint's Florida CLEC aggregate results and lLEC analog results for parity measures for January through March 2002 – see Attachment 5.

Sprint is providing the CLEC aggregate performance measurement results in compliance with this request for information. However, Sprint would like to point out that the CLEC aggregate is a general indication for overall

DOCUMENT NUMBER - DATE

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performance on a measure, and should not be used to determine compliance. For most measures, performance is evaluated on a per CLEC basis. The CLEC aggregate, therefore, does not necessarily indicate whether there are performance failures on a per CLEC basis. For benchmark measures, if the CLEC aggregate is worse than the ILEC analog, that would indicate that performance failure did occur on at least some CLECs. However, it would not indicate whether there is widespread failure. For instance, Sprint could miss the benchmark for one large CLEC and provide better than standard service for all other CLECs, and still have an aggregate performance that showed service less than the standard overall. For most parity measures, even if the CLEC aggregate is worse than the ILEC analog, it is not certain that a failure occurred for even one CLEC. This is because the statistical tests are designed to determine whether or not there is significant indication of performance failure.

Sprint's CLEC aggregate and ILEC analog performance reports for the subsequent monthly results:

• Sprint's Florida CLEC aggregate results and ILEC analog results for parity measures – to be submitted by the 30<sup>th</sup> each month.

Please call me if you require additional information.

Sincerely,

F. Ben Poag

Director - Regulatory Affairs

Enclosure



Susan S. Masterton Attorney

Law/External Affairs

Post Office Box 2214 1313 Blair Stone Road Tallahassee, FL 32316-2214 Mailstop FLTLH00107 Voice 850 599 1560 Fax 850 878 0777 susan.masterton@mail.sprint.com

May 2, 2002

#### BY HAND DELIVERY

Ms. Blanca S. Bayo, Director Division of the Commission Clerk And Administrative Services Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

RE: Docket No. 000121B-TP

Dear Ms. Bayo:

Please find enclosed for filing an original and one copy of Sprint's Notice of Service of Responses to Staff's Data Request of April 12, 2002 in the above matter. Service has been made as indicated on the Certificate of Service. If there are any questions regarding this filing, please contact me at 850-599-1560.

Sincerely,

Susan S. Masterton

Swas noth

**Enclosures** 

#### BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Investigation into the Establishment )	Docket No.: 000121B-TP
of Operations Support Systems Permanent )	
Performance Measures for Incumbent Local )	
Exchange Telecommunications Companies )	Filed: May 2, 2002

#### NOTICE OF SERVICE OF SPRINT'S RESPONSES TO STAFF'S DATA REQUEST OF APRIL 12, 2002

Sprint files Notice that it has served its responses to Commission Staff's Data Request of April 12, 2002 by hand delivery to Mrs. Lisa Harvey, Florida Public Service Commission, Bureau of Regulatory Review, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850, this 2nd day of May, 2002.

Susan S. Masterton

Sprint Box 2214

Tallahassee, FL 32316 MS: FLTLHO0107

# CERTIFICATE OF SERVICE DOCKET NO. 000121B-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by hand delivery\* or U.S. Mail this 2nd day of May, 2002 to the following:

Lisa Harvey\*
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

AT&T Communications of the Southern States, Inc. (GA)
Virginia C. Tate
1200 Peachtree St., Suite 8100
Atlanta, GA 30309

ALLTEL Corporate Services, Inc. Ausley Law Firm Jeffry Wahlen P.O. Box 391 Tallahassee, FL 32302

BellSouth Telecommunications, Inc. Nancy B. White/P. Turner/R.D. Lackey c/o Nancy H. Sims 150 South Monroe Street, Suite 400 Tallahassee, FL 32301-1556

Florida Cable Telecommunications Assoc., Inc. Michael A. Gross 246 E. 6th Avenue, Suite 100 Tallahassee, FL 32303

Florida Competitive Carriers Assoc. c/o McWhirter Law Firm Joseph McGlothlin/Vicki Kaufman 117 S. Gadsden St. Tallahassee, FL 32301

Intermedia Communications, Inc. Ms. Donna C. McNulty The Atrium, Suite 105 325 John Knox Road Tallahassee, FL 32303-4131

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Pennington Law Firm Peter Dunbar/Karen Camechis P.O. Box 10095 Tallahassee, FL 32302-2095

Time Warner Telecom of Florida, L.P. Carolyn Marek 233 Bramerton Court Franklin, TN 37069

Verizon Florida, Inc. Kimberly Caswell P.O. Box 110, FLTC0007 Tampa, FL 33601-0110

e.spire Communications, Inc. Renee Terry 131 National Business Parkway, #100 Annapolis Junction, MD 20701-1001

Covad Communications Company Mr. William H. Weber 1230 Peachtree Street, NE, 19<sup>th</sup> Floor Atlanta, GA 30309-3574 Dulaney O'Roark, III Six Concourse Parkway Suite 3200 Atlanta, GA 30328

Hopping Law Firm Richard Melson P.O. Box 6526 Tallahassee, Florida 32314

IDS Telecom LLC Mr. Angel Leiro 1525 N.W. 167<sup>th</sup> Street, Suite 200 Miami, Florida 33169-5131

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Supra Telecom Wayne Stavanja/Mark Buechele 1311 Executive Center Drive, Suite 200 Tallahassee, FL 32301

Suzanne F. Summerlin 2536 Capital Medical Blvd. Tallahassee, Florida 32309

Z-Tel Communications, Inc. John Rubino/George S. Ford 601 S. Harbour Island Blvd. Tampa, Florida 33602-5706

Susan S. Masterton

Sprint's Revised "Cookbook"

August 13, 2001

Sprint Performance Measurements Report Requirements
Sprint Performance Measurements

**Public Utilities Commission of Nevada** 

#### INTRODUCTION

The stipulation agreement filed on February 11, 1999, and approved by the Commission on February 25, 1999, was the work product of the participating Incumbent Local Exchange Carriers (ILECs), Competitive Local Exchange Carriers (CLECs), the Attorney General's Bureau of Consumer Protection, and the Public Utilities Commission of Nevada Staff (collectively, "parties") in Nevada. As a result of discussions on performance measurements conducted during the arbitration of the AT&T/Nevada Bell Interconnection Agreement, the Nevada Commission opened an investigative proceeding into performance measurements on September 24, 1997. The Commission subsequently requested comments from the parties. In order to facilitate discussion by the parties, the Commission sponsored workshops in late May 1998. After the May workshops, the parties continued to identify open issues and clarify some of the consensus that had been tentatively reached. Over the next several months, the parties continued to meet informally and in additional Commission sponsored workshops to discuss and resolve open issues. As a result, the parties have been successful in resolving most of the open issues with respect to performance measurements.

In addition to the collaborative work regarding performance measures, the parties have reached agreement on many of the issues regarding auditing and reporting. Parties have also resolved the appropriate analogs for service group types.

As work on performance incentives is on a separate track, incentives are not included in this filing.

This Revised Performance Measures package addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks, to the degree there is agreement
- auditing and reporting
- review procedures

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#### **EXECUTIVE SUMMARY**

#### **Performance Measures Development Process**

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS subfunctions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves. In August of 1997, the FCC's Ameritech Opinion analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness." The FCC further clarified in the Ameritech Opinion that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."

In mid -1997, the Public Utilities Commission of Nevada (NEVADA PUC or Commission) initiated Docket 97-9022 to address monitoring the performance of Operations Support Systems (OSS). The stated goal of the Commission's proceeding is to investigate procedures and methods necessary to determine whether interconnection, unbundled access and resale services provided by incumbent local exchange carriers are at least equal in quality to that provided by the local exchange carrier to itself or to any subsidiary, affiliate, or any other party.

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. Throughout this past year, the Nevada PUC initiated a series of workshops to address many of these issues. The participating parties have worked in a collaborative fashion to resolve as many issues as possible. This report is not intended to address statistical tests and incentives.

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)." See, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

<sup>&</sup>lt;sup>1</sup> See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

<sup>&</sup>lt;sup>2</sup> See, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

#### Notes:

These performance measures are not intended to create, modify, or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, nor is it evidence that the ILEC's obligations to such access are defined elsewhere, including the relevant laws, FCC, and Nevada PUC decisions/regulations, tariffs, and interconnection agreements.

#### **Major Categories**

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

#### Pre-Ordering

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

Address Verification/Dispatch Required
Request for Telephone Number
Request for Customer Service Record
Service Availability
Service Appointment Scheduling (due date)
Rejected/Failed Inquiries
Facility Availability
Loop Pre-Qualification

#### Ordering

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

#### Provisioning

Provisioning is the set of activities required to install, change or disconnect a customer's

service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

#### Maintenance

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

#### Network Performance

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

#### Billing

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

#### Collocation

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

#### **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information that has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

#### Interfaces

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

#### **Auditing and Review Procedures**

The parties have agreed to most procedures for auditing and review. Descriptions of these procedures can be found in Sections IV and V.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be binding on the parties and shall not be used for such purposes.

#### Reservation of Rights

These reservations of rights do not negate the parties' agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues that require further consideration by the parties. This remains an open issue.

#### **ILECs**

By agreeing to the performance measures contained in the Stipulation Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;

- reserve the right to contend that any resulting penalties should be viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

#### **CLECs**

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures
  and standards in the Agreement does not conclusively demonstrate ILEC compliance
  with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures
  and standards does not conclusively demonstrate the existence of an open competitive
  local market.

# **Nevada Performance Measurements**

Measurement			
#	Measurement Title		
Pre-Ordering	A		
01	Average Response Time to Pre Order Queries		
Ordering	A POOM GOVER TO A		
02	Average FOC/LSC Notice Interval		
03	Average Reject Notice Interval		
04	Percent of Flow-Through Orders		
Provisioning			
05	Percentage of Orders Jeopardized		
06	Average Jeopardy Notice Interval		
07	Average Completed Interval		
08	Percent Completed Within Standard Interval		
09	Coordinated Customer Conversion Percent on Time		
10	LNP Network Provisioning		
11	Percent of Due Dates Missed		
12	Percent Due Dates Missed Due to Lack of Facilities		
13	Delay Order Interval to Completion Date (Lack of Facilities)		
14	Held Order Interval		
15	Provisioning Trouble Reports (Prior to Service Order Completion)		
16	Percentage Troubles in 30 Days for New Orders - Nevada Bell and		
	GTE (Not applicable to Sprint)		
17A	Percentage Troubles in 5 Days for New Orders		
18	Average Completion Notice Interval		
Maintenance			
19	Customer Trouble Report Rate		
20	Percentage of Customer Trouble Not Resolved Within Estimated Time		
21	Average Time to Restore		
22	POTS Out of Service Less Than 24 Hours		
23	Frequency of Repeat Troubles in 30 Day Period		
Network			
Performance			
24	Percent Blocking on Common Trunks		
25	Percent Blocking on Dedicated Interconnect Trunks		
26	NXX Loaded by LERG Effective Date		
27	Network Outage Notification (Not applicable in Nevada)		
Billing			
28	Usage Timeliness		
29	Accuracy of Usage Feed (Not reported by Sprint)		
30	Wholesale Bill Timeliness		
31	Usage Completeness		

32	Recurring Charge Completeness
33	Non-Recurring Charge Completeness
34	Bill Accuracy
35	Timeliness of Billing Completion Notices (Not applicable in Nevada
	for Sprint)
36	Accuracy of Mechanized Bill Feed (Not reported by Sprint)
Database	
Updates	
37	Database Update Timeliness
38	Percent Database Accuracy
39	E911/911 MS Database Update Interval
Collocation	
40	Time to Respond to a Collocation Request
41	Time to Provide a Collocation Arrangement
Interface	
42	Percent of Time Interface is Available
43	Average Notification of Interface Outages (Not applicable in Nevada)
44	Center Responsiveness

# Performance Measurements Report Requirements Pre-Ordering Measure 1

Title: Average Response Time to Pre-Order Queries

Title: Average Response Time to Pre-Order Queries						
Area		Requirement Description				
Description		The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.  • Address Verification/Dispatch Required				
İ		<ul> <li>Request for Telephone Number (TN)</li> <li>Request for Customer Service Record</li> </ul>				
		Service Availability				
		Service Appointment		e date)		
		<ul> <li>Rejected/Failed inqu</li> </ul>	iires			
		Facility Availability	•			
		<ul> <li>Loop Pre-qualificati</li> </ul>	on			
Method of		Electronic:	- 1-1	<b></b>		
Calculation		Sum ((Query Response Time)) / (Number of Qu	,	` `		
		Manual: Loop Pre-qualification, and Facility Availability Sum ((Fax Date and Time Returned) - (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)				
Report Period		Monthly	10 · 1 · 1 · · · · · · · · ·	I. II E	7 (if and loss	
Report Structure		Individual CLECs, CLE applies) and ILEC affili	ate.		(ii analog	
Reported By		By query type and by in	terface type, incl	uding fax		
Geographic Level	, —	Statewide	·			
Measurable						
Standards	Disa	ggregation Level	CLEC	Competitive C	omparison	
		chanized:		Parity	Benchmark	
	Address Verification Dispatched		Address Verification		6 seconds	
	Request for Telephone Number Telephone Number TBD					
		Request for Customer Service Record - Simple CSR 10 seconds Simple				
	Request for Customer Service Record – Complex CSR 15 seconds  Complex					
	Serv	Service Availability Request for Service TBD  Availability				
		ce Appointment Scheduling	Request for Due Date Rejected/Failed		TBD Diagnostic Only	
!	Kejec	Rejected / Failed Inquiries Rejected/Failed Diagnostic Only				

	Manual:		
	Facility Availability	Facility Availability	TBD
	Loop Pre-Qualification	Request for Loop Pre-Qualification	95% within 3 business days
	TBD: To Be Determined		
Business Rules	Elapsed time is measured in seconds for electronic pre-order requests.		
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.		
Sprint Notes	<ul> <li>Measurement data for Loop Pre-Qualification effective 1-1-01.</li> <li>Telephone Number queries to be automated in 2001. Sprint will propose a benchmark for electronic Telephone Number in 2002.</li> <li>Sprint defines Simple CSR as 4 or less lines and Complex as more than 4 lines.</li> </ul>		

### Ordering Measure 2

Title: Average FOC/LSC Notice Interval

Area	Rea	uirement De	scription			
<b>Description</b>	Measures the average time from receipt of a valid service request to					
Description	returning a Firm Order Confirmation (FOC)/Local Service					
	Confirmation (LSC).					
Method of	Mechanized:					
Calculation	((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period)  Electronic/Manual Mix:					
	Sum [(FOC Date and Ti	ime – (Receipt D	ate and Time o	f receipt of error		
	free order)] / Number of	f FOCs sent)				
Report Period	Monthly					
Report Structure	Individual CLECs, CLE		gate, by ILEC (i	f analog		
	applies) and ILEC affili		<u></u>	· · · · · · · · · · · · · · · · · · ·		
Reported By	Electronically received.		=			
	Electronically received		y handled			
	By Service Group T	уре				
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Co	mparison		
Standards	RESALE	D 7070	Parity	Benchmark		
	Res POTS All Electronic	Res POTS		тво		
	Elec/Manual Mix	Bus POTS		4 hrs		
	Bus POTS All Electronic	Bus PO15		TBD		
	Elec/Manual Mix ISDN BRI	ISDN BRI		6 hrs		
	All Electronic	ISDN BRI		TBD		
	Elec/Manual Mix CENTREX	/Manual Mix 6				
	All Electronic	All Electronic TI				
	PBX Elec/Manual Mix	PBX		13 hrs.		
	All Electronic			TBD 13 hrs.		
	Elec/Manual Mix DDS	DDS				
	All Electronic Elec/Manual Mix			TBD 13 hrs.		
	DS1/ISDN PRI	DS1/ISDN PRI				
	All Electronic Elec/Manual Mix			TBD 13 hrs.		
	DS3	DS3				
	All Electronic Elec/Manual Mix			TBD 13 hrs.		
	VGPL/DS0	VGPL/DS0				
	All Electronic Elec/Manual Mix			TBD 13 hrs.		
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops				

	All Electronic	Non-Designed	TBD		
	Elec/Manual Mix		6 hrs		
	xDSL Provisioned	UNE xDSL Loops			
	All Electronic		TBD		
	Elec/Manual Mix Designed - Other	UNE Loops	6 hrs		
1	All Electronic	Designed - Other	TBD		
	Elec/Manual Mix	2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2	13 hrs		
	Line Sharing	Line Sharing			
	All Electronic		TBD		
	Elec/Manual Mix Subloops - Voice Grade	Subloops – Voice	6 hrs		
	All Electronic	Grade	TBD		
	Elec/Manual Mix	Grade	6 hrs		
	Subloops - Data	Subloops - Data			
	All Electronic		TBD		
	Elec/Manual Mix		13 hrs		
1	Dark Fiber All Electronic	Dark Fiber	TBD		
1	Elec/Manual Mix		13 hrs		
1	UNE Port	<del>                                     </del>	13 113		
	Non-Designed	UNE Ports			
į	All Electronic Elec/Manual Mix	Non-Designed	TBD 6 hrs		
1	Designed	UNE Ports			
	All Electronic Elec/Manual Mix	Designed	TBD 6 hrs		
	EELS	EELS	775		
	All Electronic Elec/Manual Mix		TBD 13 hrs		
	UNE Dedicated Transport	UNE Dedicated			
	All Electronic Elec/Manual Mix	Transport	TBD 13 hrs		
	UNE Platform All Electronic Elec/Manual Mix	UNE Platform	TBD 6 hrs		
	LNP All Electronic Elec/Manual Mix	LNP	TBD 6 hrs		
	Interconnection Trunks All Electronic Elec/Manual Mix	Interconnection Trunks	TBD 7 days		
	Projects All Electronic	Projects	TBD		
-	Elec/Manual Mix		12 business hrs		
Business Rules		d in husiness hours			
	<ul> <li>Elapsed time calculated in business hours.</li> <li>The start time of requests received after the end of the business day</li> </ul>				
	· -		<u> </u>		
	will be the beginning of		· ·		
	defined as published hours of operation for the ILEC ordering				
	center.				
	Excludes non-business	dave and II EC muhi	iched holidave		
		•	ioned nondays.		
	Excludes Loop Pre-Qu				
Notes	• Sprint agrees to provid		,		
	provisions.	and the CLECs under	proprietary information		
Sprint Notes	Sprint defines projects as >= 20 lines				
-	Line Sharing and xDSL reporting effective August 2000				
	EFF C C 11 D 1 DT 11 DT D1 C				
	• EELS, Subloops, Dark July 2001	riber, and UNE Plat	form reporting effective		
	1 341, 2001				

<u>Ordering</u> Measure 3

Title: Average Reject Notice Interval

Title. AVCI	age reject Notice it					
Area	Re	quirement Des	cription			
Description	Reject interval is the elapsed time between the ILEC receipt of an order					
•	from the CLEC to the ILEC return of a notice of a rejection to the					
	CLEC.					
Method of	Mechanized					
Calculation	((Business Date and T	ime of ILEC Trans	mission of Ord	er Rejection) -		
	(Business Date and Time of Order Receipt)) / (# of Mechanized Orders					
	Rejected)	•	,, ,			
	Electronic/Manual					
	((Business Date and T	ime of ILEC transi	mission of Orde	r Rejection) –		
	(Business Date and Tir	ne of Order Receip	ot)) / (#of Electr	onic/Manual		
	Orders Rejected).	_		!		
	Manual					
	(( Rejection Date and	, ,		e )) / (Number		
	of manual rejections s	ent in reporting Pe	riod)			
Report Period	Monthly					
Report Structure		Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)				
	and ILEC Affiliates					
Reported By	Electronically received.	ived, electronically	handled			
	All interfaces					
	Syntax (edit engine) and content errors (other edits)					
	Resale orders a	Resale orders and Facility based/UNE orders				
	Electronically received, manually handled					
	All interfaces					
	<ul> <li>Syntax (edit engine) and content errors (other edits)</li> </ul>					
	Resale orders and Facility based/UNE orders					
	Manually received and handled (fax)					
	Resale orders and Facility based/UNE orders					
Geographic Level	Statewide					
Measurable						
Standards						
	Disaggregation Level CLEC Competitive Comparison					
	Parity Benchmark					
	All Electronic Reject Notice TBD					
	All Manual Reject Notice 6 hrs  Electronic/Manual Mix Reject Notice 6 hrs					
Business Rules	Elapsed time calcul		ours.	, 0 ****0		
	Calculation of requests received after the end of the business day					
	starts at the beginning of the next business day. Business day is					
	defined as published hours of operation for the ILEC ordering					
	admired as paorisite	a nours or operation	101 010 11110	ordering		

Notes	<ul> <li>center</li> <li>Excludes non-business days and ILEC published holidays</li> <li>Exclude rejects when the PON is received after business hours and processed prior to the beginning of the next business day.</li> <li>Exclude Loop Pre-Qualification queries created as service orders.</li> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> </ul>
Sprint Notes	

### <u>Ordering</u> Measure 4

Title: Percent of Flow-Through Orders

Area	Requirement Description				
Description	Measures the percentage of mechanized service orders processed on a				
•	flow through basis.				
Method of	<u> </u>	ectronically received ord	ers that flow	-through	
Calculation	1 = `	_		~	
Calculation	without manual intervention) / (Total valid electronically received				
	service orders)] x 100				
Report Period	Monthly				
Report Structure	Individual CLECs, C	LECs in the aggregate, a	and ILEC At	ffiliates	
Reported By	Orders that flow t	through as a percentage	of:		
-	• 1) All electron	nically received orders p	rogrammed	to flow -	
	through		8		
	1	nically received orders			
	By Service Group	o Types			
Geographic Level	Statewide				
Measurable	The process to evalu	ate performance on th	is measure	is under	
Standards		, if any, are not yet fin:			
	1 -	on completed developn	•		
	Flow-Through Plan	-	icht of an a	greed to	
	Disaggregation Level	CLEC	Competitive C	a-mariean	
	Disaggi egation Level	CLEC	Competitive C	omparison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS		Diagnostic Only	
	Bus POTS ISDN BRI	Bus POTS ISDN BRI	<del> </del>	Diagnostic Only Diagnostic Only	
	CENTREX	CENTREX		Diagnostic Only	
	PBX	PBX		Diagnostic Only	
	DDS	DDS		Diagnostic Only	
	DSI/ISDN PRI	DS1/ISDN PRI	ļ	Diagnostic Only	
	DS3 VGPL/DS0	DS3 VGPL/DS0		Diagnostic Only Diagnostic Only	
	UNBUNDLED NETWORK	YOLDDOO		Diagnosae Omy	
	ELEMENTS				
	UNE Loops Non-Designed	UNE Loops - Non-Designed	<del></del>	Diagnostic Only	
	Designed – Other	UNE Loops Designed - Other	<b>_</b>	Diagnostic Only	
	xDSL Provisioned	xDSL Provisioned	<del> </del>	Diagnostic Only	
	Line Sharing	Line Sharing		Diagnostic Only	
	Subloops - Voice Grade	Subloops - Voice Grade		Diagnostic Only	
	Subloops - Data	Subloops - Data	<del>                                     </del>	Diagnostic Only	
	Dark Fiber UNE Ports	Dark Fiber	·	Diagnostic Only	
	Non-Designed	UNE Ports - Non-Designed	-	Diagnostic Only	
	Designed	UNE Ports - Designed		Diagnostic Only	
	EELS EELS Diagnostic Onl				
	UNE Dedicated Transport UNE Platform	UNE Dedicated Transport UNE Platform	-	Diagnostic Only Diagnostic Only	
	LNP	LNP	<del> </del>	Diagnostic Only	
Business Rules					
Notes	1 0 1		•		
	Consumer Protect	tion, and the CLECs und	uer proprieta	iry information	

	provisions.
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

### **Provisioning** Measure 5

Title: Percentage of Orders Jeopardized

Area	Req	uiromont Dosc	rintion		
19,				otifica the	
Description	Percentage of total orders processed for which the ILEC no CLEC that the work will not be completed as committed o				
		not be completed	as committed of	on the original	
	FOC.				
Method of	((Number of Orders Jeon	oardized) / (Numbe	er of Orders Co	mpleted)) x	
Calculation	100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog app			alog applies)	
1	and ILEC Affiliates		·	0 11 /	
Reported By	By service group type	<del></del>			
Geographic Level	Statewide				
Measurable		ida a matail amala a	for this mass		
	Sprint is required to prov	ride a retair analog	ioi uns measu	lement.	
Standards	Disaggregation Level	CLEC	Compatition Co		
	Disaggregation Level	CLEC	Competitive Compa	arison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI CENTREX	ISDN BRI CENTREX	ISDN BRI CENTREX		
	PBX	PBX	PBX		
	DDS	DDS	DDS	<del></del>	
	DSI/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed		
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed		
	Subloops - Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	D3		
	UNE Port				
	Non-Designed	UNE Ports Non-Designed	POTS-Business (Fielded)		
	Designed	UNE Ports Designed	CENTREX, ISDN- PRI, PBX		
	EELS	EELS	DS3, DS1, DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1		
	UNE Platform	UNE Platform	B1 Dispatched		

Business Rules	<ul> <li>Excludes delays for customer reasons.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> </ul>
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

### **Provisioning** Measure 6

Title: Average Jeopardy Notice Interval

Area	Regi	uirement Desc	cription		
Description	Measures the remaining	37 77.99		nmitted order	
- cac p	completion date and time				
	and time the ILEC issues				
	1				
	jeopardy of missing the	iue date (or the du	e date/time nas	been	
	missed).				
Method of	Assignment:				
Calculation	Jeopardies identified during assignment				
	((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of Order Jeopardized)				
	Installation:				
	Jeopardies identified dur	ring installation p	rior to due time		
	1 ''	((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices)			
	Notification of Missed C				
	Commit Notice - Due Da	ate and Time of O	rder) / (Number	of Missed	
	Commit Notices)				
Report Period	Monthly				
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates				
	<del></del>		c, and idde in	mates	
Reported By	By service group type				
	By jeopardy type				
Geographic Level	Statewide				
Measurable	Sprint is required to prov	ride a retail analog	g for this measu	rement.	
Standards	1	`			
Diumuu 45	Disaggregation Level	Disaggregation Level CLEC Competitive Comparison			
	Resale		Parity	Benchmark	
	Res POTS Bus POTS	Res POTS Bus POTS	Res POTS Bus POTS		
	ISDN BRI	ISDN BRI	ISDN BRI	<u> </u>	
	CENTREX	CENTREX	CENTREX	<u> </u>	
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		
	DS3 VGPL/DS0	DS3 VGPL/DS0	DS3 VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops - Voice Grade Subloops - Voice B1 Dispatch Non-				

		Grade	Designed	
	Subloops - Data	Subloops - Data	Retail xDSL	
ľ	Dark Fiber	Dark Fiber	D3	
	UNE Port			
	Non-Designed	UNE Port	POTS-Business	
1		Non-Designed	(Fielded)	
	Designed	UNE Port	CENTREX,	
		Designed	ISDN- PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed	
i		Transport	DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	
Business Rules	Excludes delays for customer reasons.			
	Excludes Loop Pre-Qualification queries.			
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> </ul>			
İ	• If the ILECs' policy changes regarding jeopardy notices to their			es to their
1				
	Retail customers, this measure should be evaluated for analog.			
Sprint Notes	• Line Sharing and xDSL provisioned reporting effective August 2000.			
	EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001			

### <u>Provisioning</u> Measure 7

Title: Average Completed Interval

	age completed interv				
Area	Req	uirement Desc	cription 🦠		
Description	Average business days fr	om receipt of valid	d, error-free ser	vice request	
4	to completion date in service order system for new, move, and change				
	orders.				
	Total business days from receipt of valid, error-free service request to				
Method of	Total business days from	receipt of valid, e	error-free servic	e request to	
Calculation	completion date in service	completion date in service order system for new, move and change			
	1 2	-		- I	
70 . 70	orders / Total new, move and change orders				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analogous and aggregate, by ILEC)			alog applies),	
_	and ILEC Affiliates				
Reported By	By service group type ar	d field work/no fi	eld work where	applicable.	
Geographic Level	Statewide			1.1	
Measurable	Sprint is required to prov	vide a retail analog	for this measur	rement	
	Spring is required to prov	rice a retail allalog	ioi uns measu	Ciliciit.	
Standards					
	Disaggregation Level	CLEC	Competitive Compa	arison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	DDS	DDS DS1/ISDN PRI	DDS DS1/ISDN PRI		
	DS1/ISDN PRI DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK				
	ELEMENTS				
	UNE Loops		<u> </u>		
	Non-Designed	UNE Loops	B1 Dispatch Non- Designed		
	Designed - Other	Non-Designed UNE Loops	Dispatch Designed		
	Designed - Outer	Designed - Other	Disputer Designed		
	xDSL Provisioned UNE Loops - xDSL Retail xDSL				
		Provisioned	<u> </u>		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops - Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed	}	
	Subloops - Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	D3		
	UNE Port				
	Non-Designed	UNE Port	POTS-Business		
	Non-Designed (Fielded)				
	Designed	UNE Port Designed	CENTREX, ISDN-PRI, PBX		
	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed		
		Transport	DS3 and DS1		
	UNE Platform	UNE Platform	B1 Dispatched		
	Interconnection Trunks	Interconnection	ILEC Dedicated		
	Projects	Trunks Projects	Trunks Projects	<del> </del>	
	Projects	Frojects	Frojecis		

Business Rules	<ul> <li>Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries</li> </ul>
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	<ul> <li>Sprint defines projects as &gt;= 20 lines</li> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

#### **Provisioning** Measure 8

Title: Percent Completed Within Standard Interval

	Req					
Description		Measures of orders completed within the standard interval of receipt of				
		valid, error-free service request.				
36.41.1.6	(Total New, Move and Change Orders Completed Within the Standard					
Method of						
Calculation	interval of Receipt of Valid, Error-free Service Request / Total New					
	Move and Change Order	s) x 100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLEC	s in the aggregate.	by ILEC (if ar	alog applies).		
•	and ILEC Affiliates	2 <b>0 0</b>		0 II -//		
Danastad Du		By service group type excluding services with flexible due dates.				
Reported By		cluding services v	vitii ilexible du	e dates.		
Geographic Level	Statewide			<del> </del>		
Measurable	Sprint is required to prov	vide a retail analog	for this measu	rement		
Standards		•				
	Disaggregation Level	CLEC	Competitive Compa	arison		
	1					
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS	T		
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DSI/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops			_		
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed			
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed			
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL	,		
	Subloops - Voice Grade	Subloops - Voice	Bl Dispatch Non-			
		Grade	Designed			
	Subloops - Data	Subloops - Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Port Non-Designed	LINE Do-	POTS-Business	ļ		
	Non-Designed	UNE Port Non-Designed	(Fielded)			
	Designed	UNE Port	CENTREX,			
		Designed	ISDN-PRI, PBX			
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed			
	INTERIOR OF	Transport	DS3 and DS1	<b> </b>		
	UNE Platform	UNE Platform	BI Dispatched			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
	Projects	Projects ≥ 20 lines	Projects ≥ 20 lines			
	1			l		

Business Rules	<ul> <li>Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons.</li> <li>Excludes services with flexible due dates.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
Sprint Notes	<ul> <li>Sprint defines projects as &gt;= 20 lines</li> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

### **Provisioning** Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

Area				· · · · · · · · · · · · · · · · · · ·
<b>Description</b>	Measures the percentage of coordinated cut overs TBCC completed on			
Description	time where CLEC has requested timed coordination.			
	mar mare out of another mines occasion			
	* Note: "On time" means appointment completion time + 1 hour.			
	Orders completed before appointment completion time is considered on			
	time if process includes coordination and sign off with the CLEC.			
Method of	((Number of coording	ted cut overs com	pleted by appo	ointment due date
Calculation	and time) / (Count of	timed coordinated	cut overs con	npleted in
	reporting period)) x 1	00	=	
Report Period	Monthly			
Report Structure	Individual CLEC, CL	ECs in the aggreg	ate, by ILEC (	if analog applies),
·		by ILEC Affiliates		
Reported By	·	Residence, Business, and LNP conversions		
Geographic Level	Statewide			
Measurable				
Standards				
	Disaggregation Level	CLEC	Competitive (	Comparison
	Resale		Parity	Benchmark
	Res POTS	Res POTS		95% within 1 hour of planned time on due date
	Bus POTS	Bus POTS	OTS 95% within 1 hour of planned time on due date	
	LNP	LNP		95% within 1 hour of planned time on due date
Business Rules	Excludes CLEC c	aused misses	-	
	Applies to CLEC	Applies to CLEC requested coordinated cut overs only		
Notes	Sprint agrees to p			
	Consumer Protection, and the CLECs under proprietary information provisions.			
Sprint Notes				

### **Provisioning** Measure 10

Title: LNP Network Provisioning

Area	Requirement Description		
Description	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.		
Method of Calculation	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100		
Report Period	Monthly		
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates		
Reported By	State		
Geographic Level	Statewide		
Measurable	To Be Determined		
Standards			
Business Rules	Provisioning failure data will be collected for individual network database failuresfailures to provision between the ILEC LSMS and LNP network databases (STP or SCP)  Excludes total failures from the NPAC to all LSMS systems.  Failures resulting in updates exceeding 15 minutes are counted.  Excludes broadcasts failing due to a lack of GTT information made available to ILEC ( no SS7 signaling agreement in place between ILEC and CLEC)		
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> <li>Sprint will conduct an audit in 2002 to confirm this measure as parity by design.</li> </ul>		
Sprint Notes	NPA Reporting effective 3-1-01		

# <u>Provisioning</u> Measure 11

Title: Percent of Due Dates Missed

within the first of the interior will be	The section of the se	Miller Committee		
Area		irement Desc		
Description	Measures the percent of n			ere
	installation was not compl	leted by the due of	late.	
Method of	(Total Number of Missed Due Dates Due to ILEC Reasons for New,			
Calculation	Move and Change Orders / Total Number of New, Move and Change			
Calculation				ind Change
	Orders) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies),			
	and by ILEC Affiliates			
Reported By	By service group type and	Field Work/No	Field Work as	appropriate
Geographic Level	Statewide	· · · · · · · · · · · · · · · · · · ·		
Measurable Standards	Sprint is required to provi	de a retail analog	g for this measu	rement.
	Disaggregation Level	CLEC	Competitive Compa	arison
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI CENTREX	ISDN BRI CENTREX	
	CENTREX PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK . ELEMENTS			
	UNE Loops		L	
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed	
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops – Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed	
	Subloops – Data	Subloops - Data	Retail xDSL	
	Dark Fiber	Dark Fiber	DS3	İ
	UNE Port			
	Non-Designed	UNE Ports Non-Designed	POTS-Business (Fielded)	
	Designed	UNE Ports	CENTREX,	
	777.0	Designed	ISDN- PRI, PBX	
	EELS UNE Dedicated Transport	UNE Dedicated	DS1, DS3, DS0 HICAP Designed	
	OME Dedicated Transport	Transport	DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	
	Interconnection Trunks	Interconnection	ILEC Dedicated	
Business Rules	Excludes customer mi	Trunks	Trunks	<u> </u>
Dustiless Mutes				1 1.4. 10
	Due date is defined as the original due date v	•		
	P IDMI			
	For UNE Loop service	cs, reacute only	nucis are exclu	ded from the

	retail analog.  • Excludes Loop Pre-Qualification queries.
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> <li>Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.</li> </ul>
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

### **Provisioning** Measure 12

Title: Percent of Due Dates Missed Due to Lack of Facilities

Area	Req	uirement Desc	cription	
Description	Measures the percent of lack of facilities.	Measures the percent of new, move and change orders missed due to lack of facilities.		
	Note: Results also included in Measure "Percent Missed Due Dates"			
Method of	((Total New, Move and	Change Orders Mi	ssed Due Dates	Due to Lack
Calculation	of Facilities) / (Total Number of New, Move and Change Orders))			
Cutcum.ion	100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLEC	s in the aggregate	, by ILEC (if an	alog applies),
2.00	and by ILEC Affiliates			
Reported By	By service group type			
Geographic Level	Statewide			
Measurable Standards	Sprint is required to prov	vide a retail analog	g for this measur	rement.
	Disaggregation Level	CLEC	Competitive Compa	rison
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	Non-Designed	UNE Loops	B1 Dispatch Non-	
	Tion Designed	Non-Designed	Designed	ļ
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops - Voice Grade	Subloops - Data	B1 Dispatch Non- Designed	
	Subloops - Data	Subloops - Data	Retail xDSL	
	Dark Fiber	Dark Fiber	DS3	
	UNE Port			
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)	
	Designed	UNE Port	CENTREX,	
	DEL C	Designed	ISDN- PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	<del></del>
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Business Rules	Due date is defined a			1 1-4- 'C

	<ul> <li>the original due date was missed due to customer reasons.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> </ul>
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

#### **Provisioning** Measure 13

Title:

Delay Order Interval to Completion Date (For Lack of

Facilities)

Area		Requirement De	scription	
Description		ge calendar days from		
Description	1	orders due to lack of	_	ction dute
16 4 . 1 . 6				missed due
Method of	(Completion Date - Committed Order Due Date (for orders missed due			
Calculation	to lack of ILEC facil	lities)) / (Number of	Orders Missed due	to Lack of
	ILEC Facilities in th	e Reporting Period)		
Report Period	Monthly			
Report Structure	Individual CLEC, C	LECs in the aggregat	te, by ILEC (if ana	log applies),
4	and by ILEC Affilia		` • ` `	
Reported By	By service group			·····
Reported by	, , ,		21 00 1 1 1	1 > 00
	Disaggregated by calendar days	y 1-30 calendar days	, 31-90 calendar da	iys and >90
Geographic Level	Statewide			
Measurable	<del>.</del>	provide a retail analo	ng for this measure	ment
	Sprint is required to	provide a retair allan	og for tills incasure	inciit.
Standards	70.	0.70		•
	Disaggregation Level Resale	CLEC	Competitive Compa	arison
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	Denemna, K
	Bus POTS	Bus POTS	Bus POTS	ì
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DSI/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK ELEMENTS			ĺ
	UNE Loops	· · · · · · · · · · · · · · · · · · ·	·	
!	Non-Designed	UNE Loops - Non-	B1 Dispatch Non-	1
		Designed	Designed	
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
!	Subloops – Voice	Subloops - Voice Grade	B1 Dispatch Non-	
	Grade		Designed	
,	Subloops – Data	Subloops – Data	Retail xDSL	ļ
	Th. 1 1771	D 1 E1		
	Dark Fiber	Dark Fiber	DS3_	<del> </del>
i	UNE Port			
		Dark Fiber UNE Port - Non-Designed	POTS-Business (Fielded)	
	UNE Port		POTS-Business (Fielded) CENTREX, ISDN PRI,	
	UNE Port Non-Designed	UNE Port - Non-Designed	POTS-Business (Fielded)	
	Non-Designed  Designed	UNE Port - Non-Designed UNE Port - Designed	POTS-Business (Fielded) CENTREX, ISDN PRI, PBX	

	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Business Rules	Excludes Loop	Pre-Qualification qu	ieries.	
Notes	1 2	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.		
Sprint Notes	2000.	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective</li> </ul>		

#### **Provisioning** Measure 14

Title: Held Order Interval

Area	Requirement Description  Measures the time period that service orders are not completed by the			
Description	· · · · · · · · · · · · · · · · · · ·			
		original due dates for all ILEC reasons (including lack of facilities).		
Method of	(Reporting Period Close	(Reporting Period Close Date - Committed Order Due Date) / (Number		
Calculation	of Orders Pending and Past the Committed Due Date)			, ,
Cutcutunon	or Orders I ending and I	ust the Committee	Bue Bute)	
		71 77		
	Note: For all orders pen	ding and past the	committed due c	late.
Report Period	Monthly			
Report Structure	Individual CLEC, CLEC	s in the aggregate	by ILEC (if an	alog applies
	by ILEC Affiliates		, -,	3 11
n				
Reported By	By service group type			
Geographic Level	Statewide			
Measurable	Sprint is required to prov	vide a retail analog	g for this measur	rement.
Standards	1 -	_		
2	Disaggregation Level	CLEC	Competitive Co	mparison
	Disaggi egation Devel	CLLC	Compension	pu
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	DS3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK			
	ELEMENTS UNE Loops			
	Non-Designed	UNE Loops	B1 Dispatch Non-	ļ
	Non-Designed	Non-Designed	Designed Designed	
	Designed - Other	UNE Loops	Dispatch Designed	
		Designed - Other		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	
	Line Sharing	Line Sharing	Retail xDSL	
	Subloops – Voice Grade	Subloops – Voice	B1 Dispatch Non-	1
	0.11	Grade	Designed	
	Subloops – Data	Subloops - Data	Retail xDSL	<del> </del>
	Dark Fiber UNE Port	Dark Fiber	DS3	<del></del>
	Non-Designed	UNE Port	POTS-Business	<del> </del>
	140H-Doughed	Non-Designed	(Fielded)	
	Designed	UNE Port	CENTREX, ISDN	<u> </u>
		Designed	PRI, PBX	
	EELS	EELS	DS1, DS3, DS0	
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed	
		Transport	DS3 and DS1	
	UNE Platform	UNE Platform	B1 Dispatched	ļ
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks	
Business Rules	Excludes customer c	· · · · · · · · · · · · · · · · · · ·	11011K3	Ц
		DIRECT MATERIA		

Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> <li>Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> </ul>
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

#### **Provisioning** Measure 15

Title: Provisioning Trouble Reports (Prior to Service Order Completion)

Area	Req	uirement Des	cription 🔻	
Description	Measures the percent of	troubles that are r	eported (via cus	tomer or
-	indirectly by CLEC) that	t occur during the	provisioning pr	ocess.
Method of	(Total number of trouble reports that occur from the time of service			
Calculation	order creation, up to and including the date of service order			
	completion)/ (Total Nur	nber of service ord	lers completed i	n reporting
	period) x 100.			
Report Period	Monthly			
Report Structure	Individual CLEC, CLEC	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies),		
	by ILEC Affiliates			
Reported By	By Resale, UNE Lo	op Non-Designed,	UNE Port Non	-Designed
	and LNP			
	By Affecting Service	e and Out of Servi	ce	
Geographic Level	Statewide			
Measurable	Sprint is required to pro	vide a retail analo	g for this measu	rement.
Standards				
	Disaggregation Level	CLEC	Competitive Comp	arison
	Resale		Parity	Benchmark
	Resale	Res POTS	Res POTS Bus POTS	
	UNBUNDLED NETWORK ELEMENTS	Bus POTS	Bus PO15	
	UNE Loops			
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed	
	Subloops - Voice Grade	Subloops – Voice Grade	BI Dispatch Non- Designed	
	UNE Port Non-Designed	UNE Port	POTS-Business	
		Non-Designed	(Fielded)	
	LNP	LNP	LNP	
Business Rules		•		
Notes				======================================
Sprint Notes				

**Provisioning** Measure 16

Title:

Percentage Troubles in 30 Days for New Orders – Nevada Bell and GTE (SPRINT IS NOT REQUIRED TO REPORT THIS MEASURE)

Area	Requirement Description
Description	Measures the percent of network customer trouble reports received
	within 30 calendar days of service order completion.
	Note: This measure is for all NB services and designed GTE.
Method of	(Total Number of Customer Trouble reports received within 30
Calculation	calendar days of service order completion / Total Number of new,
	move and change completed orders) x 100
Report Period	Monthly
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies),
	and by ILEC Affiliates
Reported By	By service group type (including LNP)
Geographic Level	Statewide
Measurable	Sprint is NOT required to report this measure.
Standards	
Business Rules	Excludes CPE and IEC/CLEC caused troubles
ļ	Excludes troubles associated with inside wire
	Excludes Trouble Reports Received on the Due Date (which instead)
	are reported in the "Provisioning Troubles" measure)
	Excludes Subsequent reports
	<ul> <li>Excludes Message Reports (circuit reports for which ILEC has no records)</li> </ul>
	Excludes ILEC employee generated reports
Notes	Availability of ILEC Affiliate data for review will be determined by the
	Nevada PUC for Nevada Bell and GTE.
	Sprint agrees to provide affiliate data to the PUC, Bureau of
	Consumer Protection, and the CLECs under proprietary information provisions.
	<ul> <li>When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data.</li> </ul>
	<ul> <li>The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.</li> </ul>
Sprint Notes	Sprint is NOT required to report this measure.

#### Provisioning

#### Measure 17a

Title: Percentage Troubles in 5 Days for New Orders - Sprint

Title. Telec	mage Houdies in 3 i				
Area	Req				
Description	Measures the percent of	network customer	trouble reports	received	
1	within 5 calendar days of				
Method of	(Total Number of Customer Trouble reports received within 5 calendar				
Calculation	days of service order completion / Total Number of new, move and				
	1 -	•			
		change completed orders) x 100			
Report Period	Monthly				
Report Structure	•	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and			
·	by ILEC Affiliates	by ILEC Affiliates			
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Sprint is required to prov	vide a retail analog	for this measu	rement.	
Standards	Sprint is required to pro-	Tab a rotair anaiog	, 101 11110 1110110		
Sianaaras	Disaggregation Level	CLEC	Competitive Comp	arison	
	Disaggi egation Level	CLEC	Competitive Comp	at ison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI CENTREX	ISDN BRI CENTREX		
	CENTREX PBX	PBX	PBX		
	DDS	DDS	DDS	<u> </u>	
	DSI/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed DS0 & DDS		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xD\$L		
	Subloops – Voice Grade	Subloops - Voice Grade	B1 Dispatch Non- Designed		
	Subloops - Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port		POTE T		
	Non-Designed	UNE Port	POTS-Business		
	Designed	Non-Designed UNE Port	(Fielded) CENTREX.		
	Designed	Designed	ISDN- PRI, PBX		
	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed		
		Transport	DS1 and DS3		
	UNE Platform	UNE Platform	B1 Dispatch	<del> </del>	
	LNP	LNP	LNP	<u> </u>	
Business Rules	Excludes CPE and IEC	C/CLEC caused troi	ubles		
	Excludes troubles asso	ciated with inside v	wire		
	Excludes Trouble Rep	orts Received on th	e Due Date (whi	ch instead are	
	reported in the "Provis		·		
	Excludes Subsequent in				
	40	•			

	<ul> <li>Excludes Message Reports (circuit reports for which ILEC has no records)</li> <li>Excludes ILEC employee generated reports</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>	
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> <li>Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.</li> </ul>	
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>	

## **Provisioning** Measure 18

Title: Average Completion Notice Interval

Area	Requ	irement Des	cription -	
Description	Measures the average time per order to issue notification to CLEC of a			
	completed order.			
Method of	((Date and Time of Comp		•	•
Calculation	Time of Work Completion	n)) / (Number of	Orders Comp	leted)
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs	in the aggregate	, and by ILEC	Affiliates
Reported By	All interfaces			
Geographic Level	Statewide			
Measurable				
Standards				
	Disaggregation Level	CLEC	Competitive Con	nparison
			Parity	Benchmark
	All Electronic	Completion Notice		20 minutes
n · n ·	Manual/Electronic Mix	Completion Notice	1.6	95% within 24 hrs
Business Rules	• 24 hour clock is used t			process
	Excludes weekends and ILEC published holidays			
	Excludes Loop Pre-Qualification queries			
Notes	Sprint agrees to provide affiliate data to the PUC, Bureau of			
	Consumer Protection, and the CLECs under proprietary information			
	provisions.			
Sprint Notes	Sprint will track fall or	ut rate.		

#### Maintenance Measure 19

Title: Customer Trouble Report Rate

Title: Custo	mer Trouble Report					
Area						
Description	Measures the total number	er of network cust	omer trouble re	ports		
	received within a calenda			•		
Method of	(Total Number of Customer initial and repeat network trouble reports /					
<u> </u>	Number of access lines/circuits/UNEs in service at the end of the prior					
Calculation		ircuits/Ones in s	ervice at the end	i of the brior		
		reporting period) x 100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLEC	s in the aggregate	, by ILEC (if ar	alog applies),		
	and by ILEC Affiliates					
Reported By	By service group type					
Geographic Level	Statewide					
Measurable	Sprint is required to prov	ide a retail analog	for this measu	rement		
Standards	bprint is required to prov	ide a retair anaiog	5 tor time measu	TOMOME.		
	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS DS1 / ISDN PRI	DDS	DDS			
	DS3 / ISDN PRI	DS1 & ISDN PRI DS3	DS1 & ISDN PRI DS3			
	VGPL	VGPL & DS0	VGPL & DS0			
	UNBUNDLED NETWORK ELEMENTS	1012000	1 1 2 2 2 2 3 3			
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed			
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed DS0 / VGPL & DDS			
	xDSL Provisioned	xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops - Voice Grade	Subloops – Voice Grade	B1 Dispatch Non- Designed			
	Subloops – Data	Subloops - Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Port	I DIC D	DOTE Posi-	ļ		
	Non-Designed	UNE Ports Non-Designed	POTS-Business Dispatched)			
	Designed	UNE Ports	CENTREX,			
		Designed	ISDN- PRI, PBX			
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3			
	UNE Platform	UNE Platform	B1 Dispatch			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
	LNP	LNP	LNP	<del>                                     </del>		
				1		

Business Rules	<ul> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes Subsequent reports</li> <li>Excludes Message Reports (circuit reports for which ILEC has no records)</li> <li>Access line/circuit count taken from previous month</li> <li>Excludes ILEC employee generated reports</li> </ul>
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> <li>Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.</li> </ul>
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

#### Maintenance Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

V	Chart Suran Adams Jan	Or and head head of the		hadronic crainstal ton 1877		
Area	Req	uirement Desc	criptio <b>n</b>			
<b>Description</b>	Measures the percent of	trouble reports not	cleared by the	commitment		
4	time.	•	·			
Method of	(Total network trouble reports not cleared by the commitment time for					
Calculation	ILEC reasons / Total ne	-	•			
	<del></del>	twork trouble repor	is completed).	X 100		
Report Period	Monthly					
Report Structure	Individual CLEC, CLEC	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)				
	and by ILEC Affiliates					
Reported By	By service group type	ne e				
	By dispatch and no contact and					
Geographic Level	Statewide					
Measurable	Sprint is required to pro-	vide a retail analog	for this measu	rement		
	Sprint is required to pro	vide a retail allalog	ioi uns measu	Cilicit.		
Standards		Loung				
	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS	<del></del>		
	DS1 & ISDN PRI	DS1 & ISDN-PRI	DS1 & ISDN-PRI			
	DS3	DS3	DS3			
	VGPL & DS0 UNBUNDLED NETWORK	VGPL & DS0	VGPL & DS0			
	ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed			
	Designed - Other	UNE Loops	Dispatch Designed	<del>                                     </del>		
		Designed - Other	DS / VGPL and	ļ		
	xDSL Provisioned	UNE Loops - xDSL	DDS Retail xDSL			
	XDSE Provisioned	Provisioned	Retail XDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops - Voice Grade	Subloops - Voice	B1 Dispatch Non-			
	Subloops - Data	Grade Subloops - Data	Designed Retail xDSL	<del> </del>		
	Dark Fiber	Dark Fiber	DS3	<del> </del>		
	UNE Port	Dukitoo	203	<del> </del>		
	Non-Designed	UNE Port	POTS-Business			
	Designed	Non-Designed	(Dispatched)			
	Designed	UNE Port Designed	CENTREX, ISDN – PRI, PBX			
	EELS	EELS	DS1, DS3, DS0	<u> </u>		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed			
		Transport	DS1 and DS3	ļ		
	UNE Platform	UNE Platform	B1 Dispatch	ļ		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
	LNP	LNP	LNP			
Business Rules	Excludes CPE and II	FC/CLEC caused t	roubles			
Z DITTOU AND AND AND AND AND AND AND AND AND AND	- Diversides Of L allu II	LO, CLLO Causou I	1040103			

	<ul> <li>Excludes Subsequent reports</li> <li>Excludes Message Reports (circuit reports which ILEC has no records on)</li> <li>Excludes ILEC employee generated reports</li> <li>Excludes customer caused misses</li> <li>Includes LNP NXX Code Opening Troubles</li> </ul>
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> <li>Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data</li> </ul>
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

#### Maintenance Measure 21

Title: Average Time to Restore

	-50 111110 10 1001010	40 2 2 2 2 1. **	(* _,007-62 m <sub>s</sub> .	6 v 1/20 ** 1-1-7 * *	
Area	Req	uirement Des	cription 📑		
Description	Measures the average du	Measures the average duration of customer trouble reports from the			
4	receipt of the customer t	receipt of the customer trouble report to the time the trouble is cleared.			
Method of		(Total duration of customer network trouble reports) / (Total customer			
_			ic reports) / (10	tai customei	
Calculation	network trouble reports)	······································			
Report Period	Monthly				
Report Structure	Individual CLEC, CLEC	Cs in the aggregate	, by ILEC (if at	nalog applies),	
-	and by ILEC Affiliates		,	/	
Reported By	By service group type	ne			
Reported By					
<del></del>	By dispatch and no contact the second s	uspaten			
Geographic Level	Statewide				
Measurable Standards	Sprint is required to pro-	vide a retail analog	g for this measu	rement.	
	Disaggregation Level	CLEC	Competitive Comp	arison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	DDS DSI & ISDN - PRI	DDS DS1 and	DDS DS1 & ISDN PRI	<del></del>	
	DSI & ISDN - PRI	DS1 and ISDN / PRI	DSI & ISDN PKI		
	DS3	DS3	DS3		
	VGPL & DS0	VGPL & DS0	VGPL/DS0		
	UNBUNDLED NETWORK				
	ELEMENTS UNE Loops		<del></del>		
	Non-Designed	UNE Loops	B1 Dispatch Non-	<del> </del>	
	Tion Bengine	Non-Designed	Designed		
	Designed - Other	UNE Loops	Dispatch Designed		
		Designed - Other		<del> </del> _	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	<del>                                     </del>	
	Line Sharing Subloops – Voice Grade	Line Sharing Subloops – Voice	Retail xDSL	<del> </del>	
	Subloops - Voice Grade	Grade	B1 Dispatch Non- Designed		
	Subloops - Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS1, DS3, DS0		
	UNE Port				
	Non-Designed	UNE Port	POTS-Business		
	Designed	Non-Designed UNE Port	(Fielded) CENTREX,	<del> </del> -	
	Designal	Designed	ISDN-PRI, PBX		
	EELS	EELS	DS1, DS3, DS0	<del> </del>	
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed		
		Transport	DS1 and DS3	ļ <del>.</del>	
	UNE Platform	UNE Platform	B1 Dispatch	ļ	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		
	LNP	LNP	LNP	<del> </del>	

Business Rules	<ul> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes Subsequent reports</li> <li>Excludes Message Reports (circuit reports which ILEC has no records on)</li> <li>Excludes ILEC employee generated reports</li> <li>Includes LNP NXX Code Opening troubles</li> </ul>
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> <li>Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.</li> </ul>
Sprint Notes	<ul> <li>Line Sharing and xDSL provisioned reporting effective August 2000.</li> <li>EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001</li> </ul>

Maintenance Measure 22

Title: POTS Out of Service Less Than 24 Hours

Area	Requ	irement Des	cription			
Description	Measures the percent of Pe	Measures the percent of POTS out-of-service trouble reports cleared in				
_	less than 24 hours.	less than 24 hours.				
Method of	(Total number of out of se	(Total number of out of service network troubles cleared in less than 24				
Calculation	1 · · · ·	hours / Total number of out of service network troubles reported) x 100				
				,		
	Note: For non-design serv	Note: For non-design services only				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	in the aggregate	e, by ILEC (if at	nalog applies),		
_	and by ILEC Affiliates					
Reported By	By POTS Residence and I	Business (Resale	e, UNE-Non-De	signed, and		
-	Subloops – Voice Grade			_		
Geographic Level	Statewide					
Measurable	Sprint is required to provide	de a retail analo	g for )this meas	urement.		
Standards						
	Disaggregation Level	CLEC	Competitive Comp	arison		
			Parity	Benchmark		
	Resale	Res POTS Bus POTS	Res POTS Bus POTS			
	UNBUNDLED NETWORK	Dustots	Dustois			
	ELEMENTS UNE Loops					
	Non-Designed	UNE Loops	B1 Dispatch Non-			
	Subloops - Voice Grade	Non-Designed Subloops - Voice	Designed B1 Dispatch Non-			
	Subloops - Voice Grade	Grade	Designed Non-			
Business Rules	D 11 11 1D 1	DOTEC 1				
Business Kuies	Residential and Busine	ess POIS only				
	Excludes no access	10.1	10 1 1			
	• Interval for tickets rec	•	and Sunday beg	nns no later		
	than Monday morning					
	Excludes CPE and IEC/CLEC caused troubles					
	Excludes Subsequent reports					
	Excludes Message Reports (circuit reports for which ILEC has no					
	records)					
	Excludes ILEC employee generated reports					
Notes	Sprint agrees to provide affiliate data to the PUC, Bureau of					
	Consumer Protection, and the CLECs under proprietary information					
	provisions.					
	Sprint will provide disaggregation by Maintenance Disposition					
	codes as diagnostic da	ta upon a reque	st for raw data.			
Sprint Notes	<ul> <li>Voice Grade Subloops</li> </ul>	reporting effect	tive July 2001			

### Maintenance Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

Area	Requ	irement Desc			
Description	Measures the percent of co			received	
2 050. 4.0.0	within 30 calendar days of		-		
Mathadaf	(Total customer network trouble reports received within 30 calendar				
Method of	days of a previous customer report / Total customer network trouble				
Calculation		rk trouble			
	reports) x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog ap				
1	and by ILEC Affiliates		,		
Reported By	By service group type				
Geographic Level	Statewide Statewide				
	Sprint is required to provi	do a motoil amala a	for this massy	rom ont	
Measurable	Sprint is required to provi	de a retail analog	g for tins measu	rement.	
Standards		1 2 2 2			
	Disaggregation Level	CLEC	Competitive Compa	rison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRI	ISDN BRI	ISDN BRI		
	CENTREX PBX	CENTREX	CENTREX PBX		
	DDS	PBX DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN-PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed		
	Designed - Other	UNE Loops Designed - Other	Dispatch Designed		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing Subloops – Voice Grade	Line Sharing Subloops - Voice	Retail xDSL B1 Dispatch Non-		
	Subioops – Voice Grade	Grade	Designed Designed		
	Subloops - Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port	I DIE Dest	DOTE B		
	Non-Designed	UNE Port Non-Designed	POTS-Business (Fielded)		
	Designed	UNE Port	CENTREX,		
		Designed	ISDN-PRI, PBX		
	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed DS1 and DS3	1	
	UNE Platform	Transport UNE Platform	B1 Dispatch		
	Interconnection Trunks	Interconnection	ILEC Dedicated		
		Trunks	Trunks		
	LNP	LNP	LNP	<u> </u>	
Business Rules	<ul> <li>Excludes CPE and IEC</li> </ul>	C/CLEC caused	troubles		
	Excludes troubles asso				
	Excludes Subsequent:	chours	_		

	<ul> <li>Excludes Message Reports</li> <li>Excludes ILEC employee generated reports</li> </ul>
	<ul> <li>Includes LNP NXX Code Opening troubles</li> </ul>
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.
	<ul> <li>Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.</li> </ul>
Sprint Notes	• Line Sharing and xDSL provisioned reporting effective August 2000.
	• EELS, Subloops, Dark Fiber, and UNE Platform reporting effective July 2001

#### Network Performance

Measure 24

Title: Percent Blocking on Common Trunks

Area	R	equirement Des	cription =		
Description	Measures the percent of common and shared transport trunk groups exceeding 2% blockage.  Note: Includes list of trunks exceeding benchmark				
Method of Calculation	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100				
Report Period Report Structure Reported By Geographic Level Measurable	Monthly (Exception Reporting Only) Reported by common/shared transport trunk group State Statewide				
Standards	Disaggregation Level State	CLEC  Common Trunk Group	Competitive Com	Parison  Benchmark  No more than 2% blocked @ 2%	
Business Rules					
Notes	Measured by:  Total trunk groups  Percent Blocking				
Sprint Notes	<ul> <li>Internal traffic data collection procedures exclude force majeur (Acts of God, Natural Disasters, etc.)</li> <li>Common trunk groups provide service to all customers, therefore, there is one result for both CLEC and ILEC.</li> <li>Change from CLLI disaggregation level to State disaggregation level effective 03-01-01, as agreed at the April 2000 Workshop.</li> <li>Histogram report replaced with list of trunks exceeding benchmark effective 03-01-01</li> </ul>				

### Network Performance

Measure 25

Title: Percent Blocking on Interconnection Trunks

Brown & Company of the Miles			and the second of the second o	CAR CAR COMMENTAL CO.	
Area		iirement Des			
Description	Measures the percent of f	inal dedicated int	erconnection tr	unk groups	
	exceeding 2% blockage.				
	Notes:Includes exce	eption report of list	of trunks exceed	ling	
	benchmark.	. <u>.</u>			
Method of	(Number of final dedicate				
Calculation	<u> </u>	blockage / Total number of final dedicated interconnection trunk			
	groups) x 100				
Report Period	Monthly (Exception Repo		<del></del>		
Report Structure	Individual CLEC, CLEC	s in the aggregate	, by ILEC (if a	nalog applies),	
	by ILEC Affiliates				
Reported By	State				
Geographic Level	Statewide				
Measurable	Sprint is required to prov	ide a retail analog	g for this measu	rement.	
Standards					
	Disaggregation Level	CLEC	Competitive Comp	arison	
			Parity	Benchmark	
	State	Interconnection Trunks	Interconnection Trunks		
	Notes: 1) Applies to those to 2) Does not apply w				
Notes	Measured by:	nen n'una ure pre	visioned as tive	rray ir arms.	
110803	Total trunk groups				
	Threshold exceptions				
	ILEC end office to C.				
	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information				
	provisions.	, and the CLECs	under proprieta	i y mnormation	
Sprint Notes	Change from CLLI d	ignographics los	el to State dian	rareaction	
Sprint Hotes					
	<ul> <li>level effective 03-01-01, as agreed at the April 2000 Workshop.</li> <li>Histogram report replaced with list of trunks exceeding benchmark</li> </ul>				
	Lintogram was and manife	loood with list of	tmanka ayacadir	or homohemo-l-	
	Histogram report repl     effective 03-01-01	aced with list of	trunks exceedir	ng benchmark	

#### Network Performance

Measure 26

Title: NXX Loaded by LERG Effective Date

Area	Re	quirement De	escription :	
Description	Measures the number of NXXs loaded and tested by the LERG effective date.			
Method of	((Number of NXXs lo	aded and tested by	LERG effecti	ve date) /
Calculation	(Number of NXXs sch	reduled to be load	ed and tested by	y LERG
	effective date)) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CL	ECs in the aggrega	ate, by ILEC (it	f analog applies)
	and by ILEC Affiliate			
Reported By	Reported for all NXX	codes scheduled t	o be loaded in	reporting period
Geographic Level	Statewide			
Measurable	Sprint is required to pr	rovide a retail ana	log for this mea	asurement.
Standards				
	Disaggregation Level	CLEC	Competitive Comp	arison
			Parity	Benchmark
	CLLI	CLEC NXXs loaded	ILEC NXXs loaded	
Business Rules	Excludes any NXX	_	_	
	than the industry s	, ,		
	• Excludes any NXX			
	because the CLEC			st number or
	because CLEC fac	ilities have not be	en installed.	
Notes	NXX loading proc	edures include ce	ntral office/tan	dem translations,
	verification of tran	slations, call thro	ugh testing, and	d AMA testing.
	Sprint agrees to pr	ovide affiliate dat	a to the PUC, I	Bureau of
	Consumer Protect	ion, and the CLEC	Cs under propri	etary information
	provisions.			
Sprint Notes				

#### Network Performance

Measure 27

*Title:* Network Outage Notification SPRINT WILL DISCONTINUE PUBLICATION OF THE REPORT ON THIS MEASURE Effective 03-01-01

	Lilean Discourse		CARRY LECTOR DESCRIPTION			
Area		equirement De				
Description	Measures the time per	iod for notification	of a network out	age. To be		
<u> </u>	measured for the follo	wing:				
[	Switching	ŭ				
[	• Transport					
	•					
1	Network Fire Rela					
ļ	<ul> <li>Network Blockage</li> </ul>	Network Blockage				
1	• 911					
	• SS7					
Į .		tinue publication of	the report on thi	c measure		
	_	<del>-</del>	the report on th	s illeasure		
	effective 03-01-01		** 7.04.0			
Report Structure	Individual CLEC, CL	ECs in the aggregat	e, ILEC(11 analo	g applies),		
	and ILEC affiliates					
Reported By	Switching transport, n	etwork fire related	incident, network	k blockage,		
	911, SS7			_		
Geographic Level	Statewide					
Measurable	Sprint will discontinu	e publication of the	report on this m	easure		
Standards	effective 03-01-01	<b>F</b>				
Siunuurus	Disaggregation Level	CLEC	Competitive Comp	arison		
	Suitable a	Control in a	Parity Switching	Benchmark		
	Switching Transport	Switching Transport	Transport			
	SS7	SS7	SS7			
	Network Blockage	Network Blockage	Network Blockage			
	Network fire related incident	Network fire related	Network fire related incident			
	911	incident 911 outages	911 outages	·		
		711 02				
Business Rules	Excludes any NXX	X codes with reques	sted loading inter	rval of less		
	than the industry s	standard (currently	45 calendar days	).		
	1	X code facilities that	-			
	,	has not provided a				
-		cilities have not bee		uiiioci oi		
Notes	,	cedures include cen		-		
	verification of tran	islations, call throu	gh testing, and A	MA testing.		
	Sprint agrees to pr	ovide affiliate data	to the PUC, Bur	eau of		
	1 2 2	ion, and the CLECs	,			
	provisions.		ander proprieta	-,		
Carried Madas	<del>                                     </del>	4		2 1 01		
Sprint Notes	Sprint discontinue	d publishing this m	easure effective	3-1-01.		

Billing Measure 28

Title: Usage Timeliness

				72 23
Area	Requi	rement Des	cription 🐇	
Description	This measure captures the	elapsed time bet	tween the recor	ding of usage
-	data generated either by Cl	LEC retail custo	mers or access	usage
	associated with CLEC cust	tomers and the t	ime when the d	ata set, in a
	compliant format, is availa	ble for transmis	sion to the CLE	C.
Method of	For Resale and UNE Mes	sages:		
Calculation	[Data Set Transmission Availability Date – Date of Message			
	Recording] / Count	t of All Message	s Transmitted i	n Reporting
	Period			
	Access:			
	(Count of all mess	_	-	
	Messages available	for Transmissic	on in Reporting	Period) x 100
Report Period	Monthly	<u>-</u>		
Report Structure	Individual CLECs, CLECs		e, by ILEC (if a	inalog
	applies) and by ILEC Affil	liates		
Reported By	• Resale			
	• UNE			
	Jointly provided switch	hed access (asso	ciated with med	et point
	billing)	<del></del>		
Geographic Level	Statewide			
Measurable	Sprint is required to provid		g for certain lev	els of
Standards	disaggregation for this measurement.   Disaggregation Level   CLEC   Competitive Comparison			
	Disaggi egation Level	CLEC		
	Resale	CLEC End user	Parity Sprint End user	Benchmark
		messages	messages	
	UNE - Unbundled Network Element	CLEC billing messages	Sprint End user messages	
	Access (Associated with Meet Point	CLEC access		95% within 5 days
Business Rules	Billing Only)	billing messages		<u> </u>
Dusiness Aules				
Notes	Sprint agrees to provid		•	
	Consumer Protection,	and the CLECs	under proprieta	ry information
	provisions.	7		
	This measurement assurement	•		-
	CLECs. If the CLECs	-	•	-
	measurement still appl			
	however the actual tim		_	<del>-</del>
	will vary depending up	_	ements for frequency	ency of
	transmissions (e.g. wee	ekly).		
Sprint Notes	<u> </u>			

#### Billing Measure 29

Title: Accuracy of Usage Feed

Area	Requirement Description
Description	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the
	CLEC in the reporting period.
	Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.
Method of	((Number of Usage Records Delivered in the Reporting Period That
Calculation	Reflected Complete Information Content and Proper Formatting) /
	(Total Number of Usage Records Transmitted)) x 100
Sprint Measurement	Sprint is NOT required to report this measure.
Formula	
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate
Reported By	
Geographic Level	Statewide
Measurable	Benchmark for Sprint:
Standards	
	There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties.
Business Rules	
Notes	
Sprint Notes	Sprint is NOT required to report this measure.

Billing Measure 30

Title: Wholesale Bill Timeliness

Area		quirement Des				
Description		measure captures the elapsed number of calendar days between				
	the scheduled close of	the scheduled close of a Bill Cycle and the ILEC's transmission				
	availability of the association	ciated invoice to th	e CLEC. Dis	aggregated by:		
	• Resale					
	• UNE					
	Facilities/Interconn	ection				
Method of	(Count of Invoices who	ere difference betw	een distribut	ion date and bill		
Calculation	date is less than or equ	al to 10) / Count of	f Total Invoid	ces Distributed		
	within the Reporting P	eriod) x100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLE	Cs in the aggregat	e, and by ILI	EC Affiliates		
Reported By	Resale					
-	• UNE					
	Facilities/Interconn	nection				
Geographic Level	Statewide					
Measurable Standards						
D1611461 65	Disaggregation Level	CLEC	Competitive C	Comparison		
			Deciden			
			Parity	<u>Benchmark</u>		
	Resale	CLEC Invoices	Parity	99% within 10		
	Resale UNE	CLEC Invoices  CLEC Invoices	Parity			
	UNE	CLEC Invoices	ranty	99% within 10 calendar days 99% within 10 calendar days		
			Parity	99% within 10 calendar days 99% within 10		
Business Rules	UNE	CLEC Invoices  CLEC Invoices	Parity	99% within 10 calendar days 99% within 10 calendar days 99% within 10		
Business Rules	UNE Facilities/Interconnection	CLEC Invoices CLEC Invoices nani :ed bills.		99% within 10 calendar days 99% within 10 calendar days 99% within 10 calendar days		
Business Rules Notes	<ul> <li>UNE</li> <li>Facilities/Interconnection</li> <li>Includes only mech</li> <li>Excludes paper bill</li> </ul>	CLEC Invoices  CLEC Invoices  nani :ed bills.  I, magnetic bill, CI  Dvide affiliate data	O ROM bill o	99% within 10 calendar days 99% within 10 calendar days 99% within 10 calendar days or Custom Bill Bureau of		

### **Billing** Measure 31

Title: Usage Completeness

Area	Requi	rement Desc	cription	
Description	Measures the percentage of usage charges appearing on the correct bill.  *Correct bill = next available bill			
Method of Calculation	(Count of usage charges on the bill that were recorded within last 30 billing days / total count of usage charges on the bill) x 100			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates			
Reported By	<ul><li>Resale</li><li>UNE</li><li>Facilities/Interconnection</li></ul>	on		
Geographic Level	Statewide			
Measurable Standards	Sprint is required to provide disaggregation for this mea			
	Disaggregation Level	CLEC	Competitive Comp	arison Benchmark
	Resale	IntraLATA toll messages sent-paid	Sprint IntraLATA toll messages sent- paid	
	UNE	Minutes of use		95% complete
Business Rules	<ul> <li>Facilities/Interconnection   Minutes of use   95% complete</li> <li>Excludes summarized charges</li> <li>Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.</li> </ul>			
Notes	Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.			
Sprint Notes				

#### Billing Measure 32

Title: Recurring Charge Completeness

Title. Recuir	ing Charge Complete	211000		
Area	Requ	irement Des	criptio <b>n</b>	
<b>Description</b>	Measures the percentage of	f fractional recu	irring charges a	ppearing on
	the correct bill.			
	* Correct bill = next availa	able bill		
Method of	(Count of fractional recurring charges that are on the correct bill* / total			
Calculation	count of fractional recurring	ng charges that a	are on the bill)	k 100
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs and by ILEC Affiliates	in the aggregate	e, by ILEC (if a	nalog applies)
Reported By	• Resale			
	• UNE			
	Facilities/Interconnect	ion		:
Geographic Level	Statewide			
Measurable	Sprint is required to provide	de a retail analo	g for certain lev	els of
Standards	disaggregation for this me	asurement.		
	Disaggregation Level CLEC Competitive Comparison			
			Parity	Benchmark
	Resale	Number of fractional OCCs	Number of fractional OCCs	:
	UNE	% charges on correct bill		90% Complete
	Facilities/Interconnection	% charges on correct bill		90% Complete
Business Rules	• Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month. Excludes late charges resulting from mandated billing changes if Sprint makes its changes on time.			
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.</li> </ul>			
Sprint Notes				

Billing Measure 33

Title: Non-Recurring Charge Completeness

Area	Red	quirement Desc	cription -		
Description	Measures the percentage of non-recurring charges appearing on the correct bill.  * Correct bill = next available bill				
Method of	(Count of non-recurring	g charges that are or	the correct bi	ll / total count	
Calculation	of non-recurring charge	of non-recurring charges that are on the bill) x 100			
Report Period	Monthly				
Report Structure	Individual CLEC, CLE and by ILEC Affiliates	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)			
Reported By	<ul><li>Resale</li><li>UNE</li><li>Facilities/Interconn</li></ul>	Resale			
Geographic Level	Statewide				
Measurable Standards	disaggregation for this	Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.			
	Disaggregation Level	CLEC	Competitive Com	parison Benchmark	
	Resale	Total number of non-recurring OCCs	Total number of non-recurring OCCs		
	UNE	% of charges on correct bill		90% complete	
	Facilities/Interconnection	% of charges on correct bill		90% complete	
Business Rules	<ul> <li>Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.</li> <li>Excludes late charges resulting from mandated billing changes if Sprint makes its changes on time.</li> </ul>				
Notes	Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.				
Sprint Notes					

### Billing Measure 34

Title: Bill Accuracy

	J					
Area	Requi	rement Desc	ription -			
Description	Measures the percentage o	f the total bill an	ount that is not	adjusted by		
	correcting service orders o	r adjustments for	the month.			
Method of	(Total monies billed without corrections / total monies billed on a					
Calculation	rolling six month average)	rolling six month average) x 100				
Report Period	Monthly	Monthly				
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)					
	and by ILEC Affiliates					
Reported By	Resale – Diagnostic On	nly				
	• Usage					
	<ul> <li>Recurring Charges</li> </ul>					
	Non-Recurring Cha	arges				
	• UNE – Diagnostic On	ly				
	• Usage					
	Recurring Charges					
	Non-Recurring Ch.	arges				
	Facilities/Interconnect	ion – Diagnostic	Only			
	• Usage		-			
	Recurring Charges					
<u> </u>	Non-Recurring Ch					
Geographic Level	Statewide					
Measurable	Sprint is required to provide	de a retail analog	for certain leve	els of		
Standards	disaggregation for this me	asurement.				
	Disaggregation Level	CLEC	Competitive Compa	arison		
	Resale		Parity	Benchmark		
	Usage	Total Dollars billed	Total Dollars			
		and adjustments for usage	billed and adjustments for			
ŀ	1		usage - Diagnostic			
	Recurring Charge	Total Dollars billed	Only Total Dollars	-		
į		and adjustments for	billed and adjustments for			
		recurring charges	recurring charges			
	Non-recurring Charges	Total Dollars billed	- Diagnostic Only Total Dollars			
	Non-recurring Charges	and adjustments for	billed and			
	İ	non-recurring charges	adjustments for non-recurring			
			charges -	1		
	UNE		Diagnostic Only			
	Usage	Total Dollars billed		- Diagnostic Only		
		and adjustments for usage	]			
	Recurring Charge	Total Dollars billed		Diagnostic Only		
I		and adjustments for		<u></u>		

		recurring	
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring	Diagnostic Only
	Facilities/Interconnection		
	Usage	Total Dollars billed and adjustments for usage	- Diagnostic Only
	Recurring Charges	Total Dollars billed and adjustments for recurring	- Diagnostic Only
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring	- Diagnostic Only
Business Rules	<ul> <li>Sprint makes its check charges, tax</li> </ul>	stable status accounts, restora pilled in installments, non-re s, transfer of payments or bal	ation charges, non- egulated charges, lances, returned
Notes		ovide affiliate data to the PU on, and the CLECs under pr	•
Sprint Notes			

Billing Measure 35

Title: Timeliness of Billing Completion Notices

Area	Requirement Description:
Description	
Method of	Sprint is NOT required to report this measure.
Calculation	
Report Period	
Report Structure	
Reported By	
Geographic Level	
Measurable	Sprint is NOT required to report this measure.
Standards	
Business Rules	
Notes	
Sprint Notes	Sprint is NOT required to report this measure.

#### Billing Measure 36

Title: Accuracy of Mechanized Bill Feed

Area	Requirement Description
Description	Measures the percentage of mechanized bill feeds that are accurately
	passed to the CLEC in the reporting period.
	Sprint is NOT required to report this measure.
	Note: This data will be reported by CLECs. If no data received from
	CLEC, ILEC will not report the measure.
Method of	(Total # of files that passed / Total # of files sent in that reporting
Calculation	period) x 100
Report Period	Monthly
Report Structure	Individual CLECs, CLECs in the aggregate
Reported By	
Geographic Level	Statewide
Measurable	Benchmark for Sprint:
Standards	There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties.
Business Rules	
Notes	
Sprint Notes	Sprint is NOT required to report this measure.

## Database Updates

Measure 37

Title: Database Update Timeliness

Area	Re	equirement De	escriptio <b>n</b> -	
Description	Measures the percenta	Measures the percentage of updates to databases within 24 hours.		
	DA/Listings Datal			
Method of	[(Count of updates co	-	_	_
Calculation	period)/(Count of upd	ates completed in	reporting period	d)] x 100
Report Period	Monthly			
Report Structure	1	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates		
Reported By	Service Order gen	erated updates		
Geographic Level	Statewide			
Measurable	Sprint:			
Standards	Service Order Update	es – Parity		
	Disaggregation Level	CLEC	Competitive Co	mparison
			Parity	Benchmark
	Service Orders	DA Updates	DA Updates	
Business Rules				
Notes	CLECs reserve the	e right to request a	dditional datab	ases be included
	in this measure.			
	Sprint agrees to pr	ovide affiliate dat	a to the PUC, B	ureau of
	Consumer Protection, and the CLECs under proprietary information			
	provisions.	•		-
Sprint Notes	Sprint has no Dire	ctory Assistance	direct gateway i	nput capability

## **Database Updates**

Measure 38

Title: Percent Database Accuracy

Title. Telecii	it Database Accuracy			
Area		irement Dés		
Description	The percentage of DA and	911 records tha	t were updated	by Sprint in
-	error. The data required to			
	by the CLEC. The CLEC			
	transmitted and the errors			
	determined to be in error to validate that the records were input by			
	Sprint incorrectly. An update is completed without error if the database			
	1 2	completely and accurately reflects the activity specified on the order		
	submitted by the CLEC.		··· y specific of	
	• 911 Databases			
	<ul> <li>DA/Listings Datab</li> </ul>	256		
Method of	((Count of Updates Compl		ror) / (Count of	Undates
Calculation	Completed)) x 100	, , , , , , , , , , , , , , , , , , ,	(00), (00	o paares
Report Period	Monthly			
Report Structure	Individual CLECs, CLECs	in the aggregat	e by ILEC (if a	nalog
Report Bir weiture	applies) and by ILEC Affil		, 07 1220 (11 4	
Reported By	For DA/Listings:			
Reported by	•	erated undates		
	Service Order generated updates  For E911 Database:			
	Service Order generated updates			
	_	-		
Casamanhia I anal	Direct gateway input  Statewide			
Geographic Level Measurable				
Standards	Sprint is required to provide a retail analog for this measurement.			
Siunuarus	Disaggregation Level	CLEC	Competitive Comp	arison
	Directory Assistance / Directory		Parity	Benchmark
	Listing			
	Service Order 911	Number Updates	Number Updates	
	Service Order	Number Updates	Number Updates	
	Direct Gateway			TBD
Business Rules	Excludes CLEC caused			
Notes	CLECs reserve the right	ht to request ado	ditional database	es be included
	in this measure.			
	<ul> <li>Sprint agrees to provid</li> </ul>			
	Consumer Protection, and the CLECs under proprietary information			
	provisions.			
Sprint Notes	Sprint has no Direct Gateway input capability for Directory			
	Assistance updates.	- <b>-</b>	_ <del>-</del>	-
	<del></del>	-		

## Database Updates

Measure 39

Title: E911/911 MS Database Update Interval

Area	Requi	rement Desc	cription	
Description	1.7	Measures the percentage of E911/911database updates completed within 48 hours.		
Method of Calculation	(Number of records update updated) x 100	ed within 48 hou	rs / Total numl	per of records
Report Period	Monthly		<u> </u>	
Report Structure	Individual CLECs, CLEC applies) and by ILEC Affi		te, by ILEC (in	f analog
Reported By	Update types			
Geographic Level	Statewide		· · · · · · · · · · · · · · · · · · ·	
Measurable Standards	Sprint is required to provid disaggregation for this mea		for certain lev	els of
	Disaggregation Level	CLEC	Competitive Comp	parison
			Parity	Benchmark
	Service Order Update Direct Gateway Update	911 Updates % Updates within 48 hours	911 Updates	99% in 48 hours
Business Rules	<ul> <li>Excludes scheduled system outages.</li> <li>Excludes Carrier caused delays due to requests to put file on hold or delays in processing records due to invalid data or invalid file formats (i.e. CLEC caused errors).</li> </ul>			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection, and the CLECs under proprietary information provisions.			
Sprint Notes	• For this measurement, Sprint will provide a retail analog for retail to resale customers and a benchmark for those facility based CLEC carriers that use Sprint to load their ALI records to the PSAPs via file transfer methods.			

## <u>Collocation</u> Measure 40

Title: Time to Respond to a Collocation Request

Area	Req	uirement Des	cription	
Description	Measures the percentag	e of time the ILEC	responds to	a CLEC
	complete collocation red	quest, within the al	lotted time.	
Method of	Space Availability:			
Calculation	(Count of Complete Requests returned within 10 calendar days / Count			
	of requests returned for		) x 100	
	Price and Schedule Quote:			
	1 `	(Count of Complete Requests Returned within 30 calendar days / Count		
	of requests returned for Price and Schedule Quote) x 100			
Report Period	Monthly			
Report Structure	Individual CLECs, CLE		· · · · · · · · · · · · · · · · · · ·	
Reported By	All Collocation Typ	es: Caged, Cageles	ss, Virtual, a	nd Other
	<ul> <li>Space Availability</li> </ul>			
	Price and Schedule	Quote		
Geographic Level	Statewide			
Measurable	Benchmark			
Standards				
	Disaggregation Level	CLEC	Competitive C	omparison
			Parity	Benchmark
	Space Availability: Physical Caged	Space Availability	<u> </u>	100% in 10
		Requests		Calendar days
	Physical Cageless	Space Availability Requests		100% in 10 Calendar days
	Virtual	Space Availability	<u> </u>	100 % in 10
		Requests		Calendar days 100% in 10
	Other	Space Availability Requests		Calendar days
	Price and Schedule Quote			
	Physical Caged	Price and Schedule Quotes		100% in 10 Calendar days
	Physical Cageless	Price and Schedule Quotes		100% in 10 Calendar days
	Virtual	Price and Schedule Ouotes		100% in 10 Calendar days
	Other	Price and Schedule Quotes		100% in 10 Calendar days
Business Rules	Excludes orders can	celed by CLEC		L
	Excludes requests/ar	•	e incomplete	and must be
	returned to CLEC for	• •		
Notes	Sprint agrees to prov	<del></del>	o the PUC.	Bureau of
	Consumer Protection, and the CLECs under proprietary information			
Consist Notes	<ul> <li>provisions.</li> <li>Additional levels of disaggregation became effective 8-1-00</li> </ul>			
Sprint Notes	Additional levels of	disaggregation be	came effecti	νc 9-1-00

## **Collocation** Measure 41

Title: Time to Provide a Collocation Arrangement

		ion i mango	NA 11 11 11 11 11 11 11 11 11 11 11 11 11	ALAL ANDRES - 12 ANDRES - 1 20 - 14
Area	Requ		· · · · · · · · · · · · · · · · · · ·	
Description	Measures the percentage	of time the ILEC	cresponds to the	ne CLEC
<b>7</b>	approved collocation requ	est, within the al	llotted time.	
Method of	(Count of Collocation Arrangements completed within 90 calendar			0 calendar
Calculation	1 3	_	_	
Calculation	days / Count of Collocation Arrangements Completed) x 100			
	** 1 TEO 1 1 11 1 1			
	*Approved means ILEC approves the application and has received,			
	from CLEC, financial payment or bond.			
Report Period	Monthly			
Report Structure	Individual CLECs, CLEC	s in the aggregat	e and by ILEC	Affiliates
Reported By	All Collocation Types			
	• New	2 , 2	,	
	Augment			
	Statewide			
Geographic Level	Disaggregation Level	CLEC	Competitive Com	noricon
Measurable Standard	Disaggregation Level	CLEC	Compensive Com	parison :
			Parity	Benchmark
	New Arrangement	<u> </u>		1000/ '-1-1 00
	Physical Caged	Collocation		100% within 90 days
	Physical Cageless	Arrangements  Collocation		100% within 90
	Thysical Cagoloss	Arrangements		days
	Virtual	Collocation		100% within 90
		Arrangements		days
	Other	Collocation Arrangements		100% within 90 days
	Augment Arrangement	Attangements		days
	Physical Caged	Collocation	<del> </del>	100% within 90
		Arrangements		days
	Physical Cageless	Collocation		100% within 90
	Virtual	Arrangements  Collocation		days 100% within 90
	VIIIUAI	Arrangements	Ì	days
	Other	Collocation		100% within 90
		Arrangements	<u> </u>	days
Business Rules	Excludes orders cance	eled by CLEC		
	• Excludes requests/app	olications that are	e incomplete ai	nd must be
	,		•	
D.T.	returned to CLEC for completion			
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of			
	Consumer Protection,	and the CLECs	under propriet	ary information
	provisions.			
Sprint Notes	Additional levels of disaggregation became effective 8-1-00			
Springrious	1 10011101101 10 1010 01 0			

<u>Interfaces</u> Measure 42

Title: Percentage of Time Interface is Available

	tage of Time interfac			
Area	Requi	rement Desc	cription 🖖	
Description	Measures percent of time OSS interface is available compared to			
	scheduled availability.			
Method of	[(Number of Scheduled In	terface Availabl	e Hours) - (Nu	mber of
Calculation	Unscheduled Interface Una	available Hours)	/ Scheduled In	terface
	Available Hours] x 100			
Report Period	Monthly			
Report Structure	CLECs in the aggregate			
Reported By	By interface type accessed	by CLECs		
Geographic Level	Statewide			
Measurable Standards				
Statiation	Disaggregation Level	CLEC	Competitive Comp	arison
			Parity	Benchmark
	Ordering	IRES Availability		99.25% of scheduled hours
Business Rules	Outage hours are obtain	ned from outage	reports	
	Any change requests for	_	-	the reporting
	period are added to the		•	1 0
	Scheduled system avail			
	• 8AM - 8PM EST ()	•	l	
	1	• • • • • • • • • • • • • • • • • • • •		nolidays
	<ul> <li>Excludes non-business days and ILEC published holidays</li> <li>CLECs are notified via e-mail in advance of changes to the</li> </ul>			
	published availabil		·	
Notes	Sprint has one interface which does both pre-ordering and ordering;			
	therefore, both of these functions are reported under ordering.			
	<ul> <li>Sprint does not have ar</li> </ul>		=	-
Sprint Notes				
	<u> </u>			

Interfaces Measure 43

Title: Average Notification of Interface Outages
Sprint discontinued reporting of this measure effective 10-1-00

Marea Marea	$R_{i}$	equirement De	scription		
Description	Measures the time it t	Measures the time it takes the ILEC to notify the CLEC of an outage of			
	an interface.		-	_	
Method of	Sum ((Date and time	Sum ((Date and time of Outage Notification to CLECs)-(Date and time			
Calculation	of ILEC awareness of	Interface Outage)	/Total Numb	er of Interface	
	Outages				
Report Period	Monthly				
Report Structure	Individual CLEC, CL	ECs in the aggrega	ite, and by IL	EC Affiliates	
Reported By	By interface type for	By interface type for all interfaces accessed by CLECs			
Geographic Level	Statewide	Statewide			
Measurable	Sprint discontinued re	porting of this me	asure effective	e 10-1-00	
Standards					
	Disaggregation Level	CLEC	Competitive (	Comparison	
			Parity	Benchmark	
	Interface Type	Number of Notifications		97% in 15 minutes	
Business Rules					
Notes					
Sprint Notes	Sprint discontinue	ed reporting of this	measure effe	ctive 10-1-00	

## <u>Interfaces</u> Measure 44

Title: Center Responsiveness

	1100 POMBITO CHOOD			
Area	Req	uirement De	scription 🖘	
Description	Measures the average time it takes the ILEC's work center to answer a			
	call.			
Method of	(Date and Time of Call	(Date and Time of Call answer - Date and Time of Call Receipt) /		
Calculation	(Total calls answered by	center))		
Report Period	Monthly			
Report Structure	CLECs in the aggregate,	and by ILEC (if	analog applies)	
Reported By	ILEC Ordering Center	er		
	ILEC Repair Center			
Geographic Level	Statewide			
Measurable				
Standards	1			
	Disaggregation Level CLEC Competitive Comparison			parison
			Parity	Benchmark
	Ordering Center	ACD Inc Calls		20 Sec
	Repair Center (Designed)	ACD Inc Calls	Parity by design	
	Repair Center (Non-Designed)	ACD Inc Calls		20 Sec
Business Rules	İ			
Notes	Measured by individual queue, if applicable, in each ILEC center.			
	Sprint will conduct an audit in 2002 to confirm this measure as			
	parity by design.			
Sprint Notes	Repair Center (Designed) changed from Benchmark, to Parity by			
Spinii Noics				to rainty by
	Design as diagnostic	omy, effective I	0-1-00	

### REPORTING PROCESS

Sprint: All measures were implemented by June 1, 1999 except:

Measure 38 - directory listings that occur through the LSR process will be implemented at a later date.

Performance reports will be provided by the fifteenth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Positive reporting will be done for all measures, even those reported on an exception only basis.

When reporting begins on a new measure or for a new CLEC, the ILEC is only required to report results after a full calendar month of data is available.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data upon CLEC request. This analysis will detail the underlying causes contributing to the reported performance results. Within 90 days of the website publication of monthly results, a report recipient may request an analysis of a measurement that is less than parity or not meeting the benchmark. The ILEC will provide the analysis within 30 days of the request.

Authorized users will have access to monthly reports through an interactive website<sup>4</sup>. Each CLEC will have access to its own data, aggregate CLEC data, and ILEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, Sprint will provide data which comprise the results and which are readily available from the systems that provides the reportable data. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

## SERVICE GROUP TYPE DISAGGREGATION

Туре	Sprint
RESALE	
Residential POTS	X
Business POTS	X
ISDN	X
ISDN BRI	
ISDN PRI	
CENTREX	X
PBX	X
PBX Analog	
PBX DID	
Specials (i.e., Designed Services)	
DDS	X
DS-1/ISDN PRI	X
DS-3	X
VGPL/DS0	X
UNBUNDLED NETWORK ELEMENTS	
UNE Loops	
Non-Designed	X
UNE Loop 8dB	
weighted 2/4 wire analog basic/Coin	
Designed - Other	X
UNE Loop 5.5dB 2	
or 4 wire analog	
assured	
UNE Loop 2 wire Digital ISDN	
Capable	
xDSL	v
Provisioned	X
Line Sharing	X
Sub Loops – Voice Grade	X
Sub Loops - Data	X
Dark Fiber	X
EELS	X
UNE Port	
Non-Designed	X
Designed	X
UNE Dedicated	х
Transport	

### SERVICE GROUP TYPE DISAGGREGATION

Туре	Sprint
UNE PLATFORM	
UNE Platform (i.e., loop + port + transport	X
INTERCONNECTION	
Interconnection Trunks	X
LNP	
LNP	X
PROJECTS	
Projects	X

INTERCONNECTION TRUNKS will be included in measures: 2, 7, 8, 11, 12, 13, 14, 19, 20, 21, 23, 25, 30, 31, 32, 33, 34.

LNP is considered a facilities based service group type. LNP will be a level of disaggregation for the following measures: 2, 4, 9, 10, 15, 17a, 19, 20, 21, and 23. Service orders with multiple service group types will be categorized according to the service group type of the first access line entered on the order.

#### PROJECTS are defined as follows:

• Sprint: All services - 20 lines or greater
Results for projects are being considered as a separate level of disaggregation for measurements 2, 7,
and 8. For all other measures which have an SGT as a level of disaggregation, project results are included as
part of the associated SGT.

### SERVICE ORDER TYPES

- New Service Installations
- Service Migrations without Changes
- Service Migrations with Changes
- Move and Change activities
- Feature Changes
- Service Disconnects

### **AUDITING**

The Parties propose that an initial audit and certification process be performed to ensure that individual ILEC reporting procedures are sound and that data collection and reporting are timely, accurate and complete. Each ILEC shall submit its initial audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the Commission's service list in this proceeding.

The parties also support an annual comprehensive audit of the ILECs' reporting procedures and reportable data. This audit would be on behalf of all CLECs and would be performed by independent auditors. Each ILEC shall submit its annual comprehensive audit to the commission, and distribute copies (which include only non-proprietary information) to parties on the Commission's service list in this proceeding.

The cost of this annual audit would be shared between the CLECs and the audited ILEC.

In addition to an annual audit, the ILECs and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested miniaudit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC would be limited to auditing five single measures during the year. The CLEC would pay for the mini-audit, including the ILEC's reasonable associated costs and expenses, unless the ILEC is found to be misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the mini-audit, including the CLECs' reasonable associated costs and expenses. If, during a mini-audit of individual measures, more than 50% of the measures in a major service category are found to have flawed data or reporting problems, the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each mini-audit shall be submitted to the Commission as a proprietary document subject to the applicable protection afforded by Nevada Administrative Code 703.527 through 703.5282.

There are still some open issues regarding the initial audit and certification process, the annual comprehensive audits and mini-audits.

### REVIEW PROCEDURES

As experience is acquired under this Stipulation Agreement with the performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification.

If there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the Nevada PUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Centralized Data Collection	Centralized Data Collection system collects hourly operational measurement data from switches/trunks groups for the LTD, and provides a direct feed to CIRAS.  The information is used for traffic forecasting by trunk capacity planners.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000 or less with number pooling) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service has been deployed.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the status of the trouble is changed to closed.
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.

TERM	DEFINITION
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The installation activity required to activate a service request.
Installation Troubles	A trouble, which is identified after service order activity and installation have been completed, on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting in the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.
Lack of Facilities	A shortage of cable facilities identified after a due date has be sommitted to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Line Sharing	Unbundling of the local loop to make the high-frequency portion of the local loop available to CLECs (DLECs), while the physical line and low-frequency voice path continues to be provided by the ILEC. Line Sharing allows customers to receive both services (voice and data) on the same line, eliminating the need for consumers to procure a second line.
	A Telcordia master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.

TERM	DEFINITION				
Local Number Portability	A network technology which allows end user customers to retain their telephon number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the service provider. The activity to move the telephone number is called "porting"				
Local Service Confirmation	OBF term for a FOC				
Mechanized Bill	A bill that is delivered via electronic transmission.				
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.				
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.				
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.				
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.				
Ordering and Billing Forum (OBF)	Industry forum which works to develop national ordering and billing standards.				
Other Charges and Credits	Partial month recurring and non-recurring charges, installation, and other charge other than basic monthly charges appearing on a bill.				
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".				
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.				
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).				
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.				
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.				
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Nevada PUC.				
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.				
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occurs if required fields are not included in the LSR and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and resubmitted before provisioning can begin.				

TERM	DEFINITION				
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premise address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.				
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops				
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.				
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request				
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.				
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.				
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".				
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.				
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.				
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.				
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Nevada Bell term)				
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.				
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.				
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.				
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call				
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.				

# NEVADA PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYMETER	DESCRIPTION				
ALI	Automatic Line Information (for 911/E911 systems)				
AS	Affecting Service (type of trouble condition)				
BDT	Billing Data Tape				
BRI	Basic Rate Interface (type of ISDN service)				
CABS	Carrier Access Billing System				
CDC	Centralized Data Collection				
CHC	Coordinated "Hot" Cut				
CKT	Circuit				
CLEC	Competitive Local Exchange Carrier				
СО	Central Office				
CPE	Customer Premises Equipment				
CRB	Customer Records and Billing				
CSR	Customer Service Record				
DA	Directory Assistance				
dB	Decibel				
DDS	Digital Data Service				
DID	Direct Inward Dialing				
DS0	Digital Service 0				
DS1	Digital Service 1				
DS3	Digital Service 3				
E911 MS	E911 Management System				
EAS	Equal Access Service				
FOC	Firm Order Confirmation				
GUI	Graphical User Interface				
HDSL	High-bit-rate Digital Subscriber Line				
HICAP	High Capacity Digital Service				
IEC	Inter-exchange Carrier				
ILEC	Incumbent Local Exchange Carrier				
N, T, C	Service Order Types - N(new), T(to or transfer), and C(change)				
IRES	Integrated Request Entry System				
ISDN	Integrated Services Digital Network				
IW	Inside Wire				
LATA	Local Access Transport Area				
LERG	Local Exchange Routing Guide				
LMP	Local Message Processing				
LNP	Local (or Long Term) Number Portability				

# NEVADA PERFORMANCE MEASURES: GLOSSARY OFACRONYMS

ACRONYM	DESCRIPTION				
LSMS	Local Service Management System				
LSR	ocal Service Request				
MAC	Missed Appointment Code				
MPS	Message Processing System				
NANP	North American Numbering Plan				
NPAC	Number Portability Administration Center				
NXX	Telephone number prefix				
OBF	Ordering and Billing Forum				
OOS	Out of service (type of trouble condition)				
OSS	Operations Support System				
PBX	Private Branch Exchange				
PON	Purchase Order Number				
POTS	Plain Old Telephone Service				
PRI	Primary Rate Interface (type of ISDN service)				
PUC	Public Utilities Commission				
SCP	Service Control Point				
SGT	Service Group Type				
SOE	Service Order Entry				
SOT .	Service Order Type				
SS7	Signaling System 7				
STP	Signaling Transfer Point				
TN	Telephone Number				
UNE	Unbundled Network Element				
VGPL	Voice Grade Private Line				
xDSL	(x) Digital Subscriber Line				

# MISSED APPOINTMENT CODES Sprint - Specials

Jeopardy Code Description					
1	Incorrect or Incomplete Order				
2	Related Order Not Issued				
3	Related Order Not Completed				
4					
5	ending Cancellation				
6	Pending Due Date Change  Local Facilities Not Available or Late				
7					
8	Local Facility Records Incorrectly				
	Local Facility Records Incorrect				
9	Late Local Loop Makeup				
10	Defective Local Facility				
11	Access Customer Facilities Not Available				
12	Connecting Company Facilities Not Available				
13	CIRAS Records Incomplete or Inaccurate				
14	Intracompany Facilities Not Available				
15	Incorrect or Late Engineering				
16	Late SSO/TCO/FCO/Eng				
17	Translation Late or Unavailable				
18	nable to Meet Design Requirements				
19	Central Office Equipment Not Installed				
20	Circuit Order Equipment Late or Not Available				
21	Defective Equipment				
22	Customer Not Ready to Test or Accept Service				
23	Customer Reason/Other than Code #22				
24	Change of Due Date/Customer Reason				
25	Access Denied by End User Customer				
26	System Not Available				
27	System Edit/Error				
28	Lack of Manpower				
29	Weather Conditions				
30	Work Completed on Time-Reported Late				
31	Not Installed as Engineered				
32	Connecting Company Not Ready - ILEC to ILEC				
33	Original Date Met, Field RID Required Changes				
34	Natural Disaster				
35	Union Issues				

36	Overtime/budget Restriction
37	Order/tech not dispatched
38	Dark Fiber LAM interval
39	Maintenance resource priority
40	Date not signed off by owner
50	Manpower
51	Workload
52	Due Date priority
53	Delay in table updates
54	EOC info received late from CIRAS
55	Systems outage
56	Entered late by representative
57	Late issuance of connecting company order

Note: Bolded codes are customer exclusion reasons

# MISSED APPOINTMENT CODES Sprint - Retail

Code	Customer Reasons - Description			
AB	This code will indicate working service was found at the time of installation and delayed the original due date installation.			
CL	The due date was not met due to inaccurate or incomplete information received from the customer to work the service order.			
RD	The customer called and requested a different date prior to the appointed due date.			
SA	Plant employee attempted to complete order on appointed date but could not gain access to the customer's premise.			
SO	The installation was delayed because customer requested an instrument that is not normally offered and it had to be special ordered.			
SR	The customer indicated he was not ready for completion of the request on the original due date or provided incomplete or incorrect information which prohibited completion of the request on the original due date (trip was made).			

Code	Company Reasons - Description				
PL	Unanticipated plant workload precluded the completion of the order on the original due date.				
SE	Request was delayed because there was a temporary lack of standard station equipment.				
PF	Lack of plant facilities delayed the completion of the order.				
PB	Bad cable pair or cable plant exists.				
IW	Inclement weather delayed installation.				
CE	Commercial provided incomplete or inaccurate information.				
ME	Marketing provided incomplete or inaccurate information.				
СО	Any other Company Reason.				

# DISPOSITION CODES Sprint

Code	Description			
Canc	Cancellation of ticket at customer request			
CC	Came Clear			
СО	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.			
СРЕ	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.			
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.			
INF	Ticket created for informational purposes only			
OTH	Other – Sprint LTD Network			
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon			
STN	Station – Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc			
ток	Test Okay/No Trouble Found – Could not identify the problem the customer reported either through remote or field testing.			
XCC	IXC/CLEC			
ссо	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.			
TT	Translations Trouble			

Note: Bolded codes are customer reason exclusion codes

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# **Sprint**

# Service Performance Measurement Plan

Florida

**April**, 2002

**DRAFT** 

## INTRODUCTION

This Performance Measures package for Non-Mandated States addresses the following:

- the performance measurements
- the method of calculation
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- the benchmark measures, where a retail analog does not exist, contain measurable standards that have not been established
- data for preceding month reported by the 20<sup>th</sup> of the following month
- disaggregation levels with no activity for the month are not reported

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- V. ATTACHMENTS
  - a. Missed Appointment Codes
  - b. Jeopardy Codes
  - c. Disposition Codes

### **EXECUTIVE SUMMARY**

### **Performance Measures Process**

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS subfunctions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves. In August of 1997, the FCC's Ameritech Opinion analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness." The FCC further clarified in the Ameritech Opinion that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."

<sup>1</sup> See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

<sup>2</sup> See, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (Ameritech Michigan Order), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, Ameritech Opinion at 12 FCC Rcd 20618-19). See also, Ameritech Opinion at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:
"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an

examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)." See, Ameritech Opinion at 12 FCC Rcd at 20619 [¶141]; See also, BellSouth (Louisiana II) Opinion at ¶87 (citing Ameritech Opinion at 12 FCC Rcd at 20619).

### Notes:

These performance measures are not intended to create, modify, or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, nor is it evidence that the ILEC's obligations to such access are defined elsewhere, including the relevant laws, FCC, and Public Utility Commission decisions/regulations, tariffs, and interconnection agreements.

### **Major Categories**

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements, or functions were combined into the following broad categories:

### Pre-Ordering

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

Address Verification/Dispatch Required
Request for Telephone Number
Request for Customer Service Record
Service Availability
Service Appointment Scheduling (due date)
Facility Availability
Loop Pre-Qualification

### Ordering

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC.

### Provisioning

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

#### Maintenance

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

### • Network Performance

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

### Billing

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

### Collocation

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

### **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information that has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness with which changes to customer information, as submitted to these databases, are completed by the ILEC.

#### Interfaces

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

## **ILECs**

By providing performance measures, ILECs do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

## **CLECs**

CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

## **Sprint Performance Measurements**

Measurement #	Measurement Title			
Pre-Ordering				
01	Average Response Time to Pre Order Queries			
Ordering				
02	Average FOC Notice Interval			
03	Average Reject Notice Interval			
04	Percent of Flow-Through Orders (Recommend to Eliminate)			
Provisioning				
05	Percentage of Orders Jeopardized			
06	Average Jeopardy Notice Interval Due to Lack of Facilities			
07	Average Completed Interval			
08	Percent Completed Within Standard Interval (Recommend to Eliminate)			
09	Coordinated Customer Conversion as a Percentage On-Time			
10	LNP Network Provisioning (Recommend to Eliminate)			
11	Percent of Due Dates Missed			
12	Percent Due Dates Missed Due to Lack of Facilities			
13	Delay Order Interval to Completion Date (Lack of Facilities)			
14	Held Order Interval (Recommend to Eliminate)			
15	Provisioning Trouble Reports Prior to Service Order Completion			
17A	Percentage Troubles in 5 Days for New Orders			
18	Average Completion Notice Interval			
Maintenance				
19	Customer Trouble Report Rate			
20	Percentage of Customer Trouble Not Resolved Within Estimated Time			
21	Average Time to Restore			
22	POTS Out of Service Less Than 24 Hours			
23	Frequency of Repeat Troubles in 30-Day Period			
Network Performance				
24	Percent Blocking on Common Trunks (Recommend to Eliminate)			
25	Percent Blocking on Interconnection Trunks			
26	NXX Loaded by LERG Effective Date			
Billing				
28	Usage Timeliness			
30	Wholesale Bill Timeliness			
31	Usage Completeness			
32	Recurring Charge Completeness			
33	Non-Recurring Charge Completeness			
34	Bill Accuracy			
Database Updates				
37	Database Update Timeliness			
38	Percent Database Accuracy (Recommend to Eliminate)			
39	E911 Database Update Interval			

Collocation		
40	Time to Respond to a Collocation Request	
41	Time to Provide a Collocation Arrangement	
Interface		
42	Percentage of Time Interface is Available	
44	Center Responsiveness	

## **Pre-Ordering**

### Measure 1

Title: Average Response Time to Pre-Order Queries					
Area Description	The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.				
	<ul> <li>Address Verification/Dispatch Required</li> <li>Request for Telephone Number</li> <li>Request for Customer Service Record <ul> <li>Simple</li> <li>Complex</li> </ul> </li> <li>Rejected/Failed Queries</li> <li>Switch Verification</li> </ul>				
	Loop Pre-qualification				
Method of Calculation	Electronic: Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period)				
	Manual: Loop Pre-qualification and Switch Verification Sum [((Fax Date and Time Returned) - (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)] X 100				
Report Period	Monthly				
Report Structure	Individual CLEC and CLECs in aggregate				
Reported By	By query type and by in	terface type, includii	ng tax		
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comparison		
Standards	Electronic:		Parity	Benchmark	
	Address Verification/Dispatch Required	Request for Address Verification		TBD	
	Request for Telephone Number	Request for Telephone Number		TBD	
	Request for Customer Service Record - Simple	Request for Simple CSR		TBD	
	Request for Customer Service Record - Complex	Request for Complex CSR		TBD	
	Rejected/Failed Queries	Rejected/Failed Query		Diagnostic Only	
	Manual:				
	Switch Verification	Request for Switch Verification		TBD	
	Loop Pre-Qualification	Request for Loop Pre- Qualification		TBD	
	TBD: To Be Determined		<del>-</del>		
Business Rules	Elapsed time is measured in seconds for electronic pre-order				

	<ul> <li>requests. Manual interface will be reported in days.</li> <li>Elapsed time for fully electronic submeasures will be tracked during published system hours.</li> <li>Retries of queries that failed will restart the response time calculation.</li> <li>Sprint defines Simple CSR queries as a query on an account that has 4 or less lines.</li> <li>Exclude CSR requests for greater than 20 working telephone numbers.</li> <li>Exclude queries during non-available hours.</li> </ul>
Notes	<ul> <li>Sprint will implement an appointment module in last quarter of 2002, which will eliminate the need for Service Appointment Scheduling queries.</li> <li>Implementation of Federal National Portability requirements will prevent the capability to query NPA/NNX in 2002 will eliminate Service Availability information as an independent query.</li> <li>Sprint agrees to provide affiliate data within the monthly reports.</li> </ul>

Ordering Measure 2

Title: Average FOC Notice Interval

Title: Avera	ge roc nonce men				
Area		uirement Des			
Description	Measures the average time from receipt of a valid LSR to returning a				
	Firm Order Confirmation (FOC).				
Method of	Electronic:				
Calculation	Sum ((Date and Time of FOC) - (Business Date and Time of Receipt of				
	Valid PON/LSR)) / (Number of FOCs Sent in Reporting Period)				
	Electronic/Manual Mix:				
	Sum ((FOC Date and Time) – (Receipt Date and Time of receipt of error free LSR)) / (Number of FOCs sent)				
Report Period	Monthly	Monthly			
Report Structure	Individual CLECs, CLECs in aggregate, and by ILEC (where analog applies)				
-					
Reported By	Electronically received/electronically handled				
	Electronically received and manually handled				
	By Service Group Type				
	By Blind and Intelligent FOCs				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Com	parison	
Standards	RESALE		Parity	Benchmark	
	Blind FOC				
	Res POTS	Res POTS			
	All Electronic			TBD	
	Elec/Manual Mix Bus POTS	Bus POTS		TBD	
	All Electronic			TBD	
	Elec/Manual Mix ISDN-BRI	ISDN-BRI		TBD	
	All Electronic			TBD	
	Elec/Manual Mix CENTREX	CENTREX		TBD	
	All Electronic			TBD TBD	
	Elec/Manual Mix PBX	PBX		160	
	All Electronic Elec/Manual Mix			TBD TBD	
	Intelligent FOC			100	
	DDS	DDS	DDS		
	All Electronic		İ		
	Elec/Manual Mix DS1/ISDN-PRI	DS1/ISDN-PRI	DS1/ISDN-PRI		
	All Electronic				
	Elec/Manual Mix DS3	DS3	DS3		
	All Electronic Elec/Manual Mix			1	
	VGPL/DS0	VGPL/DS0	VGP/DS0		
	All Electronic Elec/Manual Mix				
<u> </u>	Lico Maidal Mix				

	UNBUNDLED NETWORK				
	ELEMENTS				
	Blind FOC				
	UNE Loops Non-Designed All Electronic Elec/Manual Mix	UNE Loops Non-Designed		TBD TBD	
	UNE Loops - xDSL Provisioned All Electronic Elec/Manual Mix	UNE Loops - xDSL Provisioned		TBD TBD	
	Subloops - Voice Grade All Electronic Elec/Manual Mix	Subloops - Voice Grade		TBD TBD	
	Subloops - Data All Electronic Elec/Manual Mix	Subloops - Data		TBD TBD	
	Line Sharing All Electronic Elec/Manual Mix	Line Sharing		TBD TBD	
	LNP All Electronic Elec/Manual Mix	LNP		TBD TBD	
	Intelligent FOC				
	UNE Loops - Designed All Electronic Elec/Manual Mix	UNE Loops- Designed	DDS, VGPL/DS0		
	UNE Ports All Electronic Elec/Manual Mix	UNE Ports	DS1/ISDN-PRI		
	UNE Platform All Electronic Elec/Manual Mix	UNE Platform	Bus. POTS Dispatched		
	UNE Dedicated Transport All Electronic Elec/Manual Mix	UNE Dedicated Transport	HICAP Designed DS3, DS1/ISDN- PRI		
	Dark Fiber All Electronic Elec/Manual Mix	Dark Fiber	DS3		
	EELS All Electronic Elec/Manual Mix	EELS	DS1, DS3, VGPL/DSO		
	Interconnection Trunks All Electronic Elec/Manual Mix	Interconnection Trunks	ILEC Dedicated Trunks		
Business Rules	Elex/Manual Mix     Elapsed time calculated in business hours and excludes non-business days and ILEC published holidays.				
i	1	•	•	1 . 1	
	• The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.				
	Count of FOCs will include total FOCs sent regardless of receipt and response time.				
	Excludes Loop Pre-Qualification queries that are processed as LSRs.				
	Exclude missed FOCs due to customer reason.				
	Exclude Interconnection Trunk order with a quantity of 192 or more trunks on the order.				
	Manually received and handled FOCs not included.				
	Excludes FOCs returned that are part of negotiated projects.				
Notes	<ul> <li>Sprint defines projects</li> </ul>	as $\geq = 20$ lines v	with the excepti	on of	

	interconnection trunks.
	Sprint agrees to provide affiliate data within the monthly reports.
	Sprint agrees to provide armiate data within the monthly reports.

### <u>Ordering</u> Measure 3

Title: Average Reject Notice Interval

Area	Requi	rement Desc	ription			
Description	Reject interval is the elapsed			of a LSR		
	from the CLEC to the ILEC					
Method of Calculation	Electronic					
	((Business Date and Time of					
	(Business Date and Time of	LSR Receipt)) /	(# of Mechaniz	zed LSRs		
	Rejected)					
	Electronic/Manual					
	((Business Date and Time of		•	,		
:	(Business Date and Time of LSR Receipt)) / (#of Electronic/Manual					
	LSRs Rejected).					
	1	Manual				
		((Rejection Date and Time) - (Received Date and Time)) / (Number of manual rejections sent in reporting Period)				
Report Period	Monthly	orung Period)				
Report Structure	Individual CLEC and CLECs in aggregate					
Reported By	Electronically received, electronically handled					
Reported by	All interfaces					
	Syntax (edit engine) and content errors (other edits)					
	Resale non-designed and non-designed Facility-based UNE LSRs.					
	Electronically received, manually handled					
	All interfaces					
	Syntax (edit engine) and content errors (other edits)					
	Resale non-designed and non-designed Facility-based UNE LSRs.					
	Manually received and handled (fax)					
	Resale non-designed and	l non-designed H	acility based U	NE LSRs.		
Geographic Level	Statewide					
Measurable Standards	Disaggregation Level	CLEC	Competitive Compe Parity	arison Benchmark		
	All Electronic Electronic/Manual Mix	Reject Notice		TBD		
	All Manual	Reject Notice Reject Notice	<del> </del>	TBD TBD		
Business Rules	Elapsed time calculated	in business hour	s. Excludes nor	n-business		
	days and ILEC published					
	• Calculation of requests r	eceived after the	end of the bus	iness day		
	starts at the beginning of	f the next busine	ss day. Busines	s day is		
	defined as published hou	ers of operation t	for the ILEC or	dering center.		
	Exclude rejects when the					
	processed prior to the be	ginning of the n	ext business day	y.		
	<ul> <li>Exclude Loop Pre-Quali</li> </ul>	fication queries	created as servi	ce orders.		
Notes	<ul> <li>Sprint agrees to provide</li> </ul>	affiliate data wi	thin the monthly	y reports.		

#### **Ordering**

#### RECOMMEND ELIMINATION

Measure 4

Title: Percent of Flow-Through Orders

. Area		equirement Descri				
Description .	Measures the percenta	nge of mechanized LSRs	s processed	e <del>n-a flow</del>		
-	through basis. The de	through basis. The definition of Flow-through for the intent of this				
	1 0	measure is to reflect those LSRs that are able to provide the Firm Orde				
		rithout manual intervent		ne i nini Orde		
	0 0111111111111111111111111111111111111	1010 01 11101101		<del></del>		
Method of	<del>[(Number of valid ele</del>	[(Number of valid electronically received LSRs that flow-through				
Calculation	without manual interv	without manual intervention) / (Total valid electronically received				
	LSRs)] x 100					
Report Period	Monthly					
Report Structure	Individual CLEC and CLECs in aggregate.					
Reported By	<ul> <li>LSRs that flow through as a percentage of:</li> <li>1) All electronically received LSRs programmed to flow through</li> </ul>					
-						
	2) All electronically received LSRs					
	By Service Group Types					
Geographic Level	Statewide	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive C	ompar <del>ison</del>		
Standards	Resale		Parity	Benchmark		
	Res POTS	Res POTS		Diagnostic Only		
	Bus POTS	Bus-POTS		Diagnostic Only		
	ISDN-BRI	ISDN-BRI		Diagnostic Only		
	CENTREX	CENTREX		Diagnostic Only		
	PBX	PBX		Diagnostic Only		
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed		Diagnostic Only		
	UNE Loops xDSL Provisioned	UNE Loops-xDSL Provisioned		Diagnostic Only		
	Line Sharing	Line Sharing		Diagnostic Only		
	UNE Subloops Voice Grade	Subloops - Voice Grade		Diagnostic Only		
	UNE Subloops Data	Subloops Data	ļ	Diagnostic Only		
	LNP	LNP	<u> </u>	Diagnostic Only		
Business Rules	Excludes Loop Pr	e-Qualification queries.	;			
Notes		C process will preclude		rough of		
11000	_		Calc How-ti	nough of		
	designed Service	<del>oroup i ypes.</del>				

#### **Provisioning**

Measure 5

Title: Percentage of Orders Jeopardized

Area	Req	uirement Desc	cription		
Description	Percentage of total order	Percentage of total orders processed for which the ILEC notifies the			
•	CLEC that the work may not be completed by the due date committed				
	on the original blind FOC.				
Mathadas					
Method of	(Number of Orders Jeopardized) / (Number of Orders Completed) x				
Calculation	100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC				
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comparison		
Standards	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS	Denemmar x	
	Bus POTS	Bus POTS	Bus POTS		
	ISDN-BRI	ISDN-BRI	ISDN-BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed		
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops – Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non- Designed		
	Subloops - Data	Subloops - Data	Retail xDSL		
	UNE Platform	UNE Platform	Bus. POTS Dispatched		
Business Rules	Excludes delays for a	customer reasons.			
	• Excludes Loop Pre-C	Dualification queri	es.		
Notes			<del></del>		
	<del></del>				

<u>Provisioning</u> Measure 6

Title: Average Jeopardy Notice Interval Due to Lack of Facilities

	ge reopardy reduce i			1 delitties	
Area	Req	uirement Des	cription		
Description	Measures the remaining			ommitted LSR	
2 cocrapitors	completion date and time (communicated via the blind FOC) and the				
	· -	•		-	
l	date and time the ILEC i			_	
	in jeopardy of missing th				
Method of	((Date and Time of Com		•	(Date of	
Calculation	Jeopardy Notice) / (Number of Jeopardy Notices))				
Report Period	Monthly				
Report Structure	Individual CLEC and CLECs in aggregate				
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Con	nparison	
Standards	Resale		Parity	Benchmark	
	Res POTS	Res POTS		TBD	
	Bus POTS	Bus POTS		TBD	
	ISDN-BRI	ISDN-BRI		TBD	
	CENTREX	CENTREX		TBD	
	PBX	PBX		TBD	
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed		TBD	
	xDSL Provisioned	xDSL Provisioned		TBD	
	Line Sharing	Line Sharing		TBD	
	Subloops - Voice Grade	Subloops – Voice Grade		TBD	
	Subloops - Data	Subloops - Data		TBD	
	UNE Platform	UNE Platform		TBD	
Business Rules	<ul><li>Excludes delays for of Excludes Loop Pre-O</li></ul>				
Notes	If the ILEC policy characteristics  Retail customers, this				
	Retail customers, this measure could be evaluated for analog.				

#### **Provisioning** Measure 7

Title: Average Completed Interval

Description	Average business days	Requirement Description  Average business days from receipt of valid, error-free service in the					
	to completion date in se	to completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new, move, and completion date in service order system for new for ne					
	and any with investigation of	ioi new, move	, and change				
		orders with inward action.					
Method of	(Total business days from receipt of valid, error-free service request to						
Calculation	completion date in servi						
	orders) / (Total new, mo			Č			
Report Period	Monthly						
Report Structure	Individual CLEC, CLECs in aggregate, and by ILEC						
Reported By	By service group type						
Geographic Level	Statewide Statewide						
Measurable	Disaggregation Level	CLEC	Competitive Com	aricon			
	- sough equal Level	CLEC	Competitive Comparison				
Standards	Resale		Parity	Benchmark			
	Res POTS	Res POTS	Res POTS				
	Bus POTS	Bus POTS	Bus POTS				
	ISDN-BRI	ISDN-BRI	ISDN-BRI				
	CENTREX	CENTREX	CENTREX	<del> </del>			
	PBX DDS	PBX	PBX				
	DS1/ISDN-PRI	DDS DS1/ISDN-PRI	DDS DS1//SDN PRI	<del> </del>			
	DS3	DS3	DS1/ISDN-PRI DS3	<del> </del>			
	VGPL/DS0	VGPL/DS0	VGPL/DS0				
	UNBUNDLED NETWORK	VOI D DS0	VGI D D30				
	ELEMENTS						
	UNE Loops Non-Designed	I DIE Leere	Post POTC				
	Noil-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed				
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched				
	xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL				
	Line Sharing	Line Sharing	Retail xDSL				
	Subloops - Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non- Designed				
	Subloops - Data	Subloops - Data	Retail xDSL	<del>                                     </del>			
	Dark Fiber	Dark Fiber	D3				
	UNE Ports	UNE Ports	DS1/ISDN-PRI				
	EELS	EELS	DS1, DS3, DS0	<del> </del>			
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed				
		Transport	DS3 and DS1				
	UNE Platform	UNE Platform	Bus. POTS Dispatched				
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks				
	Projects	Projects -	Projects -				
Business Rules	<del> </del>	Diagnostic Only equested due dates	Diagnostic Only				

	<ul> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries.</li> <li>Sprint defines projects as &gt;= 20 lines and results are diagnostic only.</li> </ul>
Notes	

#### Measure 8

#### **BECOMMEND ELIMINATION**

#### <u> Provisivor</u>

# Title: Percent Completed Within Standard-Interval

The Posigned Company Delysburped Delysburped Delysburped Delysburped Delysburped Delysburped Delysburped Delysburped Delegated Transport Delegated
WORLDEO WERLED WETWORK  ELEMENTS  WORLDEO  WORLD
WORLDEG WORLDS DES DES DES DES DES DES DES DES DES D
The Planter of Pasis and Acpt. DS3 DS3 DS3 DS3 DS3 DS3 DS3 DS3 DS3 DS3
HOLE Platform  UNE Platform  UNE Platform  UNE Poetice Grade  UNE Poetic  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetic  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetic  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetic  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetic  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetic  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetice  UNE Poetic  UNE Poetice  UNE Poetice  UNE Poetic  UNE Poetice  UNE Poetic  UNE Poet
UNE Platform     UNE Platform     UNE Platform       UNE Designed     VGPL/DS0     VGPL/DS0       UNE Designed     UNE Designed     DS1,DS1,DS0       UNE Designed     UNE Designed     DS1,DS1,DS0       UNE Designed     UNE Designed     DS1,DS1,DS0       UNE Designed     UNE Designed     DS2, and DS1       UNE Loops     DS3     DS3, and DS4       UNE Loops     DS3     DS3       UNE Loops     DS3     DS3       UNE Loops     DS4     DS4       UNE Loops     DS3     DS4       UNE Loops     DS3     DS3       UNE Loops     DS3     DS3       UNE Loops     DS4     DS3       UNE Loops     DS4     DS3       UNE Loops     DS4     DS3       UNE Loops     DS4     DS3       UNE Loops     DS5     DS5       UNE Loops     DS5
WGPLDSG VGPLDSG
CME Decirated Transport         UNE Decirated Transport         UNE Decirated Transport         UNE Decirated Transport         UNE Decirated Transport         UNE Decirated Transport         UNE Decirated Transport         UNE Ports         DSCH ISDN-BKI           Complete Decirated Transport         UNE Decirated Transport         UNE Decirated Transport         Decirated Tran
EELS DS1, DS3, DS3  EELS DS1, DS3, DS3, DS3, DS3, DS3, DS3, DS3, DS3
TycPLDS0 YGPLDS0 YGPLDS0 TycPLDS0  Designed  Tobloops Data  Tobloops Da
DS3
DS3 DS3 DS3  WGPLDS0 WGPLDS0 WGPLDS0  UNBUNDLED NETWORK  LINE Loops  Non-Designed  Won-Designed  Won-Designed  UNE Loops  Won-Designed  UNE Loops  Won-Designed  UNE Loops  Designed  UNE Loops  Well-DSD  Designed  UNE Loops  Designed  UNE Loops  Designed  UNE Loops  Designed  WGPLDS0  Line Sharing  Line Sharing  Line Sharing  Dispatch Non-  Subloops—Voice Grade  Dispatch Non-  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed  Designed
DS3 DS3  WGPL/DS0 VGPL/DS0 VGPL/DS0  UNB Loops Voice Grade  Subloops Voice Grade  Dispatch Non- Subloops Voice Grade  Dispatch Non- Subloops Voice Grade  Dispatch Non- Subloops Voice Grade  Dispatch Non- DS3  DS3  WGPL/DS0  DS3  DS3  WGPL/DS0  DS3  WGPL/DS0  DS3  WGPL/DS0  DS4  DS5  DS5  DS5  DS5  DS5  DS5  DS5
DS3
DS3
DS3
Designed   UNE Loops   NGPLDS0   NGPLDS0
Decigned   Decigned
Decigned   CARE Foods   Decigned   Decigne
Designed   Designed
Non-Designed   Dispatch Non-
MON-Designed         CIME Foods         BRS-LOLZ           CETEWEALZ         CHEWEALZ           CHRENDFED NELMORK         AGBT\D20           ACBT\D20         AGBT\D20           D23         D23           D23         D23
AME Foobs           EFEWERLS           AMBRINDIED NELMORK           ACBF\DS0         ACBF\DS0           DS3         DS3           DS3         DS3
EFEWERLS           CHRENDED NELMORK         AGENDED           ACBTD80         AGEND80           D83         D83           D83         D83
AMBRIADTED NELLMOBK         AGEI\D20           ACEI\D20         AGEI\D20           D23         D23
DE3 DE3 DE3
DSI\ISDM bki DSI\ISDM bki DSI\ISDM bki
DDS DDS DDS DDS
Xवर्ष Xवर्ष Xवर्ष
CENTREX CENTREX CENTREX
JSDN-BKI JSDN-BKI JSDN-BKI
Bus POTS Bus POTS
Kec POTS Rec POTS
Resale Resale Benchmark
Acasurable Disaggregation Level CLEC Competitive Comparison
Scographic Level Statewide
Gebouced By Service group type
Report Structure Individual CLEC, CLECs in aggregate, and ILEC
the state of the s
Aport Period Monthly
Move and Change Orders)] x 100
Galculation interval of Receipt of Valid, Error free Service Request) / (Total New,
Aethod of [(Total New, Move and Change Orders Completed Within the Standard
valid, error-free service request with inward action.
Measures of orders completed within the standard interval of receipt of
Area Area

Business Rules	<ul> <li>Excludes customer requested due dates greater than the standard interval offered and orders delayed for customer reasons.</li> <li>Excludes services with flexible due dates.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries.</li> <li>Sprint defines projects as &gt;= 20 lines and results are diagnostic.</li> </ul>
Notes	

#### **Provisioning** Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

Area		Requiremen	t Descript	ion		
Description	Measures the percentage of coordinated cut overs TBCC started on					
	time where CLEC has requested timed coordination.					
	* Note: "On time" r	neans appointm	ent arrival tin	ne plus or minus 1		
	hour. Orders started	before appoints	nent arrival ti	ime are considered on		
	time if process inclu	time if process includes coordination and sign off with the CLEC.				
Method of	[(Number of coordi	nated cut overs	started on tim	e) / (Count of timed		
Calculation	coordinated cut overs completed in reporting period)] x 100					
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC					
Reported By	Residence POTS, Business POTS, and LNP conversions					
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive	Comparison		
Standards	Resale		Parity	Benchmark		
	Res POTS	Res POTS		TBD		
	Bus POTS	Bus POTS		TBD		
	LNP	LNP		TBD		
Business Rules	<ul> <li>Excludes CLEC</li> </ul>	caused misses				
	Applies to CLE	C requested coo	rdinated cut o	overs only		
Notes						

### **Provisioning** RECOMMEND ELIMINATION Measure 10

Title: LNP Network Provisioning

		<u> </u>				
Area		. Requirement	Description :			
Description	Measures LNP network provisioning failures as a percentage of the					
_	total number of N	total number of NPAC broadcasts of telephone number subscription				
	versions to port.					
Method of	(Total number of LNP network provisioning failures) / (Total number					
Calculation	of NPAC porting	of NPAC porting broadcasts) x 100				
Report Period	Monthly					
Report Structure	CLECs in the agg	CLECs in the aggregate and ILEC				
Reported By	State					
Geographic Level	Statewide					
Measurable	Disaggregation	CLEC	C Competitive Comparison Parity Benchmark			
Standards	Level					
	State	Updates	Parity by Design			
Business Rules	Provisioning failure data will be collected for individual network database failures—failures to provision between the ILEC LSMS and LNP network databases (STP or SCP)  Excludes total failures from the NPAC to all LSMS systems. Failures resulting in updates exceeding 15 minutes are counted. Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC)					
Notes	Sprint conduction     by design.	ted an audit in 200	)2 to confirm this i	neasure as parity		

#### **Provisioning**

Measure 11

Title: Percent of Due Dates Missed (Excluding Lack of Facilities)

7 11101	t of Duc Dutes Wisse	a (Exeracin	5 Duck of 1	delitios		
	Requ					
Description	Measures the percent of ne	ew, move and ch	ange orders wi	th inward		
-	action where installation was not completed by the due date for reason					
	* *					
	other than lack of facilities.					
Method of	[(Total Number of Missed Due Dates for ILEC Reasons on New, Move					
Calculation	and Change Orders / Total Number of New, Move and Change					
	Orders)] x 100					
Danaut Daviad	Monthly					
Report Period		•	1 11 110	<del></del>		
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC					
Reported By	1	By service group type				
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison		
Standards	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS	T		
	Bus POTS	Bus POTS	Bus POTS			
	ISDN-BRI	ISDN-BRI	ISDN-BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN-PRI	DS1/ISDN-PRI	DS1/ISDN-PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops	<u> </u>	<u></u>	<u> </u>		
·	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed			
	Designed	UNE Loops	DDS and			
		Designed	VGPL/DS0			
			Dispatched			
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	<del>             </del>		
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops – Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non-			
		Jiauc	Designed			
	Subloops – Data	Subloops - Data	Retail xDSL	1		
	Dark Fiber	Dark Fiber	DS3			
	UNE Ports	UNE Ports	DS1/ISDN-PRI	1		
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed			
		Transport	DS3 and DS1			
	UNE Platform	UNE Platform	Bus. POTS Dispatched			
	Interconnection Trunks	Interconnection	ILEC Dedicated	<b>\</b>		
	<u></u>	Trunks	Trunks			

Business Rules	<ul> <li>Excludes customer caused misses</li> <li>Excludes misses resulting from lack of facilities. Lack of facilities missed due dates are reported in Measure 12.</li> <li>Due date is defined as either original due date, revised due dates, or final due date if the original or revised due dates were missed.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>
Notes	Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.

# **Provisioning** Measure 12

Area	And the second of the second o	Requirement Des	cription :			
Description	Measures the percent of new, move and change orders with inward action					
	missed due to lack of facilities.					
	Note: Results are not included in Measure 11 "Percent of Due Dates Missed					
	(Excluding Lack of Fa					
Method of	[((Total New, Move and Change Orders Missed Due Dates for Lack of					
Calculation	Facilities) / (Total Number of New, Move and Change Orders))] x 100					
Report Period	Monthly					
Report Structure	Individual CLEC, CLE	ECs in aggregate, and	ILEC.			
Reported By	By service group type					
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Comparison			
Standards	Resale		   Parity	Benchmark		
~	Res POTS	Res POTS	Res POTS	Deneminary		
	Bus POTS	Bus POTS	Bus POTS	·		
	ISDN-BRI	ISDN-BRI	ISDN-BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DSI/ISDN-PRI	DS1/ISDN-PRI	DS1/ISDN-PRI			
	DS3	DS3	DS3	<del></del>		
	VGPL/DS0 UNBUNDLED NETWORK	VGPL/DS0	VGPL/DS0			
	ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed			
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched	_l		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL	<b></b>		
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops – Voice Grade	Subloops - Data	Bus. POTS Dispatch Non- Designed			
	Subloops – Data	Subloops - Data	Retail xDSL			
	Dark Fiber UNE Ports	Dark Fiber UNE Ports	DS3 DS1/ISDN-PRI	<del>-</del>		
	EELS	EELS	DS1, DS3, DS0	<del></del>		
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1			
	UNE Platform	UNE Platform	Bus. POTS Dispatched			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
Business Rules		_	e date, revised due dat due dates, or final du	-		
	<ul> <li>Excludes customer</li> </ul>	caused misses.				
	For UNE Loop ser	vices, feature only or	ders are excluded fron	n the retail		
	analog.	,				
	1	-Qualification queries	S.			
		Camillianion duono				

Notes			
Notes			

#### **Provisioning** Measure 13

Title:

Delay Order Interval to Completion Date (For Lack of Facilities)

Area						
	Measures the average calendar days from due date to completion date					
Description	on company missed orders for new, move, or change orders with					
	inward action due to	inward action due to lack of ILEC facilities.				
Method of		(Completion Date - Committed Order Due Date (for orders missed due				
Calculation		to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of				
Calculation		,, ,	Orders Missed du	e to Lack of		
		ILEC Facilities in the Reporting Period)				
Report Period	Monthly					
Report Structure	Individual CLEC, C	LECs in aggregate, a	ind ILEC			
Reported By	By service group	type				
•	Disaggregated b	y 1-30 days, 31-90 d	ays and >90 calen	dar days		
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Compariso	n		
Standards	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS	<del> </del>		
	ISDN-BRI	ISDN-BRI	ISDN-BRI			
	CENTREX	CENTREX	CENTREX	<u> </u>		
	PBX	PBX DDS	PBX			
	DDS DS1/ISDN-PRI	DS1/ISDN-PRI	DDS DS1/ISDN-PRI	<del> </del>		
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0	<del> </del>		
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops			<del> </del>		
	Non-Designed	UNE Loops - Non- Designed	Bus. POTS Dispatch Non-Designed			
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched			
	xDSL Provisioned	xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops – Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non-Designed			
	Subloops – Data	Subloops - Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3	}		
	UNE Port	UNE Ports	DS1/ISDN-PRI			
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1			
	UNE Platform	UNE Platform	Bus. POTS Dispatched			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
Business Rules	Excludes Loop 1	Pre-Qualification que	eries.			
	<del></del>					

#### **Provisioning**

#### RECOMMEND ELIMINATION Measure 14

#### Title: Held Order Interval

Area		irement Des	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7			
Description	Measures the time period that new, move, and change service orders					
1	with inward activity are not completed by the original due dates for all					
	1	ILEC reasons (including lack of facilities).				
25 4 1 6				Dotal) /		
Method of	((Reporting Period Close					
Calculation	(Number of Orders Pendi	_				
	Note: For all orders pena	ling and past the	<del>committed due</del>	<del>date.</del>		
Report Period	Monthly					
Report Structure	Individual CLEC, CLEC	s in aggregate, an	d ILEC			
Reported By	By service group type					
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive	Comparison		
1.20	Disaggregation Level	CELC	Compenie	Comparison		
Standards	Resale		Parity	- Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN-BRI	ISDN-BRI CENTREX	ISDN-BRI CENTREX			
	CENTREX PBX	PBX	PBX			
	DDS DC1//CDNI DB1	DSI/ISDN-PRI	DDS DS1/ISDN-PRI	<del> </del>		
	DS1/ISDN-PRI DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0	<del> </del>		
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed			
	——— Designed	UNE Loops Designed	DDS-and VGPL/DS0 Dispatched			
	xDSL Provisioned	xDSL_Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops Voice Grade	Subloops Voice Grade	Bus. POTS Dispatch Non- Designed			
	Subloops Data	Subloops Data	Retail xDSL			
	Dark-Fiber	Dark Fiber	DS3			
	UNE Port	UNE Ports	DSI/ISDN-PRI			
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS3 and DS1			
	UNE Platform	UNE Platform	Bus. POTS Dispatched			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			

Business Rules	Excludes customer caused misses.
	Excludes Loop Pre-Qualification queries.
Notes	<ul> <li>Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.</li> <li>For UNE Loop services, feature only orders are excluded from the retail analog.</li> </ul>

#### **Provisioning** Measure 15

Title:

Provisioning Trouble Reports Prior to Service Order

Completion

. Area .	Require	ement Descr	iption 🚁 🗀		
Description	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process on new, move, and change orders with inward activity.				
Method of Calculation	[(Total number of trouble reports that occur on the date of service order completion)/ (Total Number of service orders completed in reporting period)] x 100.				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in a	ggregate, and IL	EC		
Reported By	Resale Residential POTS, Bus and Subloops-Voice Grade, and	iness POTS and		on-Designed	
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison	
Standards	Resale		Parity	Benchmark	
	Res. POTS	Res POTS	Res POTS		
	Bus. POTS UNBUNDLED NETWORK ELEMENTS	Bus POTS	Bus POTS	ļ	
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed		
	Subloops – Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non- Designed		
	LNP	LNP	LNP		
Business Rules	Excludes CPE and IEC/CL		bles	- <del> </del>	
	<ul> <li>Excludes Subsequent reports</li> <li>Excludes Message Reports records)</li> <li>Excludes ILEC employees</li> </ul>	(circuit reports		C has no	
Notes					

#### **Provisioning**

#### Measure 17a

Title: Percentage Troubles in 5 Days for New Orders

Area	Requirement Description				
Description	Measures the percent of r	Measures the percent of network customer trouble reports received			
	within 5 calendar days of service order completion for new, move, and				
			iipieiioii ioi iie	w, move, and	
	change orders with inwar				
Method of	[(Total Number of Custo	mer Trouble repo	rts received wi	thin 5 calendar	
Calculation	days of service order con	pletion) / (Total )	Number of nev	v, move and	
	change completed orders			<i></i>	
Report Period	Monthly	)] 1. 100			
Report Structure	Individual CLEC, CLEC	s in aggregate an	d II EC		
		s in aggregate, an	d ILLC		
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comp	parison	
Standards	Resale		Parity	Benchmark	
Startan as	Res POTS	Res POTS	Res POTS	Denomark	
	Bus POTS	Bus POTS	Bus POTS		
	ISDN-BRI	ISDN-BRI	ISDN-BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DSI/ISDN-PRI	DS1/ISDN-PRI	DS1/ISDN-PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK				
	ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatch Non- Designed		
	Designed	UNE Loops Designed	DDS and VGPL/DS0		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops - Voice Grade	Subloops - Voice	Bus. POTS		
		Grade	Dispatch Non-		
	Subleans Date	Cubless Det-	Designed Pateil a DSI	<del> </del>	
	Subloops - Data  Dark Fiber	Subloops - Data  Dark Fiber	Retail xDSL DS3	<del></del>	
	UNE Port	UNE Ports	DS1/ISDN-PRI		
	EELS	EELS	DS1/ISDN-PRI		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed	<del></del>	
	ONE Dedicated Transport	Transport	DS1 and DS3		
	UNE Platform	UNE Platform	Bus. POTS		
	YAUD	TAID	Dispatch		
	LNP	LNP	LNP		

Business Rules	<ul> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes troubles associated with inside wire, customer equipment, or customer provided facilities</li> <li>Excludes trouble reports received on the completion date (certain services for completion date reports are included in Measure 15)</li> <li>Excludes subsequent reports</li> <li>Excludes message reports (circuit reports for which ILEC has no records)</li> <li>Excludes ILEC employee generated reports</li> <li>Excludes Loop Pre-Qualification queries</li> <li>Trouble tickets will not be counted if order was not completed and posted within 5 days of the end of the calendar month</li> </ul>
Notes	<ul> <li>Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.</li> </ul>

#### Measure 18

#### <u> aninoisivor</u>

SOJON

s	<ul> <li>Excludes weekends and ILEC published holidays</li> <li>Excludes Loop Pre-Qualification queries</li> </ul>				
		, 5 = 1 - 1	brocess		
xim launam/sinoti	al for elec	o measure interv	<ul> <li>24 hour clock is used t</li> </ul>	səluA esənizuA	
<b>TBD</b>		Completion Notice	Electronic/Manual/ Mix		
QAT		Completion Notice	All Electronic		
Вепсимятк	yirisq		-	Standards	
Comparison	Competitive	CLEC	Disaggregation Level	Measurable	
			Statewide	Geographic Level	
	rface	Manual Mix Inte	Electronic and Electronic/	Reported By	
	I I TEC	in aggregate, and	Individual CLEC, CLECs	Report Structure	
	Report Period				
	(	ervention)] x 100	That Required Manual Into		
LSRs Completed	lumber of	N) \ ((noitəlqmo)	(Date and Time of Work C		
- (DELJO of noi:	Motificat	onic Completion	[(Date and Time of Electr		
			Electronic/Manual Mix:		
			Electronically)		
LSRs Completed	(Date and Time of Work C				
((Date and Time of Electronic Completion Motification to CLEC) -				Calculation	
	уо роцээүү				
ours.					
SRs requiring	Measures the electronic no				
notifications.	fully completed and posted LSR for fully electronic notifications.				
ion to CLEC of a	s notificat	per LSR to issue	Measures the average time	Description	
	noiiqir	rement Desc	Redni	Area	
		TIMETAGE	e Completion Notice	Title: Averag	

Excludes LNP orders with ten-digit triggers

### Maintenance Measure 19

Title: Customer Trouble Report Rate

Area	Re		cription		
Description	Requirement Description  Measures the total number of network customer trouble reports				
Description	received within a calendar month per 100 circuits/UNEs.				
25.4.1.6					
Method of	[(Total Number of Customer initial and repeat network trouble reports) / (Number of access lines/circuits/UNEs in service at the end of the				
Calculation	1 `		service at the e	end of the	
	reporting period)] x 10	00			
Report Period	Monthly				
Report Structure	Individual CLEC, CLE	ECs in aggregate, an	d ILEC		
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison	
Standards	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS	Deneminark	
	Bus POTS	Bus POTS	Bus POTS		
	ISDN-BRI	ISDN-BRI	ISDN-BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DS1 / ISDN-PRI	DS1 & ISDN-PRI	DS1 & ISDN-PR1		
	DS3 VGPL/DS0	DS3	DS3 VGPL/DS0		
	VGPDDS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops Non-Designed	UNE Loops	Bus. POTS Dispatch		
		Non-Designed	Non-Designed		
	Designed	UNE Loops Designed	DDS and VGPL/DS Dispatched	0	
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	Subloops - Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non-Designed	1	
	Subloops - Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Port	UNE Ports	DS1/ISDN-PRI		
	EELS	EELS	DS1, DS3, DS0		
	UNE Dedicated Transport	UNE Dedicated	HICAP Designed		
	UNE Platform	UNE Platform	Bus. POTS Dispatel	1	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated		
	LNP	LNP	Trunks LNP		
Business Rules		IEC/CLEC caused			
Dubilies Vales			n outres		
	Excludes Subseque	ent reports			
	<ul> <li>Excludes Message records)</li> </ul>	Reports (circuit rep	orts for which	ILEC has no	
	1	count taken from	ravious month		
	1	count taken from pr			
	• Excludes ILEC em	ployee generated re	ports		

Notes  • Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.
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### Maintenance Measure 20

Title:

Percentage of Customer Trouble Not Resolved Within

**Estimated Time** 

Area	$R\epsilon$	quirement Des	cription 💮			
Description	Measures the percent of	of trouble reports not	cleared by the c	ommitment		
	time.	•				
Method of Calculation	[(Total network troubl	e reports not cleared	by the commitm	ent time for		
memou of Careamanon	ILEC reasons) / (Total network trouble reports completed)] x 100					
n (n '. 1		i network trouble rep	orts completed)	X 100		
Report Period	Monthly		1 77 77 77			
Report Structure	Individual CLEC, CL	ECs in aggregate, an	d ILEC			
Reported By	By service group t	ype				
•	By dispatch and no	~ _				
Geographic Level	Statewide					
Measurable Standards	Disaggregation Level	CLEC	Competitive Compari	son		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN-BRI	ISDN-BRI	ISDN-BRI	-		
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX DDS			
	DDS	DDS				
	DSI & ISDN-PRI	DSI & ISDN-PRI	DSI & ISDN-PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops			<u> </u>		
	Non-Designed	UNE Loops	Bus. POTS Dispatch			
		Non-Designed	Non-Designed			
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched			
	xDSL Provisioned	UNE Loops xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops – Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch Non-Designed			
	Subloops – Data	Subloops - Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Port	UNE Ports DS1/ISDN-PRI				
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3			
	UNE Platform	UNE Platform	Bus. POTS Dispatch			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
	LNP	LNP	LNP			

Business Rules	<ul> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes subsequent reports</li> <li>Excludes message reports (circuit reports which ILEC has no records on)</li> <li>Excludes ILEC employee generated reports</li> <li>Excludes customer caused misses</li> <li>Includes LNP NXX Code Opening Troubles</li> </ul>
Notes	Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

#### <u>Maintenance</u>

#### Measure 21

Title: Average Time to Restore

Area	$R\epsilon$	eauirement Desc	ription 🔻 🦠			
Description	Measures the average	duration of customer	trouble reports fro	m the		
Description.	receipt of the custome					
			<del></del>			
Method of	(Total duration of cust		e reports) / (1 otal o	customer		
Calculation	network trouble report	ts)				
Report Period	Monthly					
Report Structure	Individual CLEC, CL	ECs in aggregate, and	d ILEC			
Reported By	By service group t	уре				
•	By dispatch and no	n dispatch				
Geographic Level	Statewide	o diopatori	· · · · · · · · · · · · · · · · · · ·			
Measurable	Disaggregation Level	CLEC	Competitive Comparison	1		
Standards						
Stanaaras	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN-BRI	ISDN-BRI	ISDN-BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS DDS DDS					
		DS1/ISDN-PRI DS1/ISDN-PRI DS1/ISDN-PRI				
	D\$3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	Non-Designed	UNE Loops	Bus. POTS Dispatch			
		Non-Designed	Non-Designed			
	Designed	UNE Loops Designed	DDS and VGPL/DS0 Dispatched			
	xDSL Provisioned	xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	Subloops - Voice Grade	Subloops – Voice Grade	Bus. POTS Dispatch Non-Designed			
	Subloops – Data	Subloops - Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Port	UNE Ports	DS1/ISDN-PRI			
	EELS	EELS	DS1, DS3, DS0			
	UNE Dedicated Transport	UNE Dedicated Transport	HICAP Designed DS1 and DS3			
	UNE Platform	UNE Platform	Bus, POTS Dispatch			
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks			
	LNP	LNP	LNP			

Business Rules	<ul> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes subsequent reports</li> <li>Excludes message reports (circuit reports which ILEC has no records on)</li> <li>Excludes ILEC employee generated reports</li> <li>Includes LNP NXX Code Opening troubles</li> </ul>
Notes	Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.

#### Maintenance

Measure 22

Title: POTS Out of Service Less Than 24 Hours

Area 💳	Redu	rement Des	cription		
Description	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.			orts cleared in	
Method of Calculation	[(Total number of out of service network troubles cleared in less than 24 hours) / (Total number of out of service network troubles reported)] x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in aggregate, an	d ILEC		
Reported By	POTS Residence and Business, UNE Loops Non-Designed, and UNE Subloops – Voice Grade				
Geographic Level	Statewide				
Measurable Standards	Disaggregation Level	CLEC	Competitive Comparison  Parity Benchmark  Res POTS  Bus POTS  Bus. POTS  Dispatch Non-		
	Resale Res. POTS Bus. POTS UNBUNDLED NETWORK ELEMENTS UNE Loops Non-Designed	Res POTS Bus POTS  UNE Loops Non-Designed			
	Subloops - Voice Grade	Subloops - Voice Bus. POTS Grade Dispatch Non- Designed			
Business Rules	<ul> <li>Excludes no access</li> <li>Interval for tickets received Saturday and Sunday begins no later than Monday morning</li> <li>Excludes CPE and IEC/CLEC caused troubles</li> <li>Excludes subsequent reports</li> <li>Excludes message reports (circuit reports for which ILEC has no records)</li> <li>Excludes ILEC employee generated reports</li> </ul>				
Notes	Sprint will provide dis codes as diagnostic dar	aggregation by	Maintenance D	Disposition	

### Maintenance Measure 23

Title: Frequency of Repeat Troubles in 30 Day Period

Title: Freque	ency of Repeat Tro	duoies ili 30 Da	ly 1 ci iou		
Area	Requirement Description				
Description	Measures the percent of customer network trouble reports received				
1	within 30 calendar days of a previous report.				
Method of	[(Total customer netw			calendar	
Calculation					
Calculation	days of a previous cus	tomer report) / (10t	ai customer netwo	rk trouble	
	reports)] x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLI	ECs in aggregate, ar	nd ILEC		
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comparise	on .	
Standards	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS	<u> </u>	
	Bus POTS	Bus POTS	Bus POTS		
	ISDN-BRI	ISDN-BRI	ISDN-BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DS1/ISDN-PRI	DS1/ISDN-PRI	DS1/ISDN-PRI		
	DS3 VGPL/DS0	DS3 VGPL/DS0	DS3 VGPL/DS0		
	UNBUNDLED NETWORK	VGFL/DS0	VGFD/DSU		
	ELEMENTS				
	UNE Loops				
	Non-Designed	UNE Loops	Bus. POTS Dispatch		
	Designed	Non-Designed UNE Loops	Non-Designed DDS and VGPL/DS0		
	Designed	Designed Designed	Dispatched		
	xDSL Provisioned	xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL	<del> </del>	
	Subloops - Voice Grade	Subloops - Voice Grade	Bus. POTS Dispatch		
			Non-Designed		
	Subloops - Data	Subloops - Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3	<b></b>	
	UNE Port EELS	UNE Ports EELS	DS1/ISDN-PRI	<del></del>	
	UNE Dedicated Transport	UNE Dedicated	DS1, DS3, DS0 HICAP Designed	<del> </del>	
·	one bedicated fransport	Transport	DS1 and DS3		
	UNE Platform	UNE Platform	Bus. POTS Dispatch	<u> </u>	
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated		
	LND		Trunks		
	LNP	LNP	LNP	L	
Business Rules	<ul> <li>Excludes CPE and</li> </ul>	IEC/CLEC caused	troubles		
	Excludes troubles	associated with insi	de wiring, custom	er	
	i	stomer provided fac	٠,		
	Excludes subseque	-	71111VU		
	•	•			
	<ul> <li>Excludes message</li> </ul>	•			
	<ul> <li>Excludes ILEC em</li> </ul>	ployee generated re	eports		
	Includes LNP NXX	K Code Opening tro	oubles		
	morados Era 1722 Code Opening nouotes				

Notes	•	Sprint will provide disaggregation by Maintenance Disposition codes as diagnostic data upon a request for raw data.	
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#### Network Performance RECOMMEND ELIMINATION Measure 24

Title: Percent Blocking on Common Trunks

		milion Traines			
Area	R	equirement Des	scription*=		
<b>Description</b>	Measures the percent	of blockage on com	mon transport ti	runk groups.	
Method of	[(Total overflow acros	ss-all trunk groups)/	(Total call atten	npts-count	
Calculation	across all trunk group	s)] x 100			
Report Period	Monthly				
Report Structure	CLECs in aggregate a	nd ILEC			
Reported By	State				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comp	oarison	
Standards			Parity	Benchmark	
	State	Common Trunk Group	Parity by Design		
Business Rules	<ul> <li>Applies to those to</li> </ul>	runks where the ILI	C has augmente	ation control.	
	<ul> <li>Measured by :</li> </ul>		_		
	- Total trunk groups				
	- Percent Block	ing		'	
Notes	• Sprint is in the pro	ocess of proving Par	rity by Design tl	rough an	
	independent audit. Sprint will delete this measure once it is proven				
	to be Parity by Design.				
	Internal traffic data collection procedures exclude force majeur				
	·	ural Disasters, etc.)			
		<del>oups provide servic</del>		rs, therefore,	
<u> </u>	there is one result	for both CLEC and	HLEC.		

#### Network Performance

Measure 25

Title: Percent Blocking on Interconnection Trunks

Area - s	Requi	(g) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( )	2 mm 1 / 1 mm 14	122	
Description	Measures the percent of b	olockage on fir	nal dedicate	d interconnection	
!	runk groups.				
Method of Calculation	[(Total overflow across all	trunk groups p	er CLEC) / (	Total call	
	attempts count across all tr	unk groups per	CLEC)] x 1	00	
Report Period	Monthly				
Report Structure	Individual CLEC and by ILEC				
Reported By	State				
Geographic Level	Statewide				
Measurable Standards	Disaggregation Level	CLEC	Competitive Comparison		
		1	Parity	Benchmark	
	State	Interconnection Trunks		TBD	
Business Rules	<ul> <li>Only measured on trun CLECs and where ILE</li> <li>Total trunk groups</li> <li>Threshold exception</li> <li>ILEC end office to</li> <li>ILEC tandem to CL</li> <li>Threshold exception trunks</li> <li>Applies to those trunks</li> <li>Does not apply when trunks</li> </ul>	C controls trun ns CLEC end office LEC end office unk detail. s where the ILE	k capacity: ce C has augm	entation control.	
Notes					

#### Network Performance

Measure 26

Title: NXX Loaded by LERG Effective Date

Area	$R\epsilon$	equirement De	escription		
Description	Measures the number of NXXs loaded and tested by the LERG				
	effective date.				
Method of	[((Number of NXXs lo	oaded and tested b	y LERG effective	date) /	
Calculation	(Number of NXXs sch	neduled to be load	ed and tested by L	ERG	
	effective date))] x 100	<u> </u>			
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC				
Reported By	Reported for all NXX codes scheduled to be loaded in reporting period				
Geographic Level	Statewide				
Measurable	Disaggregation Level CLEC Competitive Comparison			on	
Standards			Parity B	enchmark	
	CLLI	CLEC NXXs loaded	ILEC NXXs loaded		
Business Rules	<ul> <li>Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 calendar days).</li> <li>Excludes any NXX code facilities that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.</li> </ul>				
Notes	NXX loading proc verification of tran				

**Billing** Measure 28

Title: Usage Timeliness

Area	Requi	rement Desc	cription			
Description		This measure captures the elapsed time between the recording of usage				
	, -	data generated either by CLEC retail customers or access usage associated				
	with CLEC customers and the time when the data set, in a compliant					
	format, is available for trans	mission to the C	LEC.	<del></del>		
Method of	For Resale and UNE Mess					
Calculation		Sum [(Data Set Transmission Availability Date - Date of Message				
	Recording)] / (Count of All	Recording)] / (Count of All Messages Transmitted in Reporting Period)  Access:				
	[(Count of all messages ava		•	all Messages		
	available for Transmission i	n Reporting Per	iod)] x 100			
Report Period	Monthly					
Report Structure						
Reported By						
Geographic Level						
Measurable	Disaggregation Level	CLEC	Competitive Comp	parison		
Standards		1	Parity	Benchmark		
	Resale	CLEC End user messages	Sprint End user messages - Diagnostic Only			
	UNE - Unbundled Network Element	CLEC billing messages	Sprint End user messages – Diagnostic Only			
	Access (Associated with Meet Point Billing Only)	CLEC access billing messages		TBD – Diagnostic Only		
Business Rules						
Notes	This measurement assured CLECs. If the CLECs of measurement still applied however the actual time vary depending upon the transmissions (e.g. weel).	lo not request dates based upon translations of the usate ir requirements	ily transmissior ansmission avail ge received by t	ns, the lability date, the CLEC will		

Sprint Performance Measurements Reports					

**Billing** Measure 30

Title: Wholesale Bill Timeliness

Area	$  \sim$ $\sim$ $\sim$ $\sim$ $\sim$ $\sim$ $\sim$ $\sim$ $\sim$ $\sim$	equirement De	scription.			
Description	This measure captures	This measure captures the elapsed number of calendar days between				
-	the scheduled close of	the scheduled close of a Bill Cycle and the ILEC's transmission				
	availability of the asso	ociated invoice to the	ne CLEC.			
Method of	[(Count of Invoices w	here difference bet	ween distribu	ition date and bill		
Calculation	date is less than or equivithin the Reporting I	, ,	of Total Invo	ices Distributed		
Report Period	Monthly	Monthly				
Report Structure	Individual CLEC, CL	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)				
Reported By	<ul><li>Resale</li><li>UNE</li><li>Facilities/Intercon</li></ul>					
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive (	Comparison		
Standards			Parity	Benchmark		
	Resale	CLEC Invoices		TBD		
	UNE	CLEC Invoices		TBD		
	Facilities/Interconnection	CLEC Invoices		TBD		
Business Rules	<ul> <li>Includes only mechanized bills.</li> <li>Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.</li> </ul>					
Notes						

**Billing** Measure 31

Title: Usage Completeness

<del></del>	<del></del>					
Area	Requi	irement Des	cription 👙			
Description		Measures the percentage of usage charges appearing on the correct bill.				
·	*Correct bill = next available bill					
Method of	[(Count of usage charges on the bill that were recorded within last 30					
Calculation	billing days) / (Total count	billing days) / (Total count of usage charges on the bill)] x 100				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)				
Reported By	• Resale	• Resale				
	• UNE					
	Facilities/Interconnection					
Geographic Level	Statewide	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Compa	arison		
Standards			Parity	Benchmark		
	Resale	IntraLATA toll messages sent-paid	toll Sprint IntraLATA			
	UNE	Minutes of use		TBD		
	Facilities/Interconnection	Minutes of use		TBD		
Business Rules	Excludes summarized	charges.	1	<u> </u>		
	Billing dataset will be	defined as charg	es occurring in	past monthly		
	period and processed v					
	billing month.					
	Resale long duration ca	alls are excluded	l because the m	essage date		
	does not accurately reflect the date on which the message was					
	-	recorded. Long duration calls are defined as calls that remain				
	connected through two	successive mid	nights.			
Notes						

### **Billing** Measure 32

Title: Recurring Charge Completeness

Area 😁	Re	quirement De	scription 💝			
Description						
		the correct bill.				
	* Correct bill = next av	vailable bill				
Method of	[(Count of fractional re	ecurring charges th	at are on the con	rrect bill*)/		
Calculation	(Total count of fraction	nal recurring charge	es that are on th	e bill)] x 100		
Report Period	Monthly					
Report Structure	Individual CLEC, CLE	Cs in aggregate, a	nd ILEC (if ana	log applies)		
Reported By	• Resale	Resale				
	• UNE	• UNE				
	• Facilities/Intercont	Facilities/Interconnection				
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Com	parison		
Standards			Parity	Benchmark		
	Resale	Number of fractional OCCs	Number of fractional OCCs			
	UNE	% charges on correct bill		TBD		
	Facilities/Interconnection	% charges on correct bill		TBD		
Business Rules	Billing dataset will	be defined as char	ges occurring in	n past monthly		
		period and processed within 3 calendar days of the end of the				
	billing month.	_ · · · · · · · · · · · · · · · · · · ·				
	• Excludes late charge	• Excludes late charges resulting from mandated billing changes if				
	Sprint makes its ch	anges on time.				
Notes			_	· · · · · · · · · · · · · · · · · · ·		

### **Billing**

Measure 33

Title: Non-Recurring Charge Completeness

Area	Reg	uirement Desc	cription:			
Description	Measures the percentage of non-recurring charges appearing on the correct bill.					
		* Correct bill = next available bill				
Method of	[(Count of non-recurring		n the correct h	ill) / (Total		
Calculation	count of non-recurring cl	_		, ,		
Report Period	Monthly	imges that are on		,		
Report Structure		s in aggregate, and	d ILEC (if ana	log applies)		
Reported By	Resale	Individual CLEC, CLECs in aggregate, and ILEC (if analog applies)  Resale				
, ,	• UNE					
	Facilities/Interconnection					
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Comp	parison		
Standards			Parity	Benchmark		
	Resale	Total number of non-recurring OCCs	Total number of non-recurring OCCs			
	UNE	% of charges on correct bill		TBD		
	Facilities/Interconnection	% of charges on correct bill		TBD		
Business Rules	<ul> <li>Billing dataset will be defined as charges occurring in past monthly period and processed within 3 calendar days of the end of the billing month.</li> <li>Excludes late charges resulting from mandated billing changes if Sprint makes its changes on time.</li> <li>Excludes trouble isolation charges.</li> </ul>					
Notes						

### Billing Measure 34

Title: Bill Accuracy

Title. Din Accuracy	and the same of the same is a sound that the same of the same is the same of t				
Area Requiren	nent Description				
Description   Measures the percentage of the	aggregate average of the total bill				
amount that is not adjusted by o	correcting service orders or adjustments				
for the past six months with act	tivity.				
*Note: Past six months include	es the current reporting period billing				
amount. Results are for diagno	amount. Results are for diagnostic purposes only.				
Method of (Total monies billed without co	orrections for the past six months) /				
Calculation (Total monies billed for the pas	st six months) x 100				
Report Period Monthly					
Report Structure Individual CLEC, CLECs in ag	ggregate, and ILEC (if analog applies)				
Reported By Resale					
• Usage					
Recurring Charges					
Non-Recurring Charges	s				
UNE					
• Usage					
Recurring Charges					
Non-Recurring Charges	s				
Facilities/Interconnection					
• Usage					
Recurring Charges					
Non-Recurring Charges	s				
Geographic Level Statewide					
Measurable Disaggregation Level CLEC	Competitive Comparison				
Standards Resale	Parity Benchmark				
Usage Total Dollars	billed and Total Dollars billed and				
adjustments fo	l l				
Recurring Charge Total Dollars					
	adjustments for recurring adjustments for				
	for recurring adjustments for				
adjustments for charges					
Non-recurring Charges Total Dollars	for recurring adjustments for recurring charges – Diagnostic Only billed and Total Dollars billed and				
Non-recurring Charges Total Dollars adjustments fo	for recurring adjustments for recurring charges – Diagnostic Only  billed and Total Dollars billed and adjustments for non-				
Non-recurring Charges  Total Dollars adjustments for recurring char	for recurring adjustments for recurring charges – Diagnostic Only  billed and Total Dollars billed and adjustments for non-				
Non-recurring Charges  Total Dollars adjustments for recurring char  UNE	adjustments for recurring charges – Diagnostic Only  billed and Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only				
Non-recurring Charges  Total Dollars adjustments for recurring char	adjustments for recurring charges – Diagnostic Only  billed and Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only  billed and Diagnostic Only				
Non-recurring Charges  Total Dollars adjustments for recurring char  UNE  Usage  Total Dollars adjustments for recurring char  Total Dollars adjustments for recurring Charge  Recurring Charge  Total Dollars	adjustments for recurring charges – Diagnostic Only  billed and for non-recurring charges – Diagnostic Only  billed and adjustments for non-recurring charges – Diagnostic Only  billed and for usage  billed and Diagnostic Only				
Non-recurring Charges  Total Dollars adjustments for recurring char  UNE  Usage  Total Dollars adjustments for adjustments for recurring chars adjustments for recurring charge  Recurring Charge  Total Dollars adjustments for recurring charge	adjustments for recurring charges – Diagnostic Only  billed and Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only  billed and Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only  billed and Tor usage  billed and Tor usage  billed and Tor usage  Diagnostic Only  Diagnostic Only				
Non-recurring Charges  Total Dollars adjustments for recurring char  UNE  Usage  Total Dollars adjustments for recurring char  Total Dollars adjustments for recurring Charge  Recurring Charge  Total Dollars	adjustments for recurring charges – Diagnostic Only  billed and Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only  billed and Total Dollars billed and adjustments for non-recurring charges – Diagnostic Only  billed and Total Dollars billed and Diagnostic Only  billed and Total Dollars billed and Diagnostic Only  billed and Diagnostic Only  Diagnostic Only  Diagnostic Only				

	Facilities/Interconnection		
	Usage	Total Dollars billed and adjustments for usage	Diagnostic Only
	Recurring Charges	Total Dollars billed and adjustments for recurring	Diagnostic Only
	Non-recurring Charges	Total Dollars billed and adjustments for nonrecurring	Diagnostic Only
Business Rules	<ul> <li>Excludes Uncollectable status accounts, restoration charges, non-recurring charges billed in installments, non-regulated charges, refunds of deposits, transfer of payments or balances, returned check charges, taxes, and surcharges.</li> <li>Excludes adjustments issued for reasons not related to bill accurate Excludes trouble isolation charges.</li> </ul>		egulated charges, lances, returned
Notes			

### **Database Updates**

Measure 37

Title: Database Update Timeliness

Area	Requi	rement Des	cription			
Description	Measures the percentage of Directory Assistance and Directory					
	Listings updates to databas	es within 24 ho	ours.			
Method of	(Count of updates completed within 24 hours in reporting					
Calculation	period)/(Count of updates	completed in re	porting period)	x 100		
Report Period	Monthly			_		
Report Structure	Individual CLEC, CLECs in aggregate, and ILEC					
Reported By	Service Order generated updates					
Geographic Level	Statewide					
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison		
Standards			Parity	Benchmark		
	Service Orders	DA/DL Updates	DA/DL Updates			
Business Rules	<ul> <li>The start time of requests received after the end of the business day will be the beginning of the next business day.</li> <li>Business day is defined as published hours of operation for the ILEC ordering center.</li> <li>Excludes orders generated for Sprint administrative purposes.</li> </ul>					
Notes						

### **Database Updates** RECOMMEND ELIMINATION Measure 38

Title: Percent Database Accuracy

Area	Requi	rement Des	e <del>riplion</del>			
Description	The percentage of 911 and I					
•	error. The data required to					
		by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Sprint will verify the records determined to be in				
	error to validate that the room	error to validate that the records were input by Sprint incorrectly. An				
	update is completed without					
	accurately reflects the activi	ty specified on	the order submi	tted by the		
	CLEC.					
	• 911 Databases					
	<ul> <li>DA/Listings Databas</li> </ul>	se .				
Method of	[(Count of Updates Comple		r) / (Count of L	Jodates		
Calculation	Completed)] x 100		, (			
Report Period	Monthly					
Report Structure	Individual CLECs and by II	EC (if analog a	<del>pplies)</del>			
Reported By	For E911 Database:		^ • · · · · · · · · · · · · · · · · · ·			
	• Service Order genera	ated updates				
	<ul> <li>Direct-gateway input</li> </ul>	<u> </u>				
	For DA/Listings:					
	Service Order general	ated updates				
Geographic Level	Statewide			<del></del>		
Measurable	Disaggregation Level	CLEC	Competitive Com	parison		
Standards		}	Parity	Benchmark		
	E911	<del> </del>	3	Denember		
	Service Order	Number Updates	Number Updates			
	Direct Gateway	<del> </del>	· <del> </del>	TBD		
	Service Order	Directory Assistance / Directory Listing  Service Order  Number Updates  Number Updates				
Business Rules	Excludes CLEC caused	<del></del>	The openies	<del></del>		
Notes						

### Database Updates

Measure 39

Title: E911 Database Update

Area		Requirement Description				
Description	Measures the percentage of E911 database updates completed within 48					
	hours.	hours.				
Method of	(Number of records u	pdated within 48 hor	urs / Total nui	mber of records		
Calculation	updated) x 100					
Report Period	Monthly					
Report Structure	Individual CLEC, CL	ECs in aggregate, ar	nd ILEC (if ar	alog applies)		
Reported By	Update types	Update types				
Geographic Level						
Measurable	Disaggregation Level	gation Level CLEC Competitive Comparison				
Standards			Parity	Benchmark		
	Service Order Update	911 Updates	911 Updates			
	Direct Gateway Update	% Updates within 48 hours		TBD		
Business Rules	<ul> <li>Excludes schedule</li> </ul>	ed system outages.				
	• Excludes Carrier	caused delays due to	requests to p	ut file on hold or		
	delays in processi	ng records due to in	valid data or i	nvalid file		
	formats (i.e. CLEC caused errors).					
Notes	For this measuren	nent, Sprint will prov	vide a retail a	nalog for retail		
				•		
		to resale customers and a benchmark for those facility based CLEC carriers that use Sprint to load their ALI records to the PSAPs via				
	file transfer metho	-				

**Collocation** Measure 40

Title: Time to Respond to a Collocation Request

a contact the way of the same of the contact	bital and a			of whomas the in the throughter was septime to give, to start a relation was	
Area		Requirement Desc			
Description	Measures the percenta	Measures the percentage of time the ILEC responds to a CLEC complete			
	collocation request wi	thin the allotted time.			
Method of	Space Availability:				
Calculation	[(Count of Complete Requests returned within x calendar days) / (Count of				
	requests returned for S	requests returned for Space Availability)] x 100			
	Price Quote:	• • • • • • • • • • • • • • • • • • • •			
		Requests Returned with	in x calenda	ar days) / (Count	
	of requests returned for	•			
Report Period	Monthly	/			
Report Structure	Individual CLEC and	CLECs in aggregate			
Reported By		pes: Caged, Cageless,	Virtual, and	Other	
	Space Availability				
	Price Quote				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive C	Comparison	
Standards			1	•	
Stanuaras	Space Availability:		Parity	Benchmark	
i	Physical Caged	Space Availability Requests	<del>                                     </del>	TBD	
	Physical Cageless	Space Availability Requests		TBD	
	Virtual Other	Space Availability Requests Space Availability Requests		TBD TBD	
	Culci	Space Availability Requests		100	
	Price Quote:				
	Physical Caged	Price Quotes		TBD TBD	
	Physical Cageless Virtual	Price Quotes Price Quotes	<del> </del>	TBD	
	Other	Price Quotes		TBD	
Business Rules	<ul> <li>Excludes orders ca</li> </ul>	anceled by CLEC			
	Excludes requests.	applications that are in	complete ar	nd must be	
	, -	for completion. The ne	•		
	as a new request.				
	,	tion requests are receiv	ed on one r	equest the	
		will be adjusted accordi		•	
	1-9 applications 1:		ng to the lo	nowing.	
	10-19 applications	-			
	20-29 applications				
	each additional 10 10 additional days				
		on requests with non-C	ommission	(ICB) approved	
	price list requirem				
		where Right of Way (R	ROW) acces	ss must be obtained	
	to determine space	availability.			
Notes	İ				

### **Collocation** Measure 41

Title: Time to Provide a Collocation Arrangement

Area		Requirement De.	scription		
Description	Measures the percentage of time the ILEC responds to the CLEC				
Description	approved* collocation request, within the allotted time.				
	approved conocativ	on request, within the	anoned inne	<b>*</b>	
	* A	. EO	.1:	1.00	
	1 **	LEC approves the app	plication and	nas received,	
	from CLEC, financi				
Method of	[(Count of Collocat	ion Arrangements co	mpleted with	in x calendar	
Calculation	days) / (Count of Co	ollocation Arrangeme	nts Complete	ed)] x 100	
Report Period	Monthly				
Report Structure	Individual CLEC an	d CLECs in aggregat	e		
Reported By	All Collocation	Types: Caged, Cagel	ess, Virtual, a	ind Other	
1	• New				
	Augment				
Committee	· · · · · · · · · · · · · · · · · · ·				
Geographic Level	Statewide Disaggregation Level	CLEC	Competitive Cor	nnarican	
Measurable Standard	Disaggregation Level	CLEC	Compenitive Cor	ubai ison	
			Parity	Benchmark	
	New Arrangement				
	Physical Caged	Collocation Arrangements		TBD	
	Physical Cageless	Collocation Arrangements		TBD	
	Virtual	Collocation Arrangements		TBD	
	Other	Collocation Arrangements		TBD	
	Augment Arrangement				
	Physical Caged	Collocation Arrangements		TBD	
	Physical Cageless	Collocation Arrangements		TBD	
	Virtual Other	Collocation Arrangements		TBD TBD	
	Other	Collocation Arrangements		IBU	
Business Rules	<ul> <li>Excludes orders</li> </ul>	canceled by CLEC			
	<ul> <li>Excludes reques</li> </ul>	ts/applications that a	re incomplete	and must be	
	Excludes requests/applications that are incomplete and must be returned to CLEC for completion				
				Č	
	, –	ts were CLECs failed	i to provide i	ntormation and/or	
	materials in a timely manner.				
	materials in a tin	nely manner.			

### **Interfaces**

Measure 42

Title: Percentage of Time Interface is Available

Area	Requi	rement Des	cription 🛸		
Description	Measures percent of time OSS interface is available compared to scheduled availability.				
Method of	[((Number of Scheduled I				
Calculation	Unscheduled Interface Una Available Hours)] x 100	available Hours	)) / (Scheduled	Interface	
Report Period	Monthly				
Report Structure	CLECs in the aggregate				
Reported By	By Ordering interface type accessed by CLECs				
Geographic Level	Statewide				
Measurable	Disaggregation Level	CLEC	Competitive Comp	arison	
Standards			Parity	Benchmark	
	Ordering	IRES Availability		TBD	
Business Rules	<ul> <li>Outage hours are obtained from outage reports</li> <li>Any change requests for extended availability during the reporting period are added to the scheduled hours.</li> <li>Scheduled interface availability hours: <ul> <li>7AM - 7PM EST (Monday-Friday)</li> <li>Excludes non-business days and ILEC published holidays</li> <li>CLECs are notified via e-mail in advance of changes to the published availability schedule</li> </ul> </li> </ul>				
Notes					

### <u>Interfaces</u> Measure 44

Title: Center Responsiveness

🗓 🧀 Area 🚅	$\sim$ $Req$	uirement De	scription	
Description	Measures the average tin	Measures the average time it takes the ILEC's work center to answer a		
	call.			
Method of	(Date and Time of Call	(Date and Time of Call answer - Date and Time of Call Receipt) /		
Calculation	(Total calls answered by	center))		_
Report Period	Monthly			
Report Structure	CLECs in the aggregate			
Reported By	<ul> <li>ILEC Ordering Cent</li> </ul>	ILEC Ordering Center		
•	ILEC Repair Center			
Geographic Level	Statewide	Statewide		
Measurable	Disaggregation Level	CLEC	Competitive (	Comparison
Standards			Parity	Benchmark
	Ordering Center	ACD Inc Calls		TBD
	Repair Center (Non-Designed)	ACD Inc Calls		TBD
Business Rules	Measured by individ	Measured by individual queue, if applicable, in each ILEC center.		
	Does not include abandoned calls.			
Notes	<ul> <li>Repair (Designed) assertion as parity by design received from external auditor. Eliminate as reportable submeasure effective 04- 01-02.</li> </ul>			

#### REPORTING PROCESS

Performance reports will be provided by the 20<sup>th</sup> calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Positive reporting will be done for all measures where there is activity, even those reported on an exception only basis. Records that failed to be recorded after the close date of the current reporting month will not be included in subsequent month(s) data.

When reporting begins on a new measure or for a new CLEC, the ILEC is only required to report results after a full calendar month of data is available. Authorized users will have access to monthly reports through an interactive web site. Each CLEC will have access to its own data and the comparative ILEC results. CLEC failure to provide the appropriate Operating Company Number (OCN) on all orders will result in those orders being excluded from the CLEC Service Performance Measurements. All OCNs for individual CLECs will be consolidated for the purposes of calculating performance measurement results. The consolidated performance measurement results will be reported under the initial OCN established by the CLEC.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data upon CLEC request. This analysis will detail the underlying causes contributing to the reported performance results. Within 90 days of the web-site publication of monthly results, a report recipient may request an analysis of a measurement that is less than parity or not meeting the benchmark. The ILEC will provide the analysis within 60 days of the request. Data used to derive the results will be retained in archive for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILECs own performance will be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

Authorized users will have access to monthly reports through an interactive web-site. Each CLEC will have access to its own data, aggregate CLEC results, and ILEC results. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC affiliate data will not be included in CLEC aggregate data.

### SERVICE GROUP TYPE DISAGGREGATION

Туре	SPRINT	CLEC
RESALE		
Residential POTS	Residential POTS	Residential POTS
Business POTS	Business POTS	Business POTS
ISDN-BRI	ISDN-BRI	ISDN-BRI
CENTREX	Centrex	Centrex
PBX	PBX	PBX
DDS	DDS	DDS
DS1/ISDN-PRI	DS1/ISDN-PRI	DS1/ISDN-PRI
DS3	DS3	D\$3
VGPL/DS0	VGPL/DS0	VGPL/DS0
UNBUNDLED NETWORK ELEMENTS		
UNE Loop Non-Designed: 8dB weighted 2/4 wire analog basic/Coin	Bus. POTS Non-Designed Dispatched	UNE Loops Non-Designed
UNE Loop Designed - Other: 5.5dB 2 or 4 wire analog assured 2 wire Digital ISDN Capable	DDS, VGPL/DS0	UNE Loops Designed
UNE Loop – xDSL Provisioned	Retail xDSL	UNE Loops xDSL Provisioned
Line Sharing	Retail xDSL	Line Sharing
Sub Loops – Voice Grade	Bus. POTS Non-Designed Dispatched	UNE Sub-Loops Voice Grade
Sub Loops - Data	Retail xDSL	UNE Sub-Loops Data
Dark Fiber	DS3	Dark Fiber
EELS	DS1/ISDN-PRI, DS3, VGPL/DS0	EELS
UNE Port	DS1/ISDN-PRI	UNE Port
UNE Dedicated Transport	DS1/ISDN-PRI, DS3	UNE Dedicated Transport
UNE Platform (i.e., loop + port + transport	Business POTS Dispatched	UNE Platform
INTERCONNECTION TRUNKS	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP
PROJECTS		A single request with 20 or more inward action access lines

INTERCONNECTION TRUNKS will be included in measures: 2, 7, 8, 11, 12, 13, 14, 19, 20, 21, 23, 25, 30, 31, 32, 33, 34.

LNP is considered a facilities-based service group type. LNP will be a level of disaggregation for the following measures: 2, 4, 9, 15, 17a, 19, 20, 21, and 23.

SERVICE GROUP TYPE ALLOCATION: Service orders with multiple service group types will be categorized according to the service group type of the first new access line entered on the order.

#### PROJECTS are defined as follows:

• Sprint: All services - 20 lines or greater

Results for projects are being considered as a separate level of disaggregation for measurement 7. For all other measures which have Service Group Types as a level of disaggregation, project results are included as part of the associated SGT.

### **SERVICE ORDER TYPES**

- New Service Installations
- Service Migrations without Changes
- Service Migrations with Changes
- Move and Change activities
- Feature Changes
- Service Disconnects

#### **AUDITING**

The parties support an annual comprehensive audit of the ILECs' reporting procedures and reportable data, if all parties agree an audit is desired. This audit would be on behalf of all CLECs and would be performed by independent auditors. Each ILEC shall submit its annual comprehensive audit to the commission, and distribute copies (which include only non-proprietary information) to parties on the Commission's service list in this proceeding. The choice of auditor and cost of this annual audit would be equally shared between the CLECs and the ILEC.

In addition to an annual audit, the ILECs and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 60 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC would be limited to auditing five single measures during the year. The CLEC would pay for the mini-audit, including the ILEC's reasonable associated costs and expenses, unless the ILEC is found to be misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the mini-audit, including the CLECs' reasonable associated costs and expenses. If, during a mini-audit of individual measures, more than 50% of the measures in a major service category are found to have flawed data or reporting problems, the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each mini-audit shall be submitted to the Commission as a proprietary document subject to the applicable protection afforded by state administrative codes.

#### **REVIEW PROCEDURES**

As experience is acquired under this Stipulation Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less

useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene annually for the first four years to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the state PUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the state PUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

### **DEFINITION OF TERMS**

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Benchmark Measurable Standards	Benchmark measures have agreed upon standard objective to determine compliance due to the lack of a retail analog comparison.
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Centralized Data Collection	Centralized Data Collection system collects hourly operational measurement data from switches/trunks groups for the LTD, and provides a direct feed to CIRAS.  The information is used for traffic forecasting by trunk capacity planners.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000 or less with number pooling) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service has been deployed.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the status of the trouble is changed to closed.
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Diagnostic Measurable Standards	This indicates that the results per the measurement will be reported for analysis purposes only and are not subject to determination of compliance or non-compliance.

TERM	DEFINITION
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation have been completed, on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting in the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.
	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Line Sharing	Unbundling of the local loop to make the high-frequency portion of the local loop available to CLECs (DLECs), while the physical line and low-frequency voice path continues to be provided by the ILEC. Line Sharing allows customers to receive both services (voice and data) on the same line, eliminating the need for consumers to procure a second line.
Local Exchange Routing Guide (LERG)	A Telcordia master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.

TERM	DEFINITION
Local Number Portability	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one-time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Ordering and Billing Forum (OBF)	Industry forum which works to develop national ordering and billing standards.
Other Charges and Credits	Partial month recurring and non-recurring charges, installation, other charges other than basic monthly charges appearing on a bill.
Parity Measurable Standards	Indicates a retail analog process or system exists and can report the ILEC results to be compared to the CLEC results.
Parity by Design	Parity by Design indicates that the process does not allow the opportunity to discriminate or to recognize differences between CLEC or ILEC activity. As such, the results calculated will apply for all CLECs and ILEC measurable standards.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Nevada PUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.

TERM	DEFINITION
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: syntax, which occurs if required fields are not included in the LSR and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and resubmitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premise address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals; their installation intervals are based on force available and workload. They may change as frequently as twice a day.
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Nevada Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

# NEVADA PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYMU	<u>Deverietio</u> n
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
BDT	Billing Data Tape
BRI	Basic Rate Interface (type of ISDN service)
CHC	Coordinated "Hot" Cut
СКТ	Circuit
CLEC	Competitive Local Exchange Carrier
СО	Central Office
CPE	Customer Premises Equipment
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
FOC	Firm Order Confirmation
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
N, T, C	Service Order Types - N(new), T(to, transfer, or move), and C(change)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability
LSMS	Local Service Management System
LSR	Local Service Request
MRC	Missed Appointment Reason Code
NANP	North American Numbering Plan
NDM	Network Data Mover
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)

ACRONYNM	DESCRIPTION
OSS	Operations Support System
PBX	Private Branch Exchange
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
PUC	Public Utilities Commission
SCP	Service Control Point
SGT	Service Group Type
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (NB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

# MISSED APPOINTMENT REASON CODES Sprint - Specials

Jeopardy Code	Description
1	Incorrect or Incomplete Order
2	Related Order Not Issued
3	Related Order Not Completed
4	Pending Cancellation
5	Pending Due Date Change
6	Local Facilities Not Available or Late
7	Local Facilities Incorrectly Assigned
8	Local Facility Records Incorrect
9	Late Local Loop Makeup
10	Defective Local Facility
11	Access Customer Facilities Not Available
12	Connecting Company Facilities Not Available
13	CIRAS Records Incomplete or Inaccurate
14	Intracompany Facilities Not Available
15	Incorrect or Late Engineering
16	This code not currently used
17	Translation Late or Unavailable
18	Unable to Meet Design Requirements
19	Central Office Equipment Not Installed
20	Circuit Order Equipment Late or Not Available
21	Defective Equipment
22	Customer Not Ready to Test or Accept Service
23	Customer Reason/Other than Code #22
24	Change of Due Date/Customer Reason
25	Access Denied by End User Customer
. 26	System Not Available
27	System Edit/Error
28	Lack of Manpower
29	Weather Conditions
30	Work Completed on Time-Reported Late
31	Not Installed as Engineered
32	Connecting Company Not Ready
33	Original Date Met, Field RID Required Changes
34	Natural Disaster

35	Union Issues
36	Overtime/budget restrictions
37	Order/tech not dispatched
38	Dark Fiber LAM Interval
39	Maintenance resource priority
40	Date not signed off by owner
50	Manpower
51	Workload
52	Due Date Priority
53	Delay in Table Updates
54	EOC Info Received Late from CIRAS
55	Systems Outage
56	Entered Late by Rep
57	Late Issuance of Connecting Company Order

Note: Bolded codes are customer exclusion reasons

### MISSED APPOINTMENT REASON CODES Sprint - Retail

Code	Customer Reasons - Description	
AB	This code will indicate working service was found at the time of installation and delayed the original due date installation.	
CL	The due date was not met due to inaccurate or incomplete information received from the customer to work the service order.	
RD	The customer called and requested a different date prior to the appointed due date.	
SA	Plant employee attempted to complete order on appointed date but could not gain access to the customer's premise.	
SO	The installation was delayed because customer requested an instrument that is not normally offered and it had to be special ordered.	
SR	The customer indicated he was not ready for completion of the request on the original due date or provided incomplete or incorrect information which prohibited completion of the request on the original due date (trip was made).	
PL	Unanticipated plant workload precluded the completion of the order on the original due date.	
SE	Request was delayed because there was a temporary lack of standard station equipment.	
PF	Lack of plant facilities delayed the completion of the order.	

Code	Company Reasons - Description	
PB	Bad cable pair or cable plant exists.	
IW	Inclement weather delayed installation.	
CE	Commercial provided incomplete or inaccurate information.	
ME	Marketing provided incomplete or inaccurate information.	
СО	Any other Company Reason.	

# DISPOSITION CODES Sprint

Code	Description			
CAN	Cancellation of ticket at customer request			
CC	Came Clear			
СО	Central Office – The trouble was found in central office equipment. This includes concentrators, remotes, OPMs.			
СРЕ	Customer Provided Equipment – Trouble found in the end user's equipment or wiring. This also includes extended demarc. If the problem was customer action, XCC is used.			
FAC	Facility – Anything from the local distribution frame protector to the protector on the end user site.			
INF	Ticket created for informational purposes only			
OTH	Other – Sprint LTD Network			
ND	Natural Disaster – Hurricane, Earthquake, Tornado, Volcano, Typhoon			
STN	Station - Network Interface Devices (NIDs), loopback devices, jacks, up to the demarc			
ток	Test Okay/No Trouble Found — Could not identify the problem the customer reported either through remote or field testing.			
XCC	IXC/CLEC			
ссо	Connecting Company – The problem was identified in connecting company network or equipment, referrals to connecting company.			
TT	Translations Trouble			

Note: Bolded codes are customer reason exclusion codes

# 2001 Sprint

Revised Performance Incentive Plan

February 11, 2002

#### Overview

The Telecommunications Act of 1996 ("the Act"), and the FCC's associated rules, require incumbent local exchange carriers ("ILECs") to provide competitive local exchange carriers ("CLECs") with nondiscriminatory access to operations support systems ("OSS"). In the August 1996 Local Competition First Report and Order, the FCC commented generally that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves. In August of 1997, the FCC's Ameritech Opinion analyzed the nondiscriminatory access requirements of §251(c) to a Regional Bell Operating Company's ("RBOC's") §271 application, and clarified that for those OSS sub-functions with retail analogs, a RBOC "must provide access to competing carriers that is equal to the level of access that the RBOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness." The FCC further clarified in the Ameritech Opinion that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."

In efforts to promote regulations to encourage a competitive environment, state commissions have held proceedings to investigate procedures and methods necessary to determine whether interconnection, unbundled access, and resale services provided by an ILEC to CLECs, are at least equal in quality to that provided by the ILEC to itself or to any subsidiary, affiliate, or any other party. The scope of these state commission proceedings typically include measures, reporting, comparative analogs, benchmarks, statistical tests, audits, and incentives.

This document, the Sprint Performance Incentive Plan, is intended to address statistical tests and incentives. The details and methodologies within this document provide sufficient and reasonable incentives for promoting compliant service. However, due to the dynamic nature of the industry, it is important that the results of implementing such a plan be evaluated on an annual basis. The purpose of such evaluations would be to verify that the Performance Incentive Plan yielded sufficient and reasonable incentive structures given actual performance.

#### 1. General Principles

- 1.1 The Sprint Performance Incentive Plan (the "PIP") described herein is to be associated with the state commission approved Sprint Performance Measurement Plan (the "PMP").
- 1.2 The PIP incorporates incentive structures for parity measures (those measurements where the level of service that Sprint provides to CLECs can be compared to the level of service Sprint provides to its retail customers), and for benchmark measures (those measurements for which there is no comparable level of service between the service Sprint provides to CLECs and the service Sprint provides to its retail customers).
- 1.3 Sprint will apply monthly compliance incentives on a submeasure basis for each CLEC entitled to receive incentives under the provisions of this plan. A submeasure is the individual, disaggregated reported result for each measurement defined in Sprint's PMP.
- 1.4 For parity measurements, Sprint will use statistical testing to determine whether any submeasure differences between Sprint's retail results and Sprint's results for the individual CLEC, are statistically significant.
  - 1.4.1 For parity measurements, where a submeasurement difference between Sprint's retail results and the results for the individual CLEC is found to be statistically significant, a measure of severity (see Attachment D) will be used to determine the appropriate compliance incentive amount.
- 1.5 For benchmark measurements, Sprint's performance results for each CLEC will be compared to the benchmark defined in the PMP, without the use of statistical testing for significance. If Sprint's performance results for the CLEC are observed to be at a level of service that does not meet the benchmark, compliance incentives will be assessed.
  - 1.5.1 For benchmark measurements, the level of compliance incentive owed by Sprint increases, as the difference increases between the established benchmark and Sprint's actual performance results for each CLEC. A measure of severity (see Attachment D) will be used to determine the appropriate compliance incentive amount.
- 1.6 The determination of compliance is further subject to certain Mitigation Provisions as described in Section 8 of this PIP.
- 1.7 Compliance incentives are not applicable for specific (sub)measurements per the PMP:
  - 1.7.1 For any measurement or submeasurement classified in the PMP as "Diagnostic Only", "Parity by Design" or with benchmark level "TBD".

#### 2. Parity Measure Compliance Incentives

- 2.1 Compliance incentives for parity submeasures are based on a measure of severity, D<sub>P</sub> (called "D sub P", see Attachment D), associated with a difference between the service performance levels Sprint provides to each individual CLEC and the service performance levels Sprint provides to its retail customers, and are applied when service is determined to be out of parity.
- 2.2 Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates, as defined in Attachment A.
- 2.3 Compliance incentives will be applied according to the Statistical Testing Methodology set forth in section 9 of this document, with subsequent application of relevant materiality thresholds set forth in Attachment E.
- 2.4 The compliance incentive owed increases as  $|D_P|$  increases (the more negative  $D_P$  is, the more severe the difference). The following table sets forth the compliance incentive severity levels:

PARITY MEASURES				
Measure of severity Severity Level Submeasure per M				
$0 <  D_P  < .5$	Minor	See Attachment C		
$.5 \le  D_P  \le 2$	Moderate	See Attachment C		
$ D_P  >= 2$	Severe	See Attachment C		

- 2.5 The compliance incentive owed is also dependent upon the "priority ranking" of the measure as set forth in Attachment C.
- 2.6 The magnitude of the compliance incentives for a particular CLEC depends upon the number of relevant transactions the CLEC has per submeasure as set forth in Attachment C.

#### 3. Benchmark Measure Compliance Incentives

- 3.1 Compliance incentives for benchmark submeasures are based on a measure of severity, D<sub>B</sub> (called "D sub B", see Attachment D), associated with the difference between the service performance levels Sprint provides to each individual CLEC, and the benchmark standard.
- 3.2 Incentives will apply to Sprint service performance levels that do not achieve the benchmarks. No statistical evaluation is performed for benchmark submeasures to determine compliance. The level of compliance incentive owed increases as D<sub>B</sub> increases.

3.3 The following table sets forth the compliance incentive due for benchmark *proportion* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK PROPORTION MEASURES				
Performance Level	Severity Level	Incentive Amount per Submeasure per Month		
$0 < D_B < 5$	Minor	See Attachment C		
$5 \le D_B \le 15$	Moderate	See Attachment C		
$D_B >= 15$	Severe	See Attachment C		

3.4 A different performance level is appropriate for benchmark *mean* measures. The following table sets forth the compliance incentive due for benchmark *mean* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK MEAN MEASURES				
Performance Level	Severity Level	Incentive Amount per Submeasure per Month		
$0 < D_B < 25$	Minor	See Attachment C		
$25 \le D_B \le 50$	Moderate	See Attachment C		
$D_B >= 50$	Severe	See Attachment C		

- 3.5 For *proportion* and *mean* benchmark measures, the compliance incentive owed is also dependent upon the "priority ranking" of the measure as set forth in Attachment C.
- 3.6 The magnitude of compliance incentives for a particular CLEC is dependent upon the number of relevant transactions a CLEC has per submeasure as set forth in Attachment C.

#### 4. Chronic Incentive Amounts

- 4.1 A chronic state begins when Sprint misses either a parity submeasure or a benchmark submeasure for three (3) consecutive activity months for a specific CLEC.
  - 4.1.1 For the purposes of calculating chronic incentive amounts, a single no-activity month counts as neither compliant nor non-compliant.
- 4.2 A chronic state ends when either of the following occurs:
  - 4.2.1 Once in a state of chronic non-compliance, Sprint must achieve one (1) month of compliant service to "exit" the chronic state.

- 4.2.2 In the determination of chronic non-compliance, three (3) consecutive months of no-activity counts as one compliant month. In other words, three (3) consecutive months of no-activity "wipes the slate clean".
- 4.3 While in a state of chronic non-compliance, Sprint calculates the incentive amount by applying a multiplier to the incentive amount for the current month as determined using the Schedule of Compliance Incentives as set forth in Attachment C.
  - 4.3.1 In the 3<sup>rd</sup> consecutive month of non-compliance (i.e. the first month of chronic non-compliance) a multiplier of three (3) is applied to the incentive amount for the current month as determined using the Schedule of Compliance Incentives (see Attachment C). This multiplier is used for the 4<sup>th</sup> and 5<sup>th</sup> consecutive months of non-compliance as well.
  - 4.3.2 In the 6<sup>th</sup> consecutive month of non-compliance a multiplier of six (6) is applied to the incentive amount for the current month as determined using the Schedule of Compliance Incentives as set forth in Attachment C. This multiplier is used for all subsequent consecutive months of non-compliance, while Sprint is in a state of chronic non-compliance.
  - 4.3.3 Consider a hypothetical scenario<sup>1</sup> in which Sprint enters into a state of chronic non-compliance, for a particular CLEC, for a particular parity submeasure. The following table shows the months in which Sprint is non-compliant, the months in which Sprint is in a state of *chronic* non-compliance, the measure of severity (D<sub>P</sub>), the severity level for each month (based on D<sub>P</sub>), and the base calculation for incentive amounts as determined from the Schedule of Compliance Incentives (see Attachment C).

Month	Priority Ranking	Compliant	Chronic	D <sub>P</sub>	Severity Level	Base Incentive Amount
June	High	No	No	08	minor	\$ 200
July	High	Yes	No	n/a	n/a	n/a
August	High	No	No	-1.2	moderate	\$ 400
September	High	No	No	-3.1	severe	\$ 1,300
October	High	No Activity	n/a	n/a	n/a	n/a
November	High	No	Yes	-3.3	severe	\$ 1,300
December	High	No	Yes	-1.8	moderate	\$ 400
January	High	No	Yes	-1.7	moderate	\$400
February	High	No	Yes	-2.4	severe	\$ 1,300
March	High	No	Yes	-2.4	severe	\$1,300
April	High	Yes	No	n/a	n/a	n/a

<sup>&</sup>lt;sup>1</sup> The assumption is that the CLEC has 30 or more relevant transactions each month, for the particular submeasure, and this particular submeasure is a High Priority submeasure as set forth in Attachment B.

Given this situation, the actual incentive paid (for this single submeasure<sup>2</sup>) would be calculated as follows:

June	\$ 200		
July	\$ 0		
August	\$ 400		
September	\$ 1,300		
October	\$ 0		
November	\$ 3,900	or	1,300 * 3
December	\$ 1,200	or	400 * 3
January	\$ 1,200	or	400 * 3
February	\$ 7,800	or	1,300 * 6
March	\$ 7,800	or	1,300 * 6
April	\$ 0		-

4.4 Incentives will not be assessed for a month in which Sprint's performance is in compliance, nor for a month in which a CLEC has no activity for a particular submeasure.

#### 5. Total Cap

- 5.1 The total amount of compliance incentives owed by Sprint is subject to a monthly Total Cap.
  - 5.1.1 A monthly absolute cap of one-twelfth of 25% of Sprint of Nevada's annual net return will be based upon the most recent ARMIS 43-01 report filed with the FCC.
  - 5.1.2 The timing of the annual revision of the monthly absolute cap will be the PIP report date following 45 days after ARMIS 43-01 is available in ARMIS<sup>3</sup>.
  - 5.1.3 For purposes of this section "net return" is defined to reflect both the interstate and intrastate portions of Net Return derived from local exchange service.
  - 5.1.4 The monthly absolute cap (using 2000 ARMIS reporting) is \$1,067,333. This is based on an annual net return figure of \$51,232,000. One-twelfth of the annual net return yields an average monthly net return of \$4,269,333. Taking 25% of the average monthly net return yields the absolute monthly cap of \$1,067,333.
- 5.2 In the event the total amount of compliance incentives Sprint owes the CLECs exceeds the monthly Total Cap, Sprint will allocate to each CLEC an incentive amount based

<sup>&</sup>lt;sup>2</sup> The total amount paid to the CLEC would be based on all submeasures for which the CLEC received non-compliant service.

<sup>&</sup>lt;sup>3</sup> This allows sufficient time for calculation of the new "net return" figure and implementation of system changes.

upon the CLEC's percentage of the total calculated compliance incentives due.

5.2.1. For example: suppose the monthly Total Cap is \$1,067,333 and the total calculated compliance incentive due to all CLECs for the month is \$1,200,000. If the calculated compliance incentive amount for CLEC A is \$300,000, then CLEC A would receive an allocated amount of \$266,833.30 (\$300,000/\$1,200,000 = 25%, 25% \*\$1,067,333 = \$266,833.30).

#### 6. Other Compliance Incentives

- 6.1 Compliance Incentives are applicable to late performance reports that have not been excused by the Commission and/or the CLEC(s), incomplete reports (missing submeasure results on distributed reports), and late causal analysis reports (where applicable).
- 6.2 Late performance reports are those reports that are not made available for CLEC viewing on the agreed upon date.
  - 6.2.1 The due date for reports will be assumed to be no later than the 15<sup>th</sup> calendar day of the month, unless otherwise approved by the Commission.
  - 6.2.2 A compliance incentive amount due because of late performance reports is assessed daily as defined in Attachment C (see the Other Incentive Information table).
  - 6.2.3 If Sprint issues late performance reports, Sprint will apply to individual CLECs the compliance incentive amount due because of late performance reports, as well as any incentive amounts assessed due to missing submeasures.
  - 6.2.4 A compliance incentive amount due because of late performance reports will not be included in the determination of chronic incentives, and will not be considered in the determination of whether a state of chronic non-compliance applies.
  - 6.2.5 An incentive amount due because of late performance reports will not be included in the Total Cap.
  - 6.2.6 A late performance report is not assessed incentives for missing submeasure results.
- 6.3 Incomplete reports are those reports that have missing submeasure results for a CLEC.
  - 6.3.1 The incentive amount for incomplete performance reports will be established by assessing incentives as if each missing submeasure, per CLEC, were severely non-compliant (see Attachment C for severe incentive amounts).

- 6.3.2 Missing submeasure results will be considered a severe non-compliant situation, in all respects. A missing submeasure can, therefore, be included in the determination of chronic incentives.
- 6.3.3 An incentive amount due because of missing submeasure results would be included in the Total Cap, if applicable.
- 6.3.4 When appropriate, incentives may be applied for missing submeasure results, in addition to incentives applied for late performance reports.
- 6.4 If applicable, any incentives due as a result of late causal analysis reports are assessed per CLEC, on a daily basis, per Attachment C (see the Other Incentive Information table).
  - 6.4.1 An incentive amount due because of late causal analysis reports will not be included in the determination of chronic incentives, and will not be considered in the determination of whether a state of chronic non-compliance applies.
  - 6.4.2 An incentive amount due because of late causal analysis reports will not be included in the Total Cap.

#### 7. Application of Compliance Incentives

- 7.1. In recognition of the potential for loss of competitive opportunities, revenues and goodwill which a CLEC might sustain from Sprint service performance levels that are not in compliance, Sprint agrees to pay the CLEC incentives as set forth in this PIP.
- 7.2 Sprint agrees to the Commission decision on exclusivity of remedies as decided in Docket 01-1048.
- 7.3 Sprint will apply incentives in the form of crediting invoices.
  - 7.3.1 Sprint will calculate the total compliance incentive due each CLEC on a monthly basis. Sprint will credit a CLEC's Billing Account Number(s) ("BAN(s)") in the billing cycle which begins forty-five (45) calendar days after the issuance of monthly performance reports.
  - 7.3.2 If requested by the CLEC, a check payout will occur when Sprint owes the CLEC more money than the CLEC owes Sprint, utilizing the total of all BANs.

#### 8. Mitigation Provisions

8.1 The use of statistical testing for parity measures helps to mitigate the risks of Sprint paying incentives due simply to random variation in processes. However, due to the

nature of the statistical tests, the expectation is that incentives will periodically be assessed even when a state of consistent parity exists (called a Type I error). To mitigate the impacts of Type I errors, Sprint may utilize the following forgiveness plan to negate compliance incentives on seemingly non-compliant parity submeasures. This forgiveness plan is applied separately for each submeasure and each CLEC as follows:

- 8.1.1 Sprint's compliance incentive obligation to the CLECs will be forgiven on a submeasure basis only when certain criteria are met. These criteria are:
  - 8.1.1.1 For every submeasure, per CLEC, the first accrued forgiveness will occur upon the first month of activity, and again every six (6) months of activity thereafter.
    - 8.1.1.1.1 Each forgiveness must be used within six (6) months upon accrual. In other words, an accrued forgiveness is lost if not used within six (6) months.
  - 8.1.1.2 If there is no activity for a particular submeasure, per CLEC, for twenty-four (24) consecutive months, the process of accruing forgivenesses will begin again upon the next month of activity. In other words, Sprint will not track inactivity beyond twenty-four (24) months for the purpose of accruing forgivenesses.
  - 8.1.1.3 A forgiveness can only be used to offset the compliance incentive amount due for the same submeasure, and CLEC, for which the forgiveness was originally accrued.
  - 8.1.1.4 If a forgiveness is available to be used, it must be used at the first opportunity, with the following exceptions:
    - 8.1.1.4.1 A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.
    - 8.1.1.4.2 Available forgivenesses may offset neither a severe nor a chronic non-compliance.
- 8.2 Sprint may perform a limited root-cause analysis process within 30 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions that caused a non-compliant condition and to justify why a compliance incentive may not be warranted.
  - 8.2.1 Examples of these exceptional conditions include, but are not limited to the following:

- 8.2.1.1 Significant activity by a third party external to and not controlled by Sprint (e.g., damaged facilities, third party systems, bomb threats)
- 8.2.1.2 Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)
- 8.2.1.3 Environmental events not considered force majeure (e.g., fire or other hazardous condition)
- 8.2.1.4 Force majeure events
- 8.2.2 Sprint will continue to calculate and apply compliance incentives to the CLECs during this root cause analysis period.
- 8.2.3 Sprint will not be required to utilize a forgiveness under section 8.1 of this Plan, if it is determined that a compliance incentive is not warranted due to an exceptional condition under this section.
- 8.3 Either Sprint or a CLEC may initiate a request for an expedited hearing process in accordance with the Commission's rules to resolve differences associated with the application of incentives to Sprint for failure to meet the requirements of the Plan; however, Sprint must continue to apply incentives to the CLEC during the expedited hearing process. If the subsequent Commission ruling is in favor of Sprint, the application of the incentive will be reversed from the CLEC BAN(s).
- 8.4 Sprint will implement materiality thresholds as defined in Attachment E:
  - 8.4.1 Materiality thresholds mitigate situations where benchmark results or parity comparisons misidentify differences as significant. This is due to the fact that small-sample benchmark results, or parity statistical significance, is not necessarily synonymous with business significance. Situations that produce misidentification of differences as significant include but are not limited to the following:
    - 8.4.1.1 Small sample adjustments to benchmark proportion measures. For benchmark proportion measures, small samples can result in the need for service beyond the benchmark in order to achieve compliance. For instance, the only way to achieve a 95% benchmark with 19 orders would be to fail on none. One failure would result in performance of 94.7%. The small sample adjustments to benchmark proportion measures would, for example, allow for 1 failure in the 19 orders to achieve compliant performance.
    - 8.4.1.2 Small samples for parity measures. For measures typically associated with small samples, the measure itself can be highly sensitive to small differences in service. Similar to the small sample adjustment used for

benchmark proportion measures, small samples for parity measures (especially proportion and rate measures) can result in the need for perfect or near-perfect service in order to be deemed compliant. For example, the measure *Trouble Report Rate* is defined as the number of trouble tickets per month divided by the number of access lines the customer has. Due to small CLEC transaction sizes, a single trouble report for a CLEC with few access lines can produce non-compliance. Since one trouble report for a month does not have a significant impact on the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

8.4.1.3 Large samples for parity measures. Submeasures with a high volume of CLEC transactions produce statistical comparisons that are overly sensitive to small differences between Sprint and CLEC results. This can produce non-compliance when the actual difference in Sprint and CLEC results is very small. For example, if a CLEC has thousands of submeasure transactions in a month, there may be a statistically significant difference, but only a slight difference in results (i.e., a difference of 0.4% on *Usage Completeness*, a Low Priority measure). Since this type of difference does not significantly impact the CLEC's ability to compete, this is a statistically significant difference that is not synonymous with business significance.

# 9. Statistical Testing Methodology for Parity Measurements

- 9.1 Statistical testing will be conducted when there is at least one transaction each for Sprint retail and individual CLEC.
- 9.2 The general statistical testing methodology is to conduct a hypothesis test with H<sub>0</sub>: CLEC performance is "better than or equal to" Sprint performance. H<sub>1</sub>: CLEC performance is "worse than" Sprint performance.
  - 9.2.1 Calculations are made under the assumption that larger performance measurement values indicate worse service. For measures where this assumption does not hold true (i.e. larger values indicate better service), the calculation of a test statistic will be reversed. In other words, a difference between Sprint and CLEC service will always be shown as a numerically negative difference when CLEC service is worse.
- 9.3 Any statistical test yielding a p-value will be converted to a z-score for purposes of reporting consistency, and to enable calculation of the severity value.
- 9.4 A significance level, or Type I error rate, of 10% will be used for testing purposes.

- 9.4.1 This results in a critical value of -1.2817 for z-scores. Any z-score less than or equal to -1.2817 will result in a rejection of  $H_0$ .
- 9.4.2 Modifications are made to the traditional t-statistic typically used for testing the difference between two means (due to sensitivity to testing assumptions). The "adjusted, asymmetric two-sample t-test" is designed to test the difference between means, without sensitivity to a larger CLEC variance, while adjusting for bias caused by population skewness. Instead of pooling the variances from both Sprint retail and CLEC observations, only using Sprint variance increases the ability of the test statistic to identify a difference in means should the CLEC have a greater variation. A modified z-score is calculated at the cell level by converting the adjusted, asymmetric t-test statistic via the respective probability density function.
- 9.5 All statistical tests will be performed at the submeasure level, per CLEC.
  - 9.5.1 Statistical comparisons made at the cell-level (see Section 9.6), when applicable, will be aggregated into a single test statistic at the submeasure level.
  - 9.5.2 Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.
- 9.6 When approved by the Commission on a measurement/submeasurement basis, Sprint's retail data and CLEC data will be compared at levels that provide the most accurate parity comparisons (i.e., wire center, etc...).
  - 9.6.1 For statistical validity, the parity comparison between CLEC and Sprint retail data will be made with data generated from similar processes and conditions. Since the performance data are collected from daily operations, they are "observed" results. These observed results, or observational data, may not be produced under similar procedures and conditions.
    - 9.6.1.1 This level of comparison is to ensure a "like-to-like" comparison, and is referred to as the "cell level". The like-to-like comparison is a necessary condition for achieving correct statistical testing results for both Sprint retail and CLEC data.
      - 9.6.1.1.1 For example, suppose a new CLEC starts operations around a single wire center. For some period of time, a large percentage of the CLEC's service orders are 'N' (New) orders. When compared to Sprint's retail service orders that included 'N', 'C' and 'T' (New, Change, and Transfer) orders, Sprint may be called out of parity erroneously because 'N' orders typically take longer than 'C' or 'T' orders. By comparing only the Sprint 'N' orders to CLEC 'N' orders, a true result can be obtained.

- 9.6.1.1.2 Cell-level comparisons are for statistical accuracy, and do not necessitate additional detail in the reported submeasure level as defined in the PMP.
- 9.6.2 Cell level comparisons will be proposed by Sprint and submitted for approval by the Commission on a per-submeasure or per-measure basis.
  - 9.6.2.1 Measurement/submeasurements with Commission-approved cell-level comparisons are listed in Attachment G.
  - 9.6.2.2 When like-to-like comparisons are approved for a specific measure or submeasure, results will be calculated using various statistical techniques appropriate for cell level comparisons (see Attachment A for detailed methodology).
  - 9.6.2.3 When there is more than one cell for a submeasure, the z-scores at the cell level will be aggregated into one overall test statistic, called the "truncated z-score" (see Attachment A), which is used to determine whether a statistically significant difference exists at the submeasure level. A submeasure with a single cell will not be aggregated into the truncated z-score, but will simply use the z-score as calculated for the cell.
  - 9.6.2.4 If entries in comparison cells are exactly proportional over a covariate, the aggregated index should be very nearly the same as if comparisons on the covariate had not been done. In other words, if relative performance between Sprint retail and CLEC service at the cell level is equivalent (for all cells) to relative performance at the reporting level, then the aggregated z-score should be roughly the same as a modified z-score applied at the reporting level.
  - 9.6.2.5 The contribution of each comparison cell should depend on the number of observations in the cell.
  - 9.6.2.6 Cancellation between comparison cells will be limited. In other words, positive outcomes should not be allowed to cancel negative ones.

#### 10. Additional Provisions

10.1 In compliance with the Commission-approved Stipulation, Sprint will implement this PIP for activity starting on April 1, 2002 (the first full month for which data is available), except as noted below:

- 10.1.1 PMP changes for measure 18, *Completion Notification Interval*, will not be implemented until July 2002, for August 2002 reporting. No incentives will be assessed on measure 18 until it is implemented as set forth herein.
- 10.1.2 Sprint's design, development, and implementation of a process (as well as a system to capture the data) for measure 38, *Database Accuracy*, will not be in place until July 2002, for August 2002 reporting. This timeframe is dependent upon CLEC participation in training. No incentives will be assessed on measure 38 before implementation of the measure.

# Attachment A

#### **Statistical Calculations**

#### Statistical methods:

SAMPLE SIZE	TYPE OF MEASURE	STATISTICAL METHOD (WITHOUT CELL LEVEL COMPARISONS)	STATISTICAL METHOD (WITH CELL LEVEL COMPARISIONS)
	mean	Permutation Testing	Permutation Testing (p-value converted to a z-score)
"small"	proportion	Fisher's Exact Test (i.e. Hypergeometric)	Standard Z, with finite population correction
	rate	Binomial Test	Standard Z, with finite population correction
	mean	Modified Z, with skewness correction (Sprint variance used, rather than pooled variance)	Modified Z, with skewness correction (Sprint variance used, rather than pooled variance)
"large"	proportion	Standard Z, with finite population correction	Standard Z, with finite population correction
	rate	Standard Z, with finite population correction	Standard Z, with finite population correction

# Statistical functions definitions:

 $\Phi^{-1}(x)$  Inverse cumulative standard normal distribution function.

pt(t,df) Cumulative distribution function of a t-statistic with df degrees of freedom.

BN(x, n, p) Binomial distribution density function. The probability of observing x of n successes with a probability p of success.

CBN(x,n,p) Cumulative binomial distribution function.

$$CBN(x, n, p) = P(B \le x) = \begin{cases} 0(x < 0) \\ \sum_{k=0}^{x} BN(k)(0 \le x \le n) \\ 1(x > n) \end{cases}$$

HG(q, m, n, k) Hypergeometric distribution density function where q represents the number of red balls out of a sample of size k drawn from an urn containing m red balls and n black ones.

CHG(q,m,n,k) Cumulative hypergeometric distribution.

$$CHG(q, m, n, k) = P(H \le q) = \begin{cases} 0(q < \max(0, k - m)) \\ \sum_{h = \max(0, k - m)}^{q} HG(h)(\max(0, k - m) \le q \le \min(k, m)) \\ 1(q > \min(k, m)) \end{cases}$$

rank(x) Ranks the input variables. In case of ties, the average rank is calculated.

choose(n,k) Calculates the binomial coefficients.

#### Global variable definitions:

L = The total number of occupied cells.<sup>4</sup>

j = An index counter indicating cell number.

 $n_{1j}$  = The number of Sprint transactions in cell j.

 $n_{2i}$  = The number of CLEC transactions in cell j.

 $n_i$  = The total number of transactions in cell j.

 $X_{1:k}$  = Individual Sprint transactions in cell j.

 $X_{2jk}$  = Individual CLEC transactions in cell j.

 $\Phi^{-1}$  = Inverse cumulative standard normal

distribution function.

#### Mean Performance Measures<sup>5</sup>

At this time, the following calculations will apply to parity submeasures contained in measures 6, 7, 13, 14, 21, 28, and 44. However, any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

#### Variable definitions:

STATISTIC	DEFINITION	<i>EXPLANATION</i>
$\overline{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} X_{1jk}$	Sprint sample mean of cell j.	Add observations and divide by the number of
$n_{1j} \stackrel{\text{def}}{\underset{k=1}{\longleftarrow}} $		observations.
$\overline{X}_{2j} = \frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} X_{2jk}$	CLEC sample mean of cell j.	Add observations and divide by the number of
$n_{2j} = \sum_{k=1}^{j-1} n_{2j}$		observations.

<sup>&</sup>lt;sup>4</sup> If comparisons are performed at the submeasure level, L = 1 and only one cell (the submeasure) exists. If comparisons are performed at the cell level, L may exceed 1 and more than one cell may exist (see Attachment G for the list of (sub)measurements approved for comparison at the cell level).

<sup>&</sup>lt;sup>5</sup> Only perform STEP 4 and STEP 5 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4 and STEP 5).

$$s_{1j}^2 = \frac{1}{n_{1j} - 1} \sum_{k=1}^{n_{1j}} (X_{1jk} - \overline{X}_{1j})^2$$

Sprint sample variance in cell j. May be NA for very small sample sizes.

$$s_{2j}^2 = \frac{1}{n_{2j} - 1} \sum_{k=1}^{n_{2j}} (X_{2jk} - \overline{X}_{2j})^2$$

CLEC sample variance in cell j. May be NA for very small sample sizes.

$$\gamma_{1j} = \frac{\frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} \left( X_{1jk} - \overline{X}_{1j} \right)^3}{\left[ \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} \left( X_{1jk} - \overline{X}_{1j} \right)^2 \right]^{3/2}}$$

The Sprint sample skewness in cell j. May be NA for very small sample sizes.

$$\gamma_{2j} = \frac{\frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} \left( X_{2jk} - \overline{X}_{2j} \right)^3}{\left[ \frac{1}{n_{2j}} \sum_{k=1}^{n_{2j}} \left( X_{2jk} - \overline{X}_{2j} \right)^2 \right]^{3/2}}$$
 The CLEC sample skewnes cell j. May be NA for very small sample sizes.

The CLEC sample skewness in

 $XY_i$ 

Combined Sprint and CLEC samples.

Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1. Subtract each observation by its mean, square the difference, add them all up, and divide by the number of observations minus 1. Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance. Subtract each observation by its mean, cube the difference, add them all up, and divide by the number of observations. Then divide that number by the cubed square root of the population variance. Concatenate the Sprint and CLEC samples into a single variable.

STEP 1: Calculate Cell Weights

$$W_j = \sqrt{\frac{n_{1j}n_{2j}}{n_j}}$$

For each cell, multiply the Sprint sample size and the CLEC sample size, divide by their sum, and take a square root.

If all Sprint and CLEC transactions within a cell have identical performance measures (e.g. service durations), set  $W_i = 0$ .

STEP 2: Calculate a Z-statistic for each cell

a. If 
$$W_i = 0$$
, then set  $Z_i = 0$ .

b. If 
$$\min(n_{1j}, n_{2j}) > 6$$
 and  $s_{1j}^2 > 0$ 

$$T_{j} = \begin{cases} t_{j} + \frac{g}{6} \left( \frac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j} n_{2j}(n_{1j} + n_{2j})}} \right) \left( t_{j}^{2} + \frac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}} \right) & t_{j} \ge t_{\min j} \\ t_{j} + \frac{g}{6} \left( \frac{n_{1j} + 2n_{2j}}{\sqrt{n_{1j} n_{2j}(n_{1j} + n_{2j})}} \right) \left( t_{\min j}^{2} + \frac{n_{2j} - n_{1j}}{n_{1j} + 2n_{2j}} \right) & \text{otherwise} \end{cases}$$

where

$$t_{j} = \frac{\overline{X}_{1j} - \overline{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}},$$

$$t_{\min j} = \frac{-3\sqrt{n_{1j}n_{2j}n_{j}}}{g(n_{1j} + 2n_{2j})}$$

and g is the median value of all values of  $\gamma_{1j}$  over all cells within the submeasure (reporting level) such that

- i)  $\gamma_{1i} > 0$
- ii)  $n_{1j} > 6$ , and
- iii)  $n_{1j} > n_{3q}$ , where  $n_{3q}$  is the 3 quartile of all  $n_{1j}$  in cells where (i) and (ii) are true.

If no cells within a submeasure exist that satisfy conditions (i) - (iii), then set g = 0.

Calculate the p-value from the  $T_j$  statistic with  $n_{1j} - 1$  degrees of freedom using  $P_j = pt(T_j, n_{1j} - 1)$ .

Calculate the z-score  $Z_j$  from this p-value as  $Z_j = \Phi^{-1}(P_j)$ .

- c. If  $[\min(n_{1j}, n_{2j}) \le 6 \text{ OR } s_{1j}^2 = 0] \text{ AND } W_j > 0 \text{ (from part 1):}$ 
  - 1) Calculate the number of possible permutations Nperms =  $choose(n_i, n_{1i})$

2) If 
$$n_{1j} = n_{2j} = 1$$
, then  $Z_j = \begin{cases} 0.6744898 & X_{1j} > X_{2j} \\ 0 & X_{1j} = X_{2j} \\ -0.6744898 & X_{1j} < X_{2j} \end{cases}$ 

- 3) If only  $n_{1j} = 1$  then let  $R_0$  equal the rank of the Sprint observation in the combined sample  $XY_j$ . Calculate  $Z_j = \Phi^{-1} \left( \frac{R_0 0.5}{n_j} \right)$ .
- 4) If only  $n_{2j} = 1$  then let  $R_0$  equal the rank of the CLEC observation in the combined sample  $XY_j$ . Calculate  $Z_j = -\Phi^{-1} \left( \frac{R_0 0.5}{n_j} \right)$ .
- 5) If  $\min(n_{1j}, n_{2j}) \ge 2$  and  $Nperms \le 1000$  then
  - i) Generate all possible permutations of sizes  $n_{1j}$  and  $n_{2j}$  from the combined sample  $XY_j$ .
  - ii) For each permuted sample, calculate the sum of sample of size  $n_{ij}$ .
  - iii) Let  $R_0$  equal the rank of the observed sum within all of the permuted sums.

Calculate 
$$Z_j = \Phi^{-1} \left( \frac{R_0 - 0.5}{Nperms} \right)$$
.

- 6) If  $\min(n_{1i}, n_{2i}) \ge 2$  and Nperms > 1000 then
  - i) Generate 1,000 random permutations of sizes  $n_{1j}$  and  $n_{2j}$  from the combined sample  $XY_i$ .
  - ii) For each permuted sample, calculate the sum of the sample of size  $n_{1j}$ .
  - iii) Let  $R_0$  equal the rank of the observed sum within the 1000 permuted sums and calculate  $Z_j = \Phi^{-1} \left( \frac{R_0 0.5}{1001} \right)$ .
- STEP 3: Truncate Z-statistic for each cell

For each cell, 
$$Z_j^* = \begin{cases} Z_j & L = 1\\ \min(0, Z_j) & \text{otherwise} \end{cases}$$
.

Note that there is no truncation step if there is only one cell in the submeasure calculation.

- STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.
  - 1. If for cell j,  $W_j = 0$ , set  $ExpectedMean_j^{parity}$ ,  $ExpectedVariance_j^{parity}$ , and  $ExpectedSkew_i^{parity}$  all equal to 0.
  - 2. If  $\min(n_{1j}, n_{2j}) > 6$  and  $s_{1j}^2 > 0$

a. 
$$ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$$
.

b. 
$$ExpectedVariance_j^{parity} = \frac{1}{2} - \frac{1}{2\pi}$$

c. 
$$ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$

3. If 
$$\min(n_{1j}, n_{2j}) \le 6$$
 OR  $s_{1j}^2 = 0$ 

a. Let 
$$N_i = \min(Nperms, 1000)$$

b. For 
$$i = 1, ..., N_j; z_{ji} = \min \left\{ 0, \Phi^{-1} \left( \frac{i - 0.5}{N_j} \right) \right\}$$
.

c. 
$$\Theta_{ji} = \frac{1}{N_j}$$

d. 
$$ExpectedMean_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}$$

e. 
$$ExpectedVariance_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{parity})^{2}$$

$$ExpectedSkew_{i}^{parity} =$$

f. 
$$\sum_{i} \Theta_{ji} z_{ji}^{3} - 3Expected Mean_{j}^{parity} \times Expected Variance_{j}^{parity} - \left[Expected Mean_{j}^{parity}\right]^{3}$$

STEP 5: Calculate the initial aggregate test statistic.

$$Z_{0}^{T} = \begin{cases} Z_{1} & L = 1 \\ Z^{T} = \frac{\sum_{j} W_{j}(Z_{j}^{*} - ExpectedMean_{j}^{parity})}{\sqrt{\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic.  $Z^{T} = Z_{0}^{T} = Z_{1}$ .
- 2. If L > 1, do the following.
  - a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\sum_{j} W_{j}^{3} \times ExpectedSkew_{j}^{parity}}{6 \times \left(\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}\right)^{\frac{3}{2}}}$$

b. If 
$$Z_0^T > -\frac{1+4g_{agg}^2}{4g_{agg}}$$
 or  $-10^{-6} < g_{agg} < 0$  then  $Z^T = Z_0^T$ .

c. Otherwise

$$Z^{T} = \frac{-1 + \sqrt{1 + 4g_{agg}^{2} + 4g_{agg}Z_{0}^{T}}}{2g_{agg}}$$

# Proportion Performance Measures<sup>6</sup>

The following calculations will apply to measures 5, 8, 10, 11, 12, 15, 17a, 20, 22, 23, 26, 31, 32, 33, 34, 37, 38, 39, and 42. However, any subsequent change to measure classification (mean, proportion, rate) to a measure or submeasure in the PMP will take precedence over this list.

#### Variable definitions:

- $a_{1j}$  = Number of Sprint cases possessing an attribute of interest in cell j.
- $a_{2j}$  = Number of CLEC cases possessing an attribute of interest in cell i.
- $a_j$  = Number of cases possessing an attribute of interest in cell j.

\*\*NOTE: All measurements made using the number of *misses* (or negative measurement value).\*\*

STEP 1: Calculate Cell Weights.

$$W_{j} = \sqrt{\frac{n_{1j}n_{2j}}{n_{j}} \frac{a_{j}}{n_{j}} \left(1 - \frac{a_{j}}{n_{j}}\right)}$$

For each cell, multiply the Sprint sample size and the CLEC sample size, the proportion of affected transactions and the proportion of non-affected transactions, divide by the total number of transactions, and take a square root.

STEP 2: Calculate a Z-statistic for each cell.

If 
$$W_j = 0$$
 then set  $Z_j = 0$ .

Else, calculate the Z-statistic as 
$$Z_j = \frac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}$$

STEP 3: Truncate Z-statistic for each cell.

For each cell, 
$$Z_j^* = \begin{cases} Z_j & L = 1\\ \min(0, Z_j) & \text{otherwise} \end{cases}$$

Note that there is no truncation step if there is only one cell in the submeasure calculation.

STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.

<sup>&</sup>lt;sup>6</sup> Only perform STEP 4 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4).

1. If for cell j,  $W_j = 0$ , set  $ExpectedMean_j^{parity}$ ,  $ExpectedVariance_j^{parity}$ , and  $ExpectedSkew_j^{parity}$  all equal to 0.

2. If 
$$\min \left\{ a_{1j} \left( 1 - \frac{a_{1j}}{n_{1j}} \right), a_{2j} \left( 1 - \frac{a_{2j}}{n_{2j}} \right) \right\} > 9$$
.

- a.  $ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$ .
- b.  $ExpectedVariance_{j}^{parity} = \frac{1}{2} \frac{1}{2\pi}$ .
- c.  $ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$
- 3. Else, if  $\min \left\{ a_{1j} \left( 1 \frac{a_{1j}}{n_{1j}} \right), a_{2j} \left( 1 \frac{a_{2j}}{n_{2j}} \right) \right\} \le 9$ .
  - a. Let  $i = \max(0, a_j n_{2j}), ..., \min(a_j, n_{1j})$ .
  - b. Calculate  $z_{ji} = \min \left\{ 0, \frac{n_j i n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j a_j)}{n_j 1}}} \right\}$  for each value of i.
  - c. For each value of i, calculate  $\Theta_{ji} = HG(i, n_{1j}, n_{2j}, a_j)$ .
  - d.  $ExpectedMean_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}$ .
  - e.  $ExpectedVariance_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} (ExpectedMean_{j}^{parity})^{2}$ .  $ExpectedSkew_{i}^{parity} =$
  - f.  $\sum_{i} \Theta_{ji} z_{ji}^{3} 3Expected Mean_{j}^{parity} \times Expected Variance_{j}^{parity} \left[Expected Mean_{j}^{parity}\right]^{3}$

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and min 
$$\left\{ \left\{ a_{1j} \left( 1 - \frac{a_{1j}}{n_{1j}} \right), a_{2j} \left( 1 - \frac{a_{2j}}{n_{2j}} \right) \right\} \le 9,$$

$$Z_0^T = \Phi^{-1}(\alpha)$$

where  $\alpha = CHG(a_{1j}, n_{1j}, n_{2j}, a_{j})$ .

2. If L > 1 or min 
$$\left\{ a_{1j} \left( 1 - \frac{a_{1j}}{n_{1j}} \right), a_{2j} \left( 1 - \frac{a_{2j}}{n_{2j}} \right) \right\} > 9,$$

$$Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \frac{\sum_j W_j (Z_j^* - Expected Mean_j^{parity})}{\sqrt{\sum_i W_j^2 \times Expected Variance_j^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic.  $Z^{T} = Z_{0}^{T}$ .
- 2. If L > 1, do the following.
  - a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\displaystyle\sum_{j} W_{j}^{3} \times ExpectedSkew_{j}^{parity}}{6 \times \left(\displaystyle\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}\right)^{\frac{3}{2}}}$$

b. If 
$$Z_0^T > -\frac{1+4g_{agg}^2}{4g_{agg}}$$
 or  $-10^{-6} < g_{agg} < 0$  then  $Z^T = Z_0^T$ .

c. Otherwise

$$Z^{\mathsf{T}} = \frac{-1 + \sqrt{1 + 4g_{\mathsf{agg}}^2 + 4g_{\mathsf{agg}}Z_0^{\mathsf{T}}}}{2g_{\mathsf{agg}}}$$

# Rate Performance Measures<sup>7</sup>

The following calculations will apply to measure 19.

#### Variable definitions:

 $b_{1i}$ Number of Sprint base elements in cell

 $b_{2j} =$ Number of CLEC base elements in cell

 $b_j$  = Total number of base elements cell j.

 $r_{1j} = n_{1j} / b_{1j} =$ Sprint sample rate of cell i.

 $r_{2j} = n_{2j} / b_{2j}$  = CLEC sample rate of call j.

 $q_j = b_{1j}/b_j$  = Relative proportion of Sprint elements for cell i.

STEP 1: Calculate Cell Weights.

$$W_j = \sqrt{\frac{b_{1j}b_{2j}}{b_j} \frac{n_j}{b_j}}$$

For each cell, multiply the number of Sprint base elements, the number of CLEC base elements and the number of transactions, divide by the total number of base elements squared, and take a square root.

STEP 2: Calculate a Z-statistic for each cell.

If  $W_i = 0$  then set  $Z_i = 0$ .

Else, calculate the Z-statistic as  $Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_i q_j (1 - q_j)}}$ 

STEP 3: Truncate Z-statistic for each cell.

For each cell, 
$$Z_j^* = \begin{cases} Z_j & L = 1\\ \min(0, Z_j) & \text{otherwise} \end{cases}$$

Note that there is no truncation step if there is only one cell in the submeasure calculation.

STEP 4: Calculate the theoretical mean and variance of the truncated statistic under parity.

 $<sup>^{7}</sup>$  Only perform STEP 4 if L > 1 (e.g., if this is a cell-level comparison, and there is more than one cell with CLEC activity, then perform STEP 4).

- 1. If for cell j,  $W_j = 0$ , set  $ExpectedMean_j^{parity}$ ,  $ExpectedVariance_j^{parity}$ , and  $ExpectedSkew_j^{parity}$  all equal to 0.
- 2. If  $\min(n_{1j}, n_{2j}) > 15$  and  $n_j q_j (1 q_j) > 9$

a. 
$$ExpectedMean_j^{parity} = -\frac{1}{\sqrt{2\pi}}$$
.

b. 
$$ExpectedVariance_{j}^{parity} = \frac{1}{2} - \frac{1}{2\pi}$$

c. 
$$ExpectedSkew_j^{parity} = -\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{1}{2}}}\right)$$

3. If  $\min(n_{1j}, n_{2j}) \le 15$  or  $n_j q_j (1 - q_j) \le 9$ 

a. Let 
$$i = 0, ..., n_i$$
.

b. Calculate 
$$z_{ji} = \min \left\{ 0, \frac{i - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}} \right\}$$
 for each value of i.

c. For each value of i, calculate 
$$\Theta_{ii} = BN(i, n_i, q_i)$$
.

d. 
$$ExpectedMean_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}$$
.

e. 
$$ExpectedVariance_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{parity})^{2}$$
.

 $Expected Skew_{j}^{parity} =$ 

$$\sum_{i} \Theta_{ji} z_{ji}^{3} - 3Expected Mean_{j}^{parity} \times Expected Variance_{j}^{parity} - \left[Expected Mean_{j}^{parity}\right]^{3}$$

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and 
$$(\min(n_{1j}, n_{2j}) \le 15 \text{ or } n_j q_j (1 - q_j) \le 9),$$
  

$$Z_0^T = \Phi^{-1}(\alpha)$$

where 
$$\alpha = CBN(n_{1i}, n_i, q_i)$$
.

2. If L > 1 or 
$$\min(n_{1j}, n_{2j}) > 15$$
 or  $n_i q_i (1 - q_i) > 9$ ,

$$Z_{0}^{T} = \begin{cases} Z_{1} & L = 1 \\ Z^{T} = \frac{\sum_{j} W_{j}(Z_{j}^{*} - ExpectedMean_{j}^{parity})}{\sqrt{\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}}} & otherwise \end{cases}$$

STEP 6: Calculate the final aggregate test statistic.

- 1. If L = 1, we use the cell modified Z statistic.  $Z^{T} = Z_{0}^{T}$ .
- 2. If L > 1, do the following.
  - a. Calculate the aggregate skewness coefficient.

$$g_{agg} = \frac{\displaystyle\sum_{j} W_{j}^{3} \times ExpectedSkew_{j}^{parity}}{6 \times \left(\displaystyle\sum_{j} W_{j}^{2} \times ExpectedVariance_{j}^{parity}\right)^{\frac{3}{2}}}$$

b. If 
$$Z_0^T > -\frac{1+4g_{agg}^2}{4g_{agg}}$$
 or  $-10^{-6} < g_{agg} < 0$  then  $Z^T = Z_0^T$ .

c. Otherwise

$$Z^{T} = \frac{-1 + \sqrt{1 + 4g_{agg}^{2} + 4g_{agg}Z_{o}^{T}}}{2g_{agg}}$$

# Attachment B

# Measurements Classified as High Priority<sup>8</sup>

	Measurement Number / Description
2	Average FOC/LSC Notice Interval
3	Average Reject Notice Interval
5	Percentage of Orders Jeopardized
7	Average Completion Interval
8	Percent Completed Within Standard Interval
9	Coordinated Customer Conversion as a Percentage On-Time
11	Percent of Due Dates Missed
12	% of Due Dates Missed Due to Lack of Facilities (see Section B.1)
15	Provisioning Trouble Reports
17a	Percentage of Troubles in 5 Days for New Orders
19	Customer Trouble Report Rate
20	Percentage of Customer Trouble Not Resolved Within Estimated Time
21	Average Time to Restore
22	POTS Out of Service Less Than 24 Hours
23	Frequency of Repeat Troubles in 30 Day Period

B.1 Due to the potential double jeopardy associated with Measure 11 and 12, High Priority incentives will not be assessed for both Measure 11 and 12, for a particular common submeasure, for a particular CLEC, in a given month. Measure 12 will only be considered High Priority when a failure occurs for measure 12 but not measure 11 (for a particular common submeasure, for a particular CLEC), in a given month. For example: if a particular CLEC is non-compliant for both measure 11 and measure 12, for a particular common submeasure, then measure 11 would be assessed a High Priority incentive, and measure 12 would be assessed a Low Priority incentive; whereas if the CLEC is non-compliant for measure 12 but not for measure 11, for a particular common submeasure, then measure 12 would be assessed a High Priority incentive.

<sup>&</sup>lt;sup>8</sup> All other measurements are classified as Low Priority.

#### Attachment C

Schedule of Compliance Incentives <sup>9</sup>								
Priority Ranking		Severity Level						
	Minor	Moderate	Severe					
Low	\$100	\$200	\$650					
High	\$200	\$400	\$1300					

- C.1 The Schedule of Compliance Incentives is based on thirty (30) or more relevant transactions.
- C.2 The number of relevant transactions is a count of the number of observations, for a particular CLEC for a submeasure, that caused a non-compliant result. Such a count is used to determine the incentive amount for those submeasures, for a particular CLEC, deemed non-compliant per a parity or benchmark comparison.
  - C.2.1 For rate measures (such as a trouble report rate), where the rate is a measure of missed-amount per other-amount, the number of relevant transactions is a count of the CLEC observations contributing to the missed-amount (such as troubles).
  - C.2.2 For proportion measures (such as percent of due dates missed for ILEC reasons), where the proportion is a measure of problem-amount per total-amount, the number of relevant transactions is a count of the CLEC observations contributing to the problem-amount (such as missed orders). For proportion measures where the proportion is a measure of made-amount per total-amount, the number of relevant transactions is the total amount minus the made-amount.
  - C.2.3 For mean measures (such as reject notification interval), where the mean is a measure of total-amount per total-count, the number of relevant transactions is a count of the CLEC observations contributing to the total-count (such as rejected orders).
  - C.2.4 For any submeasure for which relevant counts are not available or applicable (e.g., hours or money), it will be assumed that there are thirty (30) or more relevant transactions for the purpose of determining incentive amounts.
- C.3 Appropriate "scaling factors" will be applied to base incentive amounts in the Schedule of Compliance Incentives when the number of relevant transactions is less than 30.

<sup>&</sup>lt;sup>9</sup> Monthly incentive amounts, assessed per non-compliant submeasure, per CLEC.

- C.3.1 For compliance incentives associated with a relevant number of transactions less than ten (10), the relevant transaction count will be defined as "small" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.5 to arrive at the actual incentive amount owed.
- C.3.2 For compliance incentives associated with a relevant number of transactions less than thirty (30) and greater than or equal to ten (10), the relevant transaction count will be defined as "medium" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.75 to arrive at the actual incentive amount owed.
- C.3.3 For compliance incentives associated with a relevant number of transactions greater than or equal to thirty (30), the relevant transaction count will be defined as "large" and no scaling factor will be applied.
- C.4 The relevant transaction ranges will be modified for submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure). These submeasures are specific to DS1, DS3, ISDN/PRI and xDSL and have "orders" as the unit of measure (or the unit of measure is analogous to orders). These submeasures will have modified ranges for number of relevant transactions because there is an expectation of fewer transactions due to concentrated volume per order. Scaling factors will be applied to these submeasures based on these modified ranges.
  - C.4.1 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions less than five (5), the relevant transaction count will be defined as "small" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.5 to arrive at the actual incentive amount owed.
  - C.4.2 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions less than ten (10) and greater than or equal to five (5), the relevant transaction count will be defined as "medium" and the amounts in the Schedule of Compliance Incentives will be multiplied by a scaling factor of 0.75 to arrive at the actual incentive amount owed.
  - C.4.3 For compliance incentives associated with submeasures listed in Attachment F ("High-Cap" Submeasures with an Ordering Unit of Measure), a relevant number of transactions greater than or equal to ten (10), the relevant transaction count will be defined as "large" and no scaling factor will be applied.

- C.5 For any non-compliant submeasure that cannot be definitively associated with individual CLECs (such non-CLEC specific submeasures will be referred to as "corporate submeasures"), incentives will be assessed using a multiplier based on the estimated number of CLECs to have received non-compliant service, and then allocated amongst all CLECs with activity in a given month. All submeasures in measures 24, 42, and 44 are corporate submeasures.
  - C.5.1 The total incentive amount for a corporate submeasure will be calculated by multiplying the base incentive amount, per the Schedule of Compliance Incentives, by the estimated number of CLECs receiving non-compliant service for that submeasure.
    - C.5.1.1 The estimated number of CLECs receiving non-compliant service for a corporate submeasure will be based either on the results of a special study (pending the availability of information), or will be based on the average number of CLECs receiving non-compliant service over all non-corporate, non-compliant submeasures.
  - C.5.2 Incentives for corporate measures will be paid to all CLECs with activity in the given month. The amount paid will be the total incentive divided by the number of CLECs with activity.
  - C.5.3 Consider a hypothetical example in which there are three (3) non-compliant submeasures for which there is CLEC-specific information. Suppose that one has 3 CLECs receiving non-compliant service, the second has 2 CLECs receiving non-compliant service, and the third has 7 CLECs receiving non-compliant service. Hence, the average number of CLECs receiving non-compliant service over all non-compliant CLEC-specific submeasures is 4 (or 3 + 2 + 7, divided by 3). If the base incentive amount assessed for a corporate submeasure were \$650 (per the Schedule of Compliance Incentives), then the total paid for that corporate submeasure would be \$2,600 (or 4 times 650). If there was a total of eight (8) CLECs with activity that month, then each of the eight CLECs would receive \$325 (or \$2,600 divided by 8) for the non-compliant corporate submeasure.

Other Incentive In	nformation
Late Reports	Late Causal
per Day	Analysis per Day
\$500	\$50

## Attachment D

# Measures of Severity (parity and benchmark)

#### Benchmark Measurements:

Definition:

$$D_{\rm B} = \frac{I - B}{B} \times 100\%$$

where I is Sprint performance (mean, proportion, or rate) in service to a CLEC, and B is the benchmark set as the performance tolerance limit. This calculation assumes that the larger the value of I, the worse the service. For measures where this assumption does not hold true, the subtraction in the numerator is reversed. In other words, the numerator should be positive when the service to the CLEC is worse than the benchmark.

#### Rationale:

Upon determining that Sprint performance (in service to a CLEC) is not meeting the benchmark, the measure of severity will be calculated to represent the percentage difference from the benchmark. For example, if the benchmark is 4 hours and Sprint performance is 5 hours, then  $D_B = \frac{5.0-4.0}{4.0} \times 100\%$ , or  $D_B = 25\%$ . For a benchmark mean measure, this result would be considered a "moderate" deviation from the benchmark. Such a measure for compliance is only valid if the benchmark is set appropriately; set as a tolerance limit as opposed to a target.

#### **Parity Measurements:**

#### Definition:

Given  $Z^T$  (as calculated in STEP 6, Attachment A, for mean, proportion, and rate measures), define the measure of severity  $D_P$  as:

$$D_{\mathbf{P}} = \sqrt{\frac{1}{N_1} + \frac{1}{N_2}} Z^T$$

where  $N_1$  and  $N_2$  are the number of Sprint and CLEC transactions combined from all cells in a submeasure with  $W_j > 0$  (where  $W_j$  is the cell weight for cell j, as defined in Attachment A). As described in section 9 of this document,  $Z^T$  is negative when the CLEC is receiving non-compliant service.

#### Rationale:

Upon determining that an out-of-parity situation exists for a particular submeasure, for a particular CLEC, a measure of severity will be calculated to reflect the magnitude of the performance difference between Sprint's retail and Sprint's CLEC service. The statistical tests performed to determine whether service is in parity, provide the "yes" or "no" answer to the question of parity service. Further, the z-score itself provides a measure for the degree of

certainty as to whether parity service exists. However, this degree of certainty does not indicate the severity of non-compliance, mainly due to the fact that the z-score is highly dependent on the sample size. If the submeasure has a considerably large sample size, yet a small difference between Sprint's retail and Sprint's CLEC service, the large sample size could cause the z-score to indicate a high confidence in lack of parity. This high confidence told by the z-score indicates that there is a *statistically* significant difference in service for the CLEC, but it does not indicate that there is a significant difference in service from a *business impact* point of view.

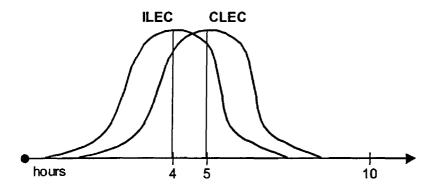
A reasonable measure of severity will provide an indication for how different the Sprint's CLEC service is from that of Sprint's service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to Sprint's retail customers, the measure of severity should indicate the difference between Sprint's retail and Sprint's CLEC service. In practice, there are important considerations for appropriately calculating such a measure of severity. First, the measure should be consistent with the results of the z-score, accounting for the differences in calculations that result from small samples, truncating, weighting of cells, and adjustments for skewness. Second, the measure of severity should be applicable to all types of measurements (mean, proportion, and rate). These considerations can be taken into account by utilizing the aggregate, truncated z-score, Z<sup>T</sup>; simply adjusting the z-score so as to not include the sensitivity to sample size.

To visualize how this measure of severity works, consider the example of a mean submeasure having a single cell. In this case, it can be shown that  $D_P$  is simply the difference in mean performance between the Sprint's retail and Sprint's CLEC service, measured relative to the dispersion (or standard deviation) of Sprint's retail service. As an equation, this yields:

$$D_P = \frac{\overline{X}_1 - \overline{X}_2}{s_1}$$
, where  $\overline{X}_1$  is the mean Sprint retail service,  $\overline{X}_2$  is the mean Sprint service to

CLECs, and  $s_1$  is the standard deviation of Sprint's retail service. Under this example, consider the following graphs depicting a scenario in which a CLEC receives out-of-parity service on two different submeasurements ("Submeasurement A" and "Submeasurement B"):

#### Submeasurement A

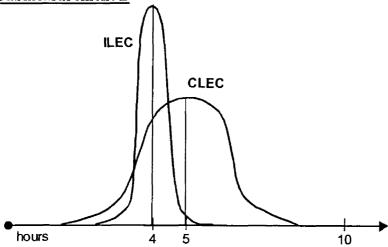


If the service provided on submeasurement A to Sprint's retail customers has a standard deviation of 1.2 hours, then

$$D_P = \frac{4.0 - 5.0}{1.2}$$
, or  $D_P = -0.83$ .

So, for submeasurement A, the CLEC receives out-of-parity service that is a "moderate" severity.





If the service provided to Sprint's retail customers on submeasurement B has a standard deviation of 0.4 hours, then

$$D_P = \frac{4.0 - 5.0}{0.4}$$
, or  $D_P = -2.50$ .

So, for submeasurement B, the CLEC receives out-of-parity service that is a "severe" severity.

Notice that the difference in the mean service is the same for both submeasurements. However, because Sprint's service to its retail customers on submeasurement B has a lower dispersion (or standard deviation) than Sprint's service on submeasurement A, the severity of the mean difference is higher for submeasurement B.

## Attachment E

# **Materiality Thresholds**

Materiality thresholds (see Section 8) will be applied to the following measurements/submeasurements as described below:

# Small Sample Adjustments to Benchmark Proportion Measures

Sprint will implement the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

	то		SAMPLI ARK PRO		TMENTS N MEASU	IRES				
90% Ber	nchmark	95% Be	nchmark	98% Bei	nchmark	99% Benchmark				
Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses			
1	0	1 to 3	0	1 to 9	0	1 to 19	0			
2 to 9	1	4 to 19	1	10 to 49	1	20 to 97	1			
10 to 20	2	20 to 40	2	50 to 99	2	98 to 202	2			
21 to 31	3	41 to 63	3	100 to 149	3	203 to 319	3			
32 to 44	4	64 to 88	4	150 to 199	4	320 to 445	4			
45 to 50	5	_89 to 100	5	200 to 250	5	446 to 500	5			

# **Small Samples for Parity Measures**

#### Measurement 19

The following adjustment table applies to all submeasures in Measurement 19, and will be applied when a statistically significant difference is identified:

Number of CLEC Access Lines (e.g., the denominator)	Permitted Troubles
1 to 24	1
25 to 74	2
75 or more	3

For example: For a CLEC with 100 access lines and 1 trouble, accompanied by a statistically significant difference, this table indicates that more than 3 troubles would be required before a significant business impact would occur. As a note for how *not* to use this table, consider a CLEC with 4 troubles and better than parity service (i.e. the CLEC is receiving better service than the retail results). This table does not indicate that no more than 3 troubles are ever allowable. It is used only when there is a statistically significant difference identified.

# Attachment F

# "High-Cap" Submeasures with an Ordering Unit of Measure

The following submeasurements will have modified ranges for application of scaling factors (see Section C.4):

Submeasure Code	All Electronic - DS-1/IS													7.05 All Electronic - DS-1/ISDN DBI F 1.00 And change activities		8.01 All Electronic - DS 3 Now South 1 - Service Disconnects				3.05 All Electronic - De 3 Enetronic - D								DS-1/ISDN PRI - Lack of facilities		DS-3 - Lack of facilities	DS-3 - Other		
Sul	02.01.07	02.01.08	02.01.101	02.02.07	02.02.08	02.02.101	02.03.07	02.03.08	02.03.101	04.01.07.01	04.01.07.02	04.01.07.03	04.01.07.04	04.01.07.05	04.01.07.06	04.01.08.01	04.01.08.02	04.01.08.03	04.01.08.04	04.01.08.05	04.01.08.06	04.01.101.01	04.01.101.02	04.01.101.03	04.01.101.04	04.01.101.05	04.01.101.06	05.07.01	05.07.02	05.08.01	05.08.02	05.101.01	05.101.02
Measure	05	05	05	05	05	05	05	05	05	8	8	8	8	9	8	04	4	8	8	8	8	8	8	8	4	4	8	92	8	92	92	92	05

	Submeasure	
Measure	Code	Submeasure Description
06	06.07.01.01	DS-1/ISDN PRI - Lack of facilities - Assignment
06	06.07.01.02	DS-1/ISDN PRI - Lack of facilities - Installation
06	06.07.01.03	DS-1/ISDN PRI - Lack of facilities - Notification Missed Commitment
06	06.07.02.01	DS-1/ISDN PRI - Other - Assignment
06	06.07.02.02	DS-1/ISDN PRI - Other - Installation
06	06.07.02.03	DS-1/ISDN PRI - Other - Notification Missed Commitment
06	06.08.01.01	DS-3 - Lack of facilities - Assignment
06	06.08.01.02	DS-3 - Lack of facilities - Installation
06	06.08.01.03	DS-3 - Lack of facilities - Notification Missed Commitment
06	06.08.02.01	DS-3 - Other - Assignment
06	06.08.02.02	DS-3 - Other - Installation
06	06.08.02.03	DS-3 - Other - Notification Missed Commitment
06	06.101.01.01	UNE Loops - xDSL Capable - Lack of facilities - Assignment
06	06.101.01.02	UNE Loops - xDSL Capable - Lack of facilities - Installation
06	06.101.01.03	UNE Loops - xDSL Capable - Lack of facilities - Notification Missed Commitment
06	06.101.02.01	UNE Loops - xDSL Capable - Other - Assignment
06	06.101.02.02	UNE Loops - xDSL Capable - Other - Installation
06	06.101.02.03	UNE Loops - xDSL Capable - Other - Notification Missed Commitment
07	07.07.01	DS-1/ISDN PRI - Field Work
07	07.07.02	DS-1/ISDN PRI - No Field Work
07	07.08.01	DS-3 - Field Work
07	07.08.02	DS-3 - No Field Work
07	07.101.01	UNE Loops - xDSL Capable - Field Work
07	07.101.02	UNE Loops - xDSL Capable - No Field Work
08	08.07	DS-1/ISDN PRI
08	08.08	DS-3
08	08.101	UNE Loops - xDSL Capable
11	11.07.01	DS-1/ISDN PRI - Field Work
11	11.07.02	DS-1/ISDN PRI - No Field Work
11	11.08.01	DS-3 - Field Work
11	11.08.02	DS-3 - No Field Work
11	11.101.01	UNE Loops - xDSL Capable - Field Work
11	11.101.02	UNE Loops - xDSL Capable - No Field Work
12	12.07.01	DS-1/ISDN PRI - Field Work
12	12.07.02	DS-1/ISDN PRI - No Field Work
12	12.08.01	DS-3 - Field Work
12	12.08.02	DS-3 - No Field Work
12	12.101.01	UNE Loops - xDSL Capable - Field Work
12	12.101.02	UNE Loops - xDSL Capable - No Field Work

	Submeasure	
Measure	Code A	Submeasure Description
13	13.07.01	DS-1/ISDN PRI - 1 - 30 days held
13	13.07.02	DS-1/ISDN PRI - 31 - 90 days held
13	13.07.03	DS-1/ISDN PRI - Greater than 90 days held
13	13.08.01	DS-3 - 1 - 30 days held
13	13.08.02	DS-3 - 31 - 90 days held
13	13.08.03	DS-3 - Greater than 90 days held
13	13.101.01	UNE Loops - xDSL Capable - 1 - 30 days held
13	13.101.02	UNE Loops - xDSL Capable - 31 - 90 days held
13	13.101.03	UNE Loops - xDSL Capable - Greater than 90 days held
14	14.07	DS-1/ISDN PRI
14	14.08	DS-3
14	14.101	UNE Loops - xDSL Capable
17a	17a.07	DS-1/ISDN PRI
17a	17a.08	DS-3
17a	17a.101	UNE Loops - xDSL Capable

# Attachment G

# Parity Measures and Submeasures with Cell-level Comparisons

Cell-level comparisons (using the statistical methodology described in Attachment A) will be applied to the following measurements/submeasurements:

Measurement/Submeasurement Number / Description	Cell Level (i.e., wire center, etc)
None at this time.	n/a

The first and only Performance Incentive Plan (PIP) implemented by Sprint (the "2001 Nevada PIP") is provided as an attachment. This PIP reflects the Stipulation agreement in Nevada Proceeding 01-1049/01-3001. Sprint of Nevada, the Bureau of Consumer Protection (BCP), and intervening CLECs agreed to that Stipulation, which was subsequently adopted by the Nevada Commission. This PIP was implemented by Sprint in Nevada on April 1, 2002.

The 2001 Nevada PIP is based on the same fundamental principles of plans implemented by State Commissions and the FCC, including:

- Self-effectuating process.
- Statistical tests designed to accurately determine compliance.
- Statistical comparisons to determine parity, and benchmarks to determine consistency of services that are provided uniquely to CLECs.
- Mitigation provisions to offset the chance for error in parity comparisons.
- Increasing incentives for consecutive months of noncompliance.
- Not all measures require application of incentives.
- Higher incentives for a greater degree of noncompliance, and lower incentives for a lower degree of noncompliance (e.g. different incentives for different severity levels).
- Magnified incentives when more transactions are affected (e.g. incentives increase as the number of "misses" increases).
- Regular reviews and audit.
- Shared principles with other ILEC plans, but not identical methodology for execution of those principles. Sprint firmly believes that identical incentives and methods are not necessary to promote non-discriminatory service to CLECs.

Sprint's Nevada PIP was designed to promote non-discriminatory service to Nevada CLECs. Therefore, careful evaluation and appropriate modification of this PIP would need to occur in Florida prior to implementation. For example:

- Since most of Sprint's Nevada CLEC customers are located in a large metropolitan area, Sprint has not proposed like-to-like comparisons based on geographic differences (or other significant factors below the submeasure level). However, if Sprint implemented a PIP in a state with a different geographic profile (or other factors that differentiated service below the submeasure level), appropriate like-to-like comparisons would be considered.
- Elements of Sprint's Nevada PIP are based on volume and Net Return unique to Nevada.

Sprint's PIP should be allowed to continuously improve. That is why we are suggesting changes and enhancements to provide a plan that will ensure local telephone competition and reflect appropriate application of incentives. For example:

• Like-to-like comparisons below the submeasure level (when appropriate) for improved accuracy in statistical testing.

- Aggregate level test statistic (at the submeasure level).
- Calculations will be performed when the CLEC has five or more transactions.
- No incentive payment to Sprint affiliates.
- Reduction in redundancies of incentive payment (e.g. no payment or reduced payment when there is redundancy of measurement in the performance metrics).
- Increase in self-effectuating nature of supporting processes (e.g. in mitigating the effect of exceptional circumstances such as natural disasters).
- Sunset of incentives when service level goals are met and/or there is no evidence of discrimination.
- Additional materiality thresholds where appropriate.
- For mean measures, incentive payment will be based on the number of:
  - Transactions that "missed" the benchmark (for benchmark measures)
  - Transactions that did not meet Sprint's mean (for parity measures)

In conclusion, the attached 2001 Nevada PIP is provided to fulfill a request for information from the Florida Commission. This PIP is not a current reflection of Sprint's position on incentives in Florida, but could be used as the basis for the development of a PIP if ordered by the Florida Commission.

# Sprint Performance Measurements Incentive Eligibility

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# **Examples of Materiality Proposals**

This is not a comprehensive proposal for materiality, but rather a few examples to give the reader an idea of what is meant by "materiality". Section 8.4 and Attachment E of the 2001 Nevada PIP can be used as additional reference material on materiality.

Materiality proposals are applied to determine compliance, even if the measure is not eligible for incentive payment.

#### "Misses" is defined as:

- The number of missed transactions (for benchmark proportion measures)
- The number of transactions that fail to meet the benchmark (for benchmark mean measures)
- The number of missed transactions (for parity proportion measures)
- The number of transactions that fail to meet the Sprint mean (for parity mean measures)

SMALL SAMPLE ADJUSTMENTS								
90% Benchmark		95% Benchmark, Benchmark mean, Parity proportion, Parity mean		98% Benchmark		99% Benchmark		
Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses	Sample Size	Maximum Permitted Misses	Sample Sıze	Maximum Permitted Misses	
1	0	1 to 3	0	1 to 9	0	1 to 19	0	
2 to 9	1	4 to 19	1	10 to 49	1	20 to 97	1	
10 to 20	2	20 to 40	2	50 to 99	2	98 to 202	2	
21 to 31	3	41 to 63	3	100 to 149	3	203 to 319	3_	
32 to 44	4	64 to 88	4	150 to 199	4	320 to 445	4	
45 to 50	_ 5	89 to 100	5	200 to 250	5	446 to 500	5	

#### Measurement 19 - Parity Rate Measure

The following adjustment table applies to all submeasures in Measurement 19, and will be applied when a statistically significant difference is identified:

Number of CLEC Access Lines (e.g. the denominator)	Permitted Troubles	
1 to 24	1	
25 to 74	2	
75 or more	3	

For example: For a CLEC with 100 access lines and 1 trouble, accompanied by a statistically significant difference, this table indicates that more than 3 troubles would be required before a significant business impact would occur. As a note for how *not* to use this table, consider a CLEC with 4 troubles and better than parity service (i.e. the CLEC is receiving better service than the retail results). This table does not indicate that no more than 3 troubles are ever allowable. It is used only when there is a statistically significant difference identified.

#### Measurement 20, 21, 23

The following adjustment table applies to all submeasures in Measurement 20 (Percentage of Customer Trouble Not Resolved Within Estimated Time), 21 (Average Time to Restore), and 23 (Frequency of Repeat Troubles in 30-Day Period), and will be applied when a statistically significant difference is identified:

Number of CLEC trouble reports (e.g. the denominator)	Permitted Misses	
1 to 5	1	
6-10	2	
11-15	3	

#### Measurement 28

The following adjustment table applies to all parity submeasures in Measurement 28 (Usage Timeliness), and will be applied when a statistically significant difference is identified:

Number of CLEC messages processed (e.g. the denominator)	Permitted Difference Between CLEC Results and Sprint Results	
1 to 7,499	0.3	
7,499 to 24, 999	0.2	
25,000 or more	0.1	

#### Measurement 31

The following adjustment table applies to all parity submeasures in Measurement 31 (Usage Completeness), and will be applied when a statistically significant difference is identified:

Number of Usage Charges Billed to a CLEC (e.g. the denominator)	Permitted % Difference Between CLEC Results and Sprint Results	
1 to 999	3%	
1000 to 2, 999	2%	
3,000 or more	1%	

#### Measurement 37

The following adjustment table applies to all submeasures in Measurement 37 (Database Update Timeliness), and will be applied when a statistically significant difference is identified:

Number of CLEC Updates (e.g. the denominator)	Permitted Misses	
1 to 19	1	
20 to 39	2	
40 to 59	3	
60 to 79	4	
80 or more	5	

## Please Read:

Sprint is providing the CLEC aggregate performance measurement results in compliance with a FPSC request for information. However, Sprint would like to point out that the CLEC aggregate is a general indication for overall performance on a measure, and should not be used to determine compliance. For most measures, performance is evaluated on a per CLEC basis. The CLEC aggregate, therefore, does not necessarily indicate whether there are performance failures on a per CLEC basis. For benchmark measures, if the CLEC aggregate is worse than the ILEC analog, that would indicate that performance failure did occur on at least some CLECs. However, it would not indicate whether there is widespread failure. For instance, Sprint could miss the benchmark for one large CLEC and provide better than standard service for all other CLECs, and still have an aggregate performance that showed service less than the standard overall. For most parity measures, even if the CLEC aggregate is worse than the ILEC analog, it is not certain that a failure occurred for even one CLEC. This is because the statistical tests are designed to determine whether

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l bi	154	(result is percentage)	ytne4	UNE Loops - Non-designed - Field Work	Percent of Due Dates Missed	Provisioning	10,11 11	11	500501	7:
0	£ 1	(result is percentage)	Parity	UNE Loops - xDSL Cepeble - No Field Work	Percent of Due Dates Missed	Provisioning	20 101 11			
52	5.6	(result is percentage)	Parity	UNE Loops xDSL Capable - Field Work	Percent of Due Dates Missed	Provisioning			102002	1
g	0	(egatrepring si fluser)	Parity	UNE Loops - Designed Other - Field Work	Percent of Due Dates Missed	Buinoisivoi9		11	500501	
0	εÞΙ	(result is percentage)	Parity	VGPL/DSO - Field Work	Percent of Due Dates Missed		100111			
	0	(reanly is becoming)	Panty	D2-3 - Field Work	Percent of Due Detes Missed	gninoisivoi9	10 60 11	l l	500201	
	0	(result is percentage)	Vaneq				10 80 11		102002	
0	<u> </u>	L	Parity	DS-1/ISDN PRE- Field Work	Percent of Due Detes Missed	gninoisivoi9	10 70.11	i i	102002	7.
0	₱ 6 L	(result is percentage)		PBX - Field Work	Percent of Due Dates Missed	Provisioning	10 30.11		200201	7:
0	<u> </u>	(result is percentage)	Parity	Centrex No Field Work	Percent of Due Dates Missed	Provisioning	11 04 02	11	200201	7
	6 l	(result is percentage)	Panty	Centrex · Field Work	Percent of Due Dates Missed	Provisioning	10 00 11	t i	200201	7
0	Þ 6	(result is percentage)	ytrie9	ISDN BRI - No Field Work	Percent of Due Dated Missed	Provisioning	11 03.02	į į	102002	1
0	S 12	(result is percentage)	Yansq	ISDN 8HI - Field Work	Percent of Oue Dates Missed	Provisioning	10.50 11	l l	200201	
Z	1 2	(result is percentage)	Ytrie9	Business POTS - No Field Work	Percent of Due Dates Missed	Provisioning		il	102002	
8 2	154	(result is percentage)	Yane9	Business POTS - Field Work	Percent of Due Dates Missed	Provisioning	11 02.01	11	200201	
Z 0	£ 0	(result is percentage)	Parity	AroW blei Joh · STO9 IsitnebizeR	Percent of Due Dates Missed	Provisioning	11 01 02		300301	
1.6	Я	(result is percentage)	Yaneq	AnoW bleif - 2T09 leithebizes	Percent of Due Dates Missed	Provisioning		Lt		
	0	(result is percentage)	Parity	Au 3120 mm				l l	102002	
001		(result is percentage)	Ytheq	prezidese	LNP Network Provisioning	Provisioning	Of	01	500501	
	Þ 16	(result is percentage)	Parity	Pictoria	Coordinated Customer Conversion as a Percentage On-Time	gninoisivoi9	ZO 60	60	200201	1:
		1		<u></u>	Percent Orders Completed within Standard Interval	Provisioning	41 80	80	100002	1:
	£ 78	(result is percentage)	ytı x <b>s</b> -q	UNE Sub-Loops Voice	Percent Orders Completed within Standard interval	Provisioning	581 80	80	200201	1:
	6 46	(result is percentage)	ytne9	miotself BNU	Percent Orders Completed within Standard Interval	Priorisivoi9	181 80	80	200201	1.
82 5	€ 78	(result is percentage)	Parity	UNE Loops - Non-designed	Percent Orders Completed within Standard interval	Priovisivary	11 80	80	200201	7:
99	8 96	(result is percentage)	Panty	UNE Loops - xDSL Capable	Percent Orders Completed within Standard Interval	Provisioning	101 80	80	200201	
001	0	(result is percentage)	ytrisq	UNE Loops Designed Other	Percent Orders Completed within Standard Interval	Provisioning	01 80	80	200201	
0	9 18	(result is percentage)	Parity	X9d	Percent Orders Completed within Standard Interval	Provisioning	90 80	80	200201	
001	₱ 86	(result is percentage)	Parity	KeilneX	Percent Orders Completed within Standard Interval	gninoisivoid	PO 80	80	300301	
001	98	(result is percentage)	Vineq	ING NOSI	Percent Orders Completed within Standard Interval	Buluoisinoid	60 80	90		
46	Z 86	(egutas)	Parity	Business POTS	Percent Orders Completed within Standard Interval	BuluoisiAoid			200201	7:
	2 86	(result is percentage)	Vine	STO9 leitnebiseA	Percent Graes Completed within Standard Interval	Provisioning	60 80	80	200201	1
<u></u>	6	(sysb ni tlusa)	Vineq	Projects No Field Work			10 80	90	200201	
	201	(skep ui tineai)	Parity	Projects Field Work	Average Completed Interval	Priorisivo19	20 71 70	۷٥	200201	1
0	* *	(sysb ni fluse)	Vinsq		levietige Completed Interval	Provisioning	10 (1 (0)	40	200201	1:
0	G I		Vine	UNE Sub-Loops - Voice - Field Work	Average Completed Interval	Provisioning	10 551 70	۷٥	200201	1:
0		(syeb ni tluser)		UNE Platform No Freid Work	levietral betelqmo2 egesevA	Provisioning	50 151 70	۲0	200201	1:
0	5 4	(ayeb ni fluser)	Ytne9	UNE Platform - Field Work	levierage Completed Interval	Provisioning	10 151 70	40	200201	1:
77	0	(sysb m fluser)	Ytne9	UNE Loops - Non-designed - No Field Work	Average Completed Interval	Provisioning	30 11 70	40	200201	1:
Þ	7 7	(sysb m fluser)	Vtried	UNE Loops · Non-designed · Field Work	Average Completed Interval	Provisioning	10 11 70	40	102002	1
s	9 7	(syeb ni fluser)	ytne9	UNE Loops - xDSL Capable - No Field Work	Average Completed Interval	Provisioning	20 101 70	40	200201	7.
7 B	S	(syeb or fluser)	Yanty	UNE Loops - xDSL Capable - Field Work	Average Completed Interval	Provisioning	10 101 40	۷0	200201	
8 8	0	(syab ni fluzer)	Parity	UNE Loops - Designed Other Freld Work	Arage Completed Interval	guinoisivoid	10 01 40	۷0	200201	<del></del>
0	101	(sysb ni fluser)	Panty	PBX Field Work	levietol bateldimoD egenevA	Provisioning	10 50 40	40	200201	1
	D E	(skep ui tiusai)	Parity	Centrex No Field Work	Average Completed Interval	Provisioning	03 04 05			1:
	7 L	(sysb m fluser)	Vineq	Centrex Field Work	Average Completed Interval	Provisioning		40	200201	
	481	(iesult in days)	Vineq	IZON BBI - Field Work			10 40 70	۷0	200201	
	5.5	(skep ut 1/1501)	Parity		Arienge Completed Interval	Bringisivois	10 50 70	۲0	200201	1:
		<del></del>		Business POTS - No Field Work	Average Completed Interval	Provisioning	20 20 70	۲0	102002	
	לל	(result in days)	Parity		Average Completed Interval	provisioning	10 20 70	40	200201	1:
	τl	(result in days)	Yineq	Residential POTS - No Field Work	lavietril bataletra	prinoisivo19	\$0.10.70	۷0	200201	1:
	2.2	(result in days)	Yhiest	Residential POTS - Field Work	Average Completed Interval	Provisioning	10 10 70	40	200201	
⊅ Sl	0	(sysb m fluses)	ytıreq	nousiletsni - dooj - 8133	Average Jeopady Morree Interval	Provisiong	20 747 62	90	200201	1-
211	0	(result in days)	Yarısq	FELS · Loop Assignment	Average Jeopardy Motice Interval	Provisioning	10 741 80	90	200201	
ō	81	(skep ur tinsar)	Pairty	memners A - miottala 3MU	Asvison york programme is a second se	Provisioning	10 151 90	90	200301	
8-1	7 EE	(sysb in theset)	Parity	UNE Loops - Won-designed - Installation	Average Jeopardy Notice Interval	Provisioning	20 11 90	90	200201	1.
SaluseA :	The street of th	Hesult Type	, A3	tione@addesire	Westruement Describition	Type	Of swammers #D	hedmuM .		0,000
\$16garggA	nochedino3		haq_hamchnə&					Measurement	Month Year	81812
Crec-	. Ŭ. D∃πì. de		State of the Control	Mily Toundity	Fin∀Twos"i± +ff		3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	# <b># # # # #</b>	્રાઉઝ્ચ ્	

State	Month Year	Measurement Number	Submeasure ID	Type	FL_SQM_ALL Measurement Description	With_Activity_ Disaggregation	Benchmark Par		# ILEC Comparison	CLEC Appregate
FL	200201	11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops Voice - Field Work	Parity	Result Type	" Results ""	Results
FL	200201	11	11 14 01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work		(result is percentage)	124	
FL	200201	12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Panty	(result is percentage)	0	
FL	200201	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	126	6.1
FL	200201	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Parity	(result is percentage)	93	2 7
FL	200201	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	(result is percentage)	16	
FL	200201	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS DESIGNED OTHER	Parity	(result is percentage)	4.4	<
FL	200201	12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	0	33 3
FL _	200201	12	12 11	Pravisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	3.8	15.4
FL	200201	12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Panty	(result is percentage)	111	10 5
FL	200201	12	12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	(result is percentage)	118	
<sup>L</sup> L	200201	13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS 1 - 30 days held	Parity	(result is percentage)	11 1	
EL	200201	13	13 01 02	Provisioning	Delay order interval to completion date		Parity	(result in days)	9	8 2
L	200201	13	13 02 01	Provisioning	Delay order interval to completion date	Residential POTS - 31 90 days held	Parity	(result in days)	46 1	5€
-L	200201	13	13 10 01	Provisioning	Delay order interval to completion date	Business POTS - 1 30 days held	Parity	(result in days)	105	7
<u> </u>	200201	13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops Designed Other 1 - 30 days held	Parity	(result in days)	0	- 6
L_	200201	13	13 101 02	Provisioning	Delay order interval to completion date	UNE Loops xDSL Capable - 1 - 30 days held	Parity	(result in days)	11.7	8 8
i.	200201	13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 31 - 90 days held	Parity	(result in days)	50	40
·L	200201	14	14 01	Provisioning	Held Order Interval	UNE Loops - Non designed - 1 - 30 days held	Parity	(result in days)	10 9	9 7
L	200201	14	14 02	Provisioning	Held Order Interval	Residential POTS	Parity	(result in days)	24 7	194
L	200201	14	14 04	Provisioning	Held Order Interval	Business POTS	Parity	(result in days)	71	15
L .	200201	14	14 07	Provisioning	Held Order Interval	Centrex	Parity	(result in days)	73 3	
L	200201	14	14 10	Provisioning	Held Order Interval	DS-1/ISDN PRI	Parity	(result in days)	36 6	15 5
L	200201	14	14 101	Provisioning	Held Order Interval	UNE Loops - Designed Other	Parity	(result in days)	О	40 5
L	200201	14	14 11	Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Parity	(result in days)	28 4	1
i.	200201	14	14 14	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	81 2	15.5
L	200201	15	15 01 01	Provisioning		UNE Dedicated Transport	Parity	(result in days)	0	10
L	200201		15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2 5	0.5
L			15 03 01		Percent Provisioning Trouble Reports	Resele Orders - Not out of service	Parity	(result is percentage)	0.4	0.1
L		15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Parity	(result is percentage)	4 1	4 5
$\overline{}$			17a 01	Provisioning	Percent Pravisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	1 3	
			17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Parity	(result is percentage)	3.8	5.4
			17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	4 9	
$\overline{}$		17a	17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	0.9	
			17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	(result is percentage)	0.4	-
				Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Parity	(result is percentage)	0	
			17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	40	
			17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops xDSL Capable	Parity	(result is percentage)	4 1	2 1
				Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	83	3 4
			17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	3.8	-
$\overline{}$			17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	(result is percentage)	8 3	
			17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0.1	
			18 01	Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	0	331.4
$\overline{}$			19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	2	3 3
			19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	1,3	07
			19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	0 2	0.5
_			19.04	Maintenance	Customer Trouble Report Rate	Centrex	Parity		0.1	
				Maintenance		PBX	Parity	(result is percentage)	0.1	0.2
				Maintenance		DDS	Parity		0.1	0 4
			19 07	Maintenance		DS-1/ISDN PRI		(result is percentage)		0
$\overline{}$		9 1	9 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	1.5	3 1
			9 101	Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Capable	Parity	(result is percentage)	0 2	0.4
		9 1		Maintenance		UNE Loops - Non-designed	Parity	(result is percentage)	4 1	0 1
2	00201 1						Parity	(result is percentage)	0.6	0.9
2						EELS - Loop	Parity	(result is percentage)	4183 3	2 3
		<u></u>		arree	Customer Trouble Report Rate Page	1-Wf_5	Parity	(result is percentage)	0	C

	T	F 37 7 1.	·	I .	FL SOM_ALL	with_Activity_ > 3	Benchmark Pari		LEC Comperison	CLEC
State	Month Year	Measurement Number	Submeasure ID	Туре	Measurement Description	Disaggregation	ty .	Result Type	Results	'~ Results '
OIBIE	200201	20	20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	(result is percentage)	23 9	13 4
L	200201	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS No Dispatch	Parity	(result is percentage)	5.3	2 1
1	200201	20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity	(result is percentage)	18 9	12 2
	200201	20	20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	10 2	6.3
L	200201	20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)	50	100
	200201	20	20 03 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - No Dispatch	Parity	(result is percentage)	50	c
	200201	20	20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	(result is percentage)	34 4	66 7
L	200201	20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Parity	(result is percentage)	38 1	20
	200201	20	20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS-1/ISDN PRI - Dispetch	Parity	(result is percentage)	50 8	85 1
	200201	20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 · Dispatch	Parity	(result is percentage)	58	
L L		20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable Dispatch	Parity	(result is percentage)	47	28
	200201		+		Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Parity	(result is percentage)	22 3	29
L	200201	20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS Loop - Dispatch	Parity	(result is percentage)	53	100
ι.	200201	20	20 147 01	Maintenance		Residential POTS - Dispatch	Parity	(result in hours)	19 4	14:
<u>L</u>	200201	21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	7.8	
L .	200201	21	21 01 02	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	30 9	13
<u> </u>	200201	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	(result in hours)	14 1	7
Ł	200201	21	21 02 02	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	28 1	33
L	200201	21	21 03 01	Maintenance	Average Time to Restore	ISDN 8RI - No Dispatch	Parity	(result in hours)	23 5	0
L	200201	21	21 03 02	Maintenance	Average Time to Restore	Centrex Dispatch	Parity	(result in hours)	34 4	73.
L .	200201	21	21 04 01	Maintenance	Average Time to Restore	PBX Dispatch	Parity	(result in hours)	15 6	34
L	200201	21	21 05 01	Maintenance	Average Time to Restore	DS-1/ISDN PRI - Dispatch	Parity	(result in hours)	6.4	2
L	200201	21	21 07 01	Maintenance	Average Time to Restore		Parity	(result in hours)	4.6	4
<u>L</u>	200201	21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	(result in hours)	32 2	
L	200201	21	21 101 01	Maintenance	Average Time to Restore	UNE Loops xDSL Capable - Dispatch	Parity	(result in hours)	15.5	
<u>L</u>	200201	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispetch	Parity	(result in hours)	5.9	16
ι	200201	21	21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Parity	(result is percentage)	90 1	94
L	200201	22	22 01	Meintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	68 7	93
·L	200201	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	925	89
· L	200201	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed		(result is percentage)	166	14
L	200201	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	19 5	21
L	200201	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	18 9	
FL	200201	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI			127	-
L	200201	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	17.4	6
L	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	17.4	
-L	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Panty	(result is percentage)	32	
=L	200201	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS 1/ISDN PRI	Parity	(result is percentage)	29	
L	200201	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/D\$0	Parity	(result is percentage)	20 7	
-L	200201	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	15 2	
ī	200201	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	31 5	
=L	200201	23	23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)		
-L	200201	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockege	Benchmark	(result is percentage)	0	
<u>.                                    </u>	200201	25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	15	
FL	200201	28	28 01	Billing	Usage Timeliness	Resale	Parity	(result in days)		<del></del>
=	200201	28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	15	
FL	200201	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(result in days)	0	<del></del>
=1	200201	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	<del></del>
-	200201	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	
<u>-</u>	200201	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/interconnection	Benchmark	(result is percentage)		1
1	200201	31	31 01	Billing	Usage Completeness	Resale	Perity	(result is percentage)	99 9	
<u></u>	200201	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	- 5
- <u>L</u>	200201	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	97	
<u>-</u>	200201	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	36
_			132 02	Dilling	Frieddining Charge Completeness				1	

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Resale

Billing

Billing

Recurring Charge Completeness

Non-Recurring Charge Completeness

Non-Recurring Charge Completeness

33 01

200201

200201

32

33

Benchmerk

Parity

(result is percentage)

(result is percentage)

99.8 40 7

99 5

State	Month_Year、	Measurement Number	Submeasure ID	Туре	Fi_SC  Measurement Description	Disaggregation	Benchmark Par	Result/Type	Comparison Results	CLEC Aggregate Results
ι	200201	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	88 4	91
	200201	34	34 01 02	Billine	Billing Accuracy	Resale - Recurring Charge	Parity	(result is percentage)	99 3	99
ι	200201	34	34 01 0"	Billine	Billing Accuracy	Resale Non recurring Charge	Parity	(result is percentage)	96 6	93
	200201	34	34 02 02	Billing	Billing Accuracy	UNE Recurring Charge	Benchmark	(result is percentage)	0	90
Ł	200201	34	34 02 03	Billing	Bilting Accuracy	UNE - Non-recurring Charae	Benchmark	(result is percentage)	0	87
	200201	34	34 04 01	Billine	Billing Accuracy	Facilities/Interconnection Usage	Benchmark	(result is percentage,	0	85
L	200201	37	37 0 -	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	973	<del>!</del>
	200201	36	39 0	Database	E911/911 MS Database Update Interva	Service Order updates	Parity	(result is percentage)	100	+
	200201	35	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	iresult is percentage)	0	10
-	200201	40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageles	Benchmark	(result is percentage)	0	10
L	200201	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote Physical Cageles	Benchmark	(result is percentage)	0	10
L	200201	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request Physical Cageless	Benchmark	Iresult is percentage;	0	10
	200201	4:	42 0.	Interfaces	Percent of Time Interface is Available	Ordering	Parity	(result is percentage)	99 3	
	200201	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	1 0	
L .	200201	۵۷	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	<del> </del>	
ι	200201	44	44 0	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	fresult in seconds.	† <del>"</del>	<del> </del>

7 21	10	(result in days)	Vinsq	UNE Loops xDSL Capable - Assignment	Average Jeopardy Motice Interval	ดีเมเนอเรเกองผู				
	10	(syab ni flusa)	Vined	JNU Loops - Designed Other - Installation	Average Jeopardy Notice Interval	Provisioning	10 101 00		300303	
9.6	0	(aysb m fluses)	Yhisq	noitelletzel - IRS MOZi	Average Jeopardy Motice Interval				500505	
ε ο	€0	(result in days)	Vine4	notselletani - 2TO9 szenisu8	Average Jeopardy Notice Interval	Provisioning			500505	
5 Z	7.4	(result in days)	Vine	InemnossA - 2109 asenisu8	Average Jeopardy Volice Interval	Buluoisinoid			200202	
3.0	80	(result in days)	Viney	nousilisteni - 8109 istinebisest	Average Jeopardy Notice Interval	Brinoisivor		<u> </u>	500505	1
1 2	6	(sysb ni fluse)	Vined	triemngizza - 2109 leitnebizeñ	Average Jeopardy Notice Interval	Provisioning		<del></del>	500505	
	6.d	(teanit is percentage)	Ajued	NNE Sub-Loops - Voice	Percentage of Orders Jeopardized	Provisioning	10 10 90	90	500505	
0	6 4	(result is percentage)	Vineq	miolis[9] 3NU	Percentage of Orders Jeopardized	Provisioning		90	300505	
<del>-</del>	69	(result is percentage)	Vine	UNE Doops - Non-designed		Provisioning	161 30	90	500505	
L Þ	11	(result is percentage)	Ymed	UNE Loops - xDSL Capable	Percentage of Orders Jeopardized Percentage of Orders Jeopardized	Provisioning	1150	30	200505	
7.6	10	(result is percentage)	Ymed	UNE Loops - Designed Other	Percentage of Orders Jeopardized		101 90	90	500505	
2 5	0	(result is percentage)	Vined			Provisioning	01 90	30	500505	1
	9 8	(result is percentage)	Parity	PBX PBX	Percentage of Orders Jeopardized	grinoizivoi9	90 90	90	200202	1:
	19 U	(result is percentage)	Parity		Percentage of Orders Jeopardized	Provisioning		30	500505	
0		(result is percentage)	Parity	ING NOSI	Percentage of Orders Jeopardized	Provisioning		90	500505	1:
	3.6	(result is percentage)	Vineq	ISDN BRI	Percentage of Orders Deoperated	gninoisivoi9	£0 90	30	500505	1:
90		(result is percentage)	Vineq		Percentage of Orders Jeopardized	grinoisivoi9		30	200202	1:
2.5	91	(stuod ni fluses)	Benchmark	Electronic/Manuel Mix - Content Errors (other edits) - UNE Loops and Ports Residential POTS	Average Reject Notice Interval Percentage of Orders Jeopardized	Provisioning		90	500505	1:
9 9	0	(striod of thise)	Benchmark	Electronic/Manual Mix - Content Errors (other edits) - Alesale Orders		Отави		60	500505	1:
	0	(stund or threat)	Версимак	Electronic/Manual Mix - Syntax (edit engine) Resale Orders  Flectronic/Manual Mix - Control Evice (other edits) Besale Orders	Average Reject Motice Interval	Order	03 03 05 01	93	\$00505	1:
3 681	0	(result in hours)	Велситак	Electronic/Manual Mix - Projects	Average Reject Notice interval	Order	10 10 50 50	50	500505	1.
2.2	0	(result in hours)	Велслан	Flectionic/Manual Mix - L/VP	Average FOC/LSC Notice Interval Average FOC/LSC Notice Interval	Order	71 50 50	20	200505	1;
b 1	0	(stund ni flusei)	Велситаль	Electronic/Manual Mix - EELS Loop	Average FOC/LSC Notice Interval		02 03 1€	60.	200505	1
6	0	(result in hours)	Benchmark	Electronic/Menual Mix - Line Sharing		19P10	741 60 50		300303	7
47	0	(stund in fluesit	Benchmark	Electronic/Manual Mix - UNE Platform	Average FOC/LSC Notice Interval	Order	141 50 50	70	500505	1:
2 3	0	(result in hours)	Вепсимагк	Electronic/Manual Mix - UNE Loops Non-designed	Average FOC/LSC Notice Interval  Average FOC/LSC Notice Interval	iabiO,	181 80 80	10	500505	
155	10	(stuod ni fluzat)	Велситан	Electronic/Manual Max - UNE Loops xDSL Capable	Average FOC/LSC Notice Interval	Order	05 03 11	10	500505	
2.2	0	(smoy ur sinsar)	Benchmark	Electronic/Manual Mix - UVE Loops - Designed Other	Average FOC/LSC Notice Interval	Order	101 20 20	20	500505	
79	10	(sinot ni tluesi)	Benchmark	Electronic/Manual Mix - Business POTS	Average FOC/LSC Notice Interval	Order	01 00 00	05	500505	1:
BG	0	(sinor in thuse)	Велситанк	Electronic/Manual Mix Residential POTS	Average FOC/LSC Notice Interval	Order	05 03 05	70	500505	<u> </u>
90	10	(result in hows)	Велситая	All Electronic - LMP	Average FOC/LSC Notice Interval	Order	05 03 01	30	500505	1
9 82	10	(sinou ui Ilusa))	Benchmark	All Electronic Interconnection Trunks	Average FOC/LSC Notice Interval	Order	91 10 20	20	500505	1
0	-	(sinoy ur Ijnsei).	Велситаль	All Electronic Line Sharing	Average FOC/LSC Notice Interval	Order	31 10 20	10	500505	
0	10	(result in hours)	Велсишать	Ali Electronic UNE Platform	Average FOC/LSC Notice Interval	Order	151 10 70	20	500505	1:
10	0	(resolt in hours)	Benchmark	All Electronic - UNE Loops Non designed	Average FOC/ESC Notice Interval	Order	151 10 20	70	500505	1
0	0	[sinot ul flusai]	Denchmark	All Electronic - UNE Loops - xDSL Capable	Average FOC/LSC Natice Interval	Order	101 10 20		500505	<del>                                     </del>
-	10	(result in hours)	Вепситвік	All Electronic UNE Loops Designed Othe	Avelage FOC/JOC Notice Interve	Order	05 01 10	40 40	200203	<del>                                     </del>
0	0	(3100d ni fluzei)	Benchmark	All Electronic Business POTS	Average FOC/LSC Notice Interval	Order	05 01 05	30	200202	<del> </del>
	0	(result in hours)	Benchmark	All Electronic Residential POTS	Average FOC/LSC Notice Interve	Order	05 01 01		500505	1
991	0	(spugges ur Iluser)	Benchmark	2 TOB Introduced and 2001	A Special State Order Oueries	Pre-Order	70 80 10	10	200502	1
6 1/	10	(teanit in seconds)	Benchmark	Facility Availability   IIA   Visidality Availability   Visidality   V	Average Reporse Time to Pre-Order Quenes	Pie-Oide	70 40 to	10	500505	
9 7	0	(result in seconds)	geuchmark	Reserted/Failed Inquiries - All Electronic	Average Reponse Time to Pre-Order Ouenes	Pre Order	10 90 10		500505 500505	7
5.2	0	(spugges ut these)	Benchmark	Service Appointment Scheduling - All Electronic	Average Reponse Time to Pre Order Quences	Pie Oidei	10 90 10	10	200202	
1.5	10	(result in seconds)	Benchmail	Service Availability - All Electronic	Average Reponse Time to Pie-Oide: Quenes	Pre-Orde	10 40 10	10	500505	<del>                                     </del>
721	10	(resolt in seconds)	penchmark	Frequest For Customer Service Record Complex All Electronic	Average Reports Time to Pie-Order Overes	9010-919	01 031 01	<del></del>		<del> </del>
[ 2 B L	10	(result in seconds)	репситан	Request For Customer Service Frecoid Simple All Electronic	Average Reponse Time to Pre-Order Overset	Pie-Oide	10 60 10		30030,	
40	10	(searly in seconds)	Benchmark	Fedurest For Telephone Number All Electronic	Average Reportse Time to Pre-Order Queries	Pre-Order Pre-Order	01 03 01	10	500505	
9.6	10	[spudoss ut threat]	Benchmark	Address Veritication/Dispatch Required - All Electronic	Average Reporse Time to Pre Order Oueries	Pre-Order		10		
S DESCRIPTION OF THE PARTY OF T	* shusañ	Result 19 cocode)	1.32243098	noineganggeard	mortgross of anomerus and a second secrated	Pre-Cion	10 10 10	10	500505	
o industrial	Cosmeanson		med_hemricon8		nothing the manual transmand	-m.T	Of sweesmdu2	Measurement	Month Year	State
ว์ฮาว	TEC .	1 7 7 9 9 7		\$ 2.44			47	,		1

	7.1	Measurement	1 1			Section 1988	Benchmark Parit		ILEC Companison	Apprepate
State	Month_Year	Number	Submessure ID	Туре	Measurement Description	Disaggregation	y y	Result Type	Results	Results
	200202	06	05 101 02	Provisioning	Average Jeopardy Notice Intervel	UNE Loops - xDSL Capable Installation	Parity	(result in days)	0.7	6
	200202	06	06 11 0:	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed Assignment	Parity	(result in days)	7.9	
	200202	O£	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed Installation	Parity	(result in days)	0.2	2
L	200202	OF	06 147 01	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Assignment	Parity.	fresult in days;	0	7
	200202	OE.	06 147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - installation	Parity	(result in days)	0	5
	200202	07	07 01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Parity	(tresult in days)	2 2	2
L ·	200202	07	07 01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Parity	(result in days)	15	<del></del>
L	200202	07	07 02 01	Provisioning	Average Completed Interval	Business POTS Field Work	Parity	(result in days)	3.6	
L	200202	07	07 02 02	Provisioning	Average Completed Interval	Business POTS No Field Work	Parity	(result in days)	2	2
L	200202	07	07 03 01	Provisioning	Average Completed Interval	ISDN BRI Field Work	Parity	(result in days)	16 8	
L	200202	07	07 04 01	Provisionina	Average Completed Interval	Centrex - Field Work	Perity	fresult in days)	5	
L .	200202	07	07 04 02	Provisioning	Average Completed Interval	Centrex No Field Work	Parity	Itesult in days)	3 6	
L	200202	07	07 05 01	Provisionina	Average Completed Interval	PBX Field Work	Parity	(result in days)	9 4	
L	200202	07	07 05 02	Provisioning	Average Completed Interval	PBX No Field Work	Parity	iresult in days)	2 3	
L I	200202	07	07 10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other - Field Work	Panty	(result in days)	0	10
L	200202	07	07 101 0*	Provisionina	Average Completed Interval	UNE Loops xDSL Capable Field Work	Parity	Iresult in days)	4.8	+
ι	200202	07	07 101 02	Provisioning	Average Completed Interval	UNE Loops xDSL Capable No Field Work	Parity	iresult in days)	5	
L	200202	07	07 11 01	Provisioning	Average Completed Interval	UNE Loops Non-designed - Field Work	Parity	(result in days)	3 6	
-L	200202	07	07 11 04	Provisioning	Average Completed Interval	UNE Loops Non-designed - No Field Work	Parity	(result in days)	0	<del>-</del>
L	200202	07	07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Panty	(result in days)	2 4	
L	200202	07	07 133 01	Provisionino	Average Completed Interval	UNE Sub-Loops Voice - Field Work	Panty	(result in days)	3 6	-
L	200202	07	07 17 01	Provisioning	Average Completed Interval	Projects - Field Work	Parity	(result in days)	7.3	<del> </del>
·L	200202	08	08 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Parity	Iresult is percentage!	98 5	
·L	200202	OE	108 02	Provisionino	Percent Orders Completed within Standard Interval	Business POTS	Parity	(result is percentage)	94 8	
	200202	08	08 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Parity	(result is percentage)	78 1	
L	200202	08	08 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	(result is percentage)	98 5	1
L	200202	08	08 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	(result is percentage)	100	<del></del>
Ē	200202	oe	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Designed Other	Parity	(result is percentage)	0	
	200202	OE .	08 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Parity	(result is percentage)	96 7	
1	200202	08	<del></del>	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops · Non-designed	Parity	(result is percentage)	91 1	90
1	200202	08	08 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Parity	iresult is percentage)	98 2	
	200202	08	08 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub Loops - Voice	Parity	(result is percentage)	91 1	
	200202	08	08 17	Provisioning	Percent Orders Completed within Standard Interval	Projects	Parity	(result is percentage)	95	1
	200202	09	09 02	Provisioning		Business	Benchmark	(result is percentage)	0	1
	200202	09	09 03	Provisioning	Coordinated Customer Conversion as a Percentage On-Time Coordinated Customer Conversion as a Percentage On-Time	LNP	Benchmark	(result is percentage)	0	1
-	200202	10	10	Provisioning	• • • • • • • • • • • • • • • • • • • •	INA	Parity	(result is percentage)	0	,
	200202	11	11 01 01		LNP Network Provisioning	Residential POTS - Field Work	Perity	(result is percentage)	5.9	
	200202	11	11 01 02	Provisioning	Percent of Due Dates Missed	the state of the s	Parity	(result is percentage)	03	+
-	200202	11		Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	<del> </del>	<del></del>	8.5	
	200202	11	11 02 01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Parity	(result is percentage)	18	
-	200202	11	11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	<del>                                     </del>	† · · · · · · · · · · · · · · · · · · ·	17	<del></del>
-	200202	11	11 03 01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Parity	iresult is percentage)	3	
<u>-</u>		11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Parity	(result is percentage)	0.9	
	200202		11 04 02	Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	Parity	iresult is percentage)		
-	200202	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	(result is percentage)	3.2	
	200202	11	11 05 02	Provisioning	Percent of Due Dates Missed	PBX - No Field Work	Parity	(result is percentage)	0	
	200202	11	11 07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Parity	(result is percentage)	2 2	<del></del>
		11	11 10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Parity	(result is percentage)	0	<del> </del>
<del></del>		11	11 101 01	Provisioning	Percent of Due Detes Missed	UNE Loops - xDSL Capable - Field Work	Parity	(result is percentage)	7.4	:
L	200202	11	11 101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Parity	(result is percentage)	1	<u> </u>

- 1	· .	Measurement	~ ž.	· .			Benchmark Parit	2,722.00	ILEC Comparison	CLEC Apgregate
State	Month Year	Number	Submensure ID	Type	Measurement Description	Disaggregation	, v _	Result Type	Results	Results
-		11	11 11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non designed Field Work	Parity	tresult is percentage;	8.5	4 9
		11	11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops Non-designed - No Field Work	Panty	(result is percentage)	0	6 1
	200202	1-	11 131 01	Provisioning	Percent of Due Dates Missed	UNE Platform Field Work	Parity	(result is percentage)	6 3	0
	200202	1	<del>!</del>	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Parity	fresult is percentage	0 4	. 0
		11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub Loops Voice - Field Work	Parity	(result is percentage)	8.5	0
	200202	10	· -	Previsioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	114	4.7
-	200202	12	12 02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Parity	(result is percentage)	9 2	3 7
	200202	15	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Panty	(result is percentage)	1 4	0
	200202	1:	12 05	Previsioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Panty	(result is percentage;	0	0
	-	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Parity	iresult is percentage:	O	7 1
-		12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Parity	(result is percentage)	4 9	14 3
		12	12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	(result is percentage)	119	3.2
_		12	12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Parity	(result is percentage)	10 7	0
		13	13 01 01	Provisioning	Delay order interval to completion date	Residential POTS 1 30 days held	Parity	(result in days)	8.4	7.5
	-	13	13 02 01	Provisioning	Delay order interval to completion date	Business POTS 1 30 days held	Parity	(result in days)	106	9
		13	13 10 02	Provisioning	Delay order interval to completion date	UNE Loops Designed Other 31 90 days held	Parity	(result in days)	0	40
		13	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable 1 - 30 gavs held	Parity	(result in days)	8	6.3
		13	13 11 01	Provisioning	Delay order interval to completion date	UNE Loops Non-designed 1 30 days held	Parity	(result in days)	109	5
FL		14	14 01	Provisioning	Held Order Interval	Residential POTS	Parity	(result in days)	11 2	13 7
[FL		14	14 07	Provisioning	Held Order Interval	Business POTS	Parity	(result in days)	37 8	55
I L		14	14 02	Provisioning	Held Order Interval	ISDN BRI	Parity	(result in days)	95.2	4
FL		14	14 02	Provisioning	Held Order Interval	DS 1/ISDN PRI	Penty	(result in days)	14 6	15
FL		14	14 101	Provisioning	Held Order Interval	UNE Loops · xDSL Capable	Parity	(result in days)	40 7	6
FL		14	14 11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Parity	(result in days)	21 2	7.7
FL	-	114	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Parity	(result in days)	0	2.5
FL		15	15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Parity	(result is percentage)	2.5	
FL		15	15 01 02	<del></del>	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Parity	(result is percentage)	0.4	0 1
FL		15	15 03 01	Provisioning		UNE Loops only - Out of service	Parity	(result is percentage)	3 4	
-				Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Parity	(result is percentage)	0.6	
FL		15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	Residential POTS	Panity	(result is percentage)	3 4	
FL	200202	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	(result is percentage)	5 2	
FL	200202	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Parity	(result is percentage)	0.9	
FL		17e	178 03	Provisioning	Percentage of Troubles within 5 days for New Orders		Parity	(result is percentage)	1,2	
FL	200202	17e	17e 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex PBX	Parity	(result is percentage)	0	
FL	200202	17ē	17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Parity	(result is percentage)	450	
FL	200202	17a	17e 10	Provisioning	Percentage of Troubles within 5 days for New Orders		Parity	(result is percentage)	4 1	
FL	200202	17e	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNF Loops · xDSL Capable	Parity	(result is percentage)	1 A	8 3
FL		17a	178 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	(result is percentage)	35	
FL		17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	(result is percentage)	B	
FL		17a	17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	+	<del></del>	0	
FL	200202	17a	17a 16	Previsioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity	(result is percentage)	0	
FL		18	18 01	Previsioning	Average Completion Notice Interval	All Electronic	Benchmark	(result in minutes)	1.6	
FL	200202	19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Parity	(result is percentage)	1.0	
FL	200202	19	19 02	Maintenance	Customer Trouble Report Rate	Business POTS	Parity	(result is percentage)	01	000
FL		19	19 03	Maintenance	Customer Trouble Report Rate	ISDN BRI	Parity	(result is percentage)	01	0.2
FL	200202	19	19 04	Maintenance	Customer Trouble Report Rete	Centrex	Parity	(result is percentage)	01	+
FL	·	19	19 05	Maintenance	Customer Trouble Report Rate	PBX	Parity	(result is percentage)	06	<del></del>
FL	200202	19	19 06	Meintenance	Customer Trouble Report Rate	DDS	Parity	(result is percentage)		<del></del>
FL		19	19 07	Maintenance	Customer Trouble Report Rate	DS-1/ISDN PRI	Parity	(result is percentage)	1.5	
FL	200202	19	19 09	Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	(result is percentage)	J 6 2	03

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		Measurement					Benchmark Parit	1 - 1 - M. B. 18 - 1	Comparison	Aggregate
State	Month_Year	Number	Submessure ID	Туре	Measurement Description	Disaggregation	, ,	Result Type	Results	Results
Fi.	200202	19	19 101	Maintenance	Customer Trouble Report Rate	UNE Loops ×DSL Capabie	Parity	(result is percentage)	3 6	0
	200202	19	19 11	Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Parity	(result is percentage)	0.7	0
	200202	19	19 147	Maintenance	Customer Trouble Report Rate	EELS Loor	Parits	(result is percentage)	4033 3	2
	200202	10	19 1€	Maintenance	Customer Trouble Report Rate	LNP	Parity	(result is percentage)	0	
			20 01 0	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS Dispetch	Parity	(result is percentage)	23 7	15
	200202		20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	(result is percentage)	4.6	si
	200202	5¢	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS Dispatch	Parity	(result is percentage)	17.2	19
			20 02 02	Maintenence	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Parity	(result is percentage)	13.2	21
			20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex Dispatch	Parity	(result is percentage)	25 7	,
			20 04 0.	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - No Dispatch	Parity	(result is percentage)	26 3	+
		20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS-1/ISDN PRI - Dispatch	Parity	(result is percentage)	49 1	
		20	20 09 0+	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Parity	(result is percentage)	56 9	<del></del>
$\overline{}$			20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Capable Dispatch	Panty	(result is percentage)	45.5	
			20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed Dispatch	Parity	(result is percentage)	21.9	
_			20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	(result is percentage)	4.5	<del></del>
FL	200202	20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	FELS - Loop Dispatch	Parity	(result is percentage)	51 2	+
		21	21 01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch	Parity	(result in hours)	18	<del></del>
			21 01 02	Maintenance	Average Time to Restore	Residential POTS No Dispetch	Parity	(result in hours)	7.1	
FL	200202	21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	24 5	+
			21 02 02	Maintenance	Average Time to Restore	Business POTS No Dispatch	Parity	(result in hours)	25.2	+
FL			21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	326	<del></del>
			21 04 02	Maintenance	Average Time to Restoic	Centrex - No Dispatch	Parity	(result in hours)	60	
FL	200202	21	21 07 01	Maintenance	Average Time to Restore	DS 1/ISDN PRI - Dispatch	Parity	(result in hours)	5	+
-		21	21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispetch	Parity	(result in hours)	5.3	
FL	200202	21	21 101,01	Maintenance	Average Time to Restore	UNE Loops · xDSL Capable Dispatch	Parity	(result in hours)	24 8	+
	200202	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non designed - Dispatch	Parity	(result in hours)	14 6	<del></del>
	200202		21 11.02	Maintenance	Average Time to Restore	UNE Loops - Non-designed No Dispatch	Parity	(result in hours)	61	
		21	21 <b>147</b> 01	Maintenance	Average Time to Restore	EELS - Loop - Dispetch	Parity	(result in hours)	5	
		22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	90	
-		22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	69 9	
			22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93.5	<del>+</del>
			23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	16.5	
FL	200202	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	21 7	+
			23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	109	<del></del>
			23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Parity	(result is percentage)	23.2	+
			23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Parity	(result is percentage)	21 5	
				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	19 2	
				Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	(result is percentage)	16.6	+
			23 147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	22.7	4
		24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	
		25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Parity	(result is percentage)	0	+
		28	28 01	Billing		Resale	Parity	(result in days)	1.6	<del></del>
		28	28 02	Billing	Usage Timeliness	UNE	Parity	(result in days)	1.6	<del>+</del>
			28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(Result is Percentage)	0	· · · · · · · · · · · · · · · · · · ·
FL :	200202 3	30	30 01			Resale	Benchmark	(result is percentage)	0	+
FL :	200202 3	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	iresult is percentage)	0	
L .	200202 3	30	30 04	Billing	Wholesale Bill Timeliness	Fealities/Interconnection	Benchmark	(result is percentage)	0	
· [	200202 3	31 :	31 01		Usage Completeness	Resale	Parity	(result is percentage)	99.9	<del>                                     </del>
L :	200202 3	31	31 04		Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	99.9	

		Measurement	7.1		, , , , ,		Benchmark Parit	1 14 14 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ILEC Comparison	CLEC Angregate
State	Month Year	Number	Submeasure ID	Туре	Measurement Description	Disappregation	y	Result Type	Results	Results
FL	200202	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	89 9	78 9
	200202	32	32 02	Billing	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	68 2
	200202	33	33 0 1	Billing	Non Recurring Charge Completenes	Resalt	Parity	iresult is percentage;	99 5	98.4
	200202	33	33 02	Billing	Non Recurring Charge Completeness	UNE	Benchmark	iresult is percentage;	0	70 5
FL	200202	34	34 01 01	Billing	Billing Accuracy	Resale Usage	Parity	ifresult is percentage)	69	923
FL	200202	34	34 01 02	Billing	Billing Accuracy	Resale Recurring Charge	Parity	(result is percentage)	99 3	98 1
	200202	34	34 01 03	Billing	Billing Accuracy	Resale Non recurring Charge	Parity	(result is percentage)	96.3	98
FL	200202	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	90 7
Fi	200202	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	61 9
FL	200202	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection Usage	Benchmark	(result is percentage)	0	88
FL	200202	37	37 01	Database	Database Update Timeliness	Service Order updates	Panty	(result is percentage)	99	96 2
		39	39 0*	Datebase	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200202	39	39 0	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200202	40	40 01 01	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Caged	Benchmark	(result is percentage)	0	100
FL		40	40 01 02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	40	40 02 01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Caged	Benchmark	(result is percentage)	0	100
FL	200202	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote Physical Cageles*	Benchmark	(result is percentage)	0	100
FL	200202	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	41	41 04 02	Callacation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200202	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)	0	Ö
		44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
				Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200202	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

ຼ shua∋A `	`etiùasH``	Heaut Type .	A -	ம்விக்கு விக்க விக்	Measurement Description	Type	Submeasure ID	Митрен	18⊕ V_d∤naMŧ	21816
9 7	0	tresult in seconds!	Benchmark	Address Vertication/Disparch Required IA Electronic	Average Meponse Time to Pre Order Quenes	Pre-Order	0 10 10	10.	€02002	:
90	0	(seconds)	Белсишать	Reguest For Telephone Number - All Electronic	Average Reponse 1 me to Pre-Order Guerres	Pre-Order	10 20 10	10	500503	:
9	ļ <u>.</u>	hesult in seconds,	Denchmark	hequest For Customes Service Record Simple - All Electronic	Average Reponse Time of Pie-Order Querie:	Fre Order	10 60 10	10	5005003	:
0.0	0	iresult in seconds)	Белентать	heavest For Customer Service Record Compiex All Electronic	Average Reponse 1 mre of Pre-Order Queries	Pre-Order	.0 160 10	10	500503	:
2.01	0	(spugges in seconds)	Benchmark	Service Availability - All Electionic	Average Reponse Time to Pre-Dide: Queries	Pie-Order	10 40 10	LO	€02003	:
2.2	0	(icense in seconds)	Benchmark	Service Appointment Scheduling - All Electionic	Average Reponse Time to Pre-Order Querier	Fre Order	10 80 10	LΟ	500503	-
ι Z	0	[seconds]	репсишен	Perentalisa Inquines - All Electionic	Average Reponse Time of Pre-Order Queries	Pre Order	10 90 10	ιο	500502	1
2.2	0	(resolt in seconds)	Велситэт.	(XA1) IsunsM IIA ythidaliavA ythios1	Average Reponse Time to Pre Order Overiet	Pie Orde:	30 40 10	10	5005003	
וס ס	0	(seen)) in seconds)	peochman	leuneM IIA noteasthieuD and good	sailaud isbid-sif of smit saidosh sasiavA	Pre-Order	0 30 10	10	300300	
0	0	tesnit in hours	Benchmark	2TO9 lastrablisad innostral3 IIA	Average FOC/LSC Notice Interval	Order	.0 10 50	20	500502	
0	0	(study in fluest)	репсишаль	AIN Electronic - business POTS	Average FOC/LSC Notice Interval	Order	70 10 20	20	500500	
	0	(sinod in these)	Азвилопов	All Electronic UNE Loops - xDSL Capable	Average FOC/LSC Notice Interval	19p1O	01 10 20	20	500500	
·	0	(sinod ni fluesi)	Benchmark	All Electronic UNE Loops - Non designed	Aveiage FOC/LSC Notice Interval	Order	11 10 20	05	500503	
181	0	(stuad in fluesity	Benchmark	Electronic Interconnection Finals	Avelage FOC/LSC Notice Interval	19010	10 501	20	500502	
2.0	0	(result in hours)	Senchmark	ANJ - SINGWASHE	Average FOC/LSC Notice Interval	Order	31 10 20	05	500503	
3.2	0	lesult in hours	Benchmark	STO9 Isrifiablisal Mix Residential POTS	Average FOC/LSC Notice Interval	13910	10 50 20	20	502003	
5	0	(result in hours)	репсияви	Etcothonic/Manuel Mix - Business P75	Netage FOCKSC Notice Interval	Order	02 03 03	20	500503	
9	0	iesult in hours)	Велсһтагь	Electronic/Manual Mix - ISDN BRI	Average FOC/LSC Notice Interval	01061	05 03 00	02	500000	
હ કા	0	(result in hours)	репсиман	Electronic/Manual Mix PBX	Average FOC/LSC Notice Interval	19910	05 03 06	- 20	500503	
E 16	0	lesult in hours	Велситать	Electronic/Manual Mix UNE Loops Designed Other	Average FOC/LSC Notice Interval	Order	05 03 16	ZO	500503	
9.9	0	(result in hours)	Asendanað	Electronic/Manual Mix UNE Loops - xDSL Capable	Average FOC/LSC Notice Interval	Ordei	101 60 20		500505	
6 Z	0	(arood ni fluesi)	Benchmark	Electionic/Manual Mix - UNE Loops - Non-designed		Order	02 03 11	20	00503	
8	0	(asuod or fluess)	Репсишан	Electronic/Manual Mix - UNE Platform	Average FOC/LSC Notice Interval	Ordei	101 E0 20	03		
6 9	0	(result in hours)	Benchmark	Electronic/Manual Mix EELS - Loop		Oigei	02 03 147	30	00503	
ız	0	(sinou ui tiusai)	Велсьтвік	Electronic/Manual Mix - LNF	Average FOC/LSC Notice interval	Order	91,50 50	03	00503	
l L	0	(aruod ni filuzari)	Велстивть Велстивть	Electronic/Manual Mix - Projects	Average FOC/LSC Notice Interval	15010	41 EO ZO	20	00503	<del>-</del>
338	0	lesund of fluest	Белсһтвік	All Electionic Content Etiois (other edits) Resale Orders	Average Reject Notice Interval	13910	03 01 02.01	03	00503	
4 9	0	(result in hours)	Велситать	Electronic/Manual Mix - Syntax (edit engine) Resale Orders	Average Reject Motice Interval	O:de:	10,10,60 50	60	00200	
3 4	0	(result in hours)	Benchmark	Electronic/Manual Mix Content Errors (other edits) - Resale Orders	Average Reject Motice Interval	19P10	03 02 00 00	03	00503	
€ 5	0	(result in hours)	genchmark.	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Average Keject Notice interval	Order Drawer	10 90	50	00503	
	p l	(result is percentage)	Vine	3109 leutralie	Percentage of Orders Jeopaidised	Buluaisinoid	00 00	90	00503	
	€ €	(reanit is percentage)	Aured	Business POTS	Percentage of Orders Jeopardized	Brinoisivori	00 90	90	00503	
0	40	(result is percentage)	Parity	ING NOSI	Percentage of Orders Jeopardized Percentage of Orders Jeopardized	Buluoisinoid	90 90	90	00503	
	0	(result is percentage)	Yine	X89	Percentage of Orders Jeopardized	grinoisivoi9	01 30	90	00200	
0	0	(result is percentage)	Alued	UNE Loops - Designed Other	Percentage of Orders Jeopardized	Provisioning	101 20	90	00503	
	2 01	(result is percentage)	Panty	UNE Loops - Mon-designed	Percentage of Orders Jeopardized	grinoizivoi9	11 30	90	00503	7
<u> </u>	9'1	(result is percentage)	yine4	miotisM 3NU	Percentage of Orders Jeopardized	Provisioning	161 30	90	00503	z
0	2 9	(result is percentage)	Yineq	JANE Sub-Lapps - Voice	Percentage of Orders Jeopardized	Provisioning	02133	90	00503	z
<u>z</u>	17	(ayeb mi flueer)	Yined	framngissA - STO9 laitnabisañ	levison Notice Interval	gninoizivoi9	10 10 90	90	00503	z
L .	70	(result in days)	Panty	noitellatani - 2TO9 Isitnabizañ	Average Jeopardy Notice Interval	Priovisivo19	30 10 90	90	60200	iż
1.5	9.2	(aysb ni fluseri)	Ymed	insmogiezA - 2TO9 szsnieve	Assisted Solice Interval	Provisioning	10 20 90	90	50200	, <del>z</del>
9.6	0 3	(result in days)	YIME	nortelletzni - STO9 szanieus	Asylation Applied Series	Provisioning	20 20 90	90	00503	12
6 SL	1.0	(result in days)	Y7HB9	noitallatani - IRB MOS	Average Jeopsidy Morice Interval	Provisioning	06 03.02	90	00503	
9 €	0	(eyab ni tiuesi)	Ytnsq	Notselletzni - redoù signed Other - Instelletion	Average Jeopaidy Notice Interval	gninoiaivoi9	00 10 05	90	00503	, , , , , , , , , , , , , , , , , , ,
90	1.7	(result in days)	Panty	JANE Loops - XDSL Capable - Assignment	Average Jeopardy Notice Interval	Buitaisivai9	10 101 90	90	00203	
7	€ 0	(sysb ni fluesi)	Panty	JAKE Loops - XDSL Capable - Installation	Average Jeopardy Notice Interval	Buildisivois	20 101 05	90		
	9 7	(syeb ni threat)	Ymeq	ME Loops - Non-designed - Assignment	Average Jeoperdy Motice Interval	PriovisivoiA	10 11 90	90	50203	
2.2									00200	

0	4.2	(seanju a bercentage)	yhue9	вы вы	Percent of Due Dates Missed Due to Lack of Facilities	- Buinoisivoi	E0.21		00503	<del>,                                    </del>
0	9 6	(result is percentage)	Virie	BUSINESS POTS	Percent of Due Dates Missed Due to Lack of Facilities	Buildoisinoi	15 02	7	00503	
96	£ OI	(result is percentage)	Vina	SECUPENTIAL POTS	Percent of Due Dates Missed Due to Lack of Facilities	Buluoisinoia	15 01	13	00503	
9 21	0	(result is percentage)	Parity	UNE Dedicated Transport - Field Work	<u> </u>		10 71 11	1 - :	00203	
o	7 6	(result is percentage)	Parity		L	1	10 551 11	<del>                                     </del>	00503	
0	Þ 0	(result is percentage)	Vines	UNE Mattorm - No Field Work		_	1	- :	00203	
0	8 9	(result is percentage)	Parity	Movie Platform - Field Work	Percent of Due Dates Missed	BuluoisiAoJ	10 151 11		00203	
61	0	(result is percentage)	Ytns9	UNE Loops - Non-designed - No Field Work	Percent of Due Dates Missed	Buluoisinoid	201111		00200	
В	Þ 6	(result is percentage)	Ytineq	UNE Loops - Non-designed - Field Work		Bulnoisivoi9	101111	11	00203	
SZ	9 0	(result is percentage)	Vine	UNE Loops - XDSL Capable - No Field Work	Percent of Due Dates Missed		20 101 11	11	00203	
ε	0	(result is percentage)	Parity	UNE Loops Designed Other - Field Work			100111		00503	
0	۷ 9 ۱	(agetnapied ai flusei)	Parity	DS-1/ISDN PRI - Field Work	Percent of Due Dates Missed		10 40 11	11	00503	<u> </u>
0	b	(result is percentage)	Parity	PBX Field Work	Percent of Due Dates Missed	Биновичан	10 90 11			
0	9 9	(result is percentage)	Varity	Centrex - Field Work	Percent of Due Dates Missed	Buineisivei9	11 04 01			
0	611	fresult is percentage?	Parity	ISDN BRI - Field Work	Percent of Due Dates Missed	Buluoisinoid	10 00 11	11		
	6 l	(spetnaciag a flutar)	Vineq	Business POTS - No Field Work	Percent of Due Dates Missed	gninoisivoi9	11 02 01		00502	
7/	Þ 6	(result is percentage)	Parity	Business POTS - Field Work	Percent of Due Dates Missec	Provisioning	11 02 01		00503	
	ε 0	(result is percentage)	yıneq	Residential POTS - No Field Work	Percent of Due Dates Missed	gninoizivo14	10 10 11	11	00503	
	19	(result is percentage)	Vined	Residential POTS - Field Work	Percent of Due Dates Missed	guinoisivoi		11	602003	
IE .	0	(result is percentage)	Yinea	AN		guinoisivoid	10 10 11	11	500503	
001	0	(ageinaciag & ilueai)	hemdanad 	4N)	Cooldinated Customer Conversion as a Fercentage On-Time	grinoizivos	01	0:	500502	
6 96	0	(icanji ia beiceurede)	Вепсишанк	ssausang	Cooldinated Customer Conversion as a Fercentage On Time	grinoiavoi9	60 60	60	502003	
	€ 96	(result is percentage)	Vinst	Frojects	Fercent Orders Completed within Standard interval	gninoiaivoi9	60 60	80	500500	
	E 06	(result is percentage)	Vined	UNE Sub-Loops - Voice	Fercent Orders Completed within Standard Intervel		<b>₹1</b> 80	30	500500	<del></del>
001	1 86	(seault is percentage)	Yinsa	moltel JVU	Fercent Orders Completed within Standard Interval	gninoisivai4	€€ t BO	90	5002003	1
	€ 06	(searus bercentage)	Virie	UNE tagos Non designed	Fercent Orders Completed within Standard Interval	Provisioning	101 80	30	€00000	
	6 96	(apercaniage)	Assed	UNE Loops - XDSL Capable	Fercent Orders Complexed within Standard Interval	Duluoisinoi,	1 BO	30	€0000€	_
	0	(result is percentage)	Vine	UNE Loops - Designed Other	Fercent Orders Completed within Standard Interve?	Bulunishnoid	101 80	80	500500	
	7 76	(icault is percentage)	Airea	PBX	Percent Orders Completed within Standard Interval	Provisioning	) 1 90	30	300500	
001	8 76	(reanj) is beiceutabe)	Vineq	ISBN 881	Percent Orders Completed within Standard Intervei	guinoisivoig	30 30	30	300300	
	£ 76	(seenlt is percentage)	Vineq	Eusiness POTS	Fercent Orders Completed within Standard Interver	Provisioning	70 80	90	500500	
	9 86	(result is percentage)	Vine	Aesidential POTS	Fercent Orders Completed within Standard interval	Bulunisivoid	20 30	30	300300	
4 E	l Þ	(result in days)	Ainea	Frojects - No Field Work	Average Completed Interval	guinoisword	10 80	30	500500	
0	۷١.	(syeb ni fluse)	Asued	Frolects - Field Work	Average Completed Interval	guinoisivoit	10 21 20	10	5005003	
0	<u>ε</u>	(result in days)	Ained	WE Sub-Loops Voice - Field Work	Average Completed Interval	gninoisivoi9	10 661 40	(0	200202	1-
0	<u></u>	(result in days)	Vines	WE Figure - No Field Work	levierd Internal baraldmod agains/A	6uiuoisivoid.	10 LET 40	۲0	500503	
Z	5 6	(see ni tiu days)	Vined	WE Platform Field Work	Average Completed Interval	gninoisivoi4	10 161 70	10	202002	
€ 4	0	(result in days)	Yme4	UNE Loops - Non designed No Field Work	Average Completed Interval	FIGVISIONING	:0 11 20		707007	.—.
9	ε	(syab ni flusas)	Vine	UNE Loops Non-designed Field Work	Aveisoe Completed Interval	guiuoisivoid	10 11 20		500500	.—.
S 8	6 7	izysb ni fluzani	Yme4	UNE Loops xDSL Capable - No Field Work	Average Completed Interval	Frevisioning	30 101 20	70	5005003	.—
	9 7	(result in days)	Ameg	UNE Loops xDSL Capable - Field Wort	Average Completed Interval	Provisioning			\$00500	
	0	(skep ui sinsəi)	Vine	UNE Loops - Designed Other - Field Work	Average Completed Interval	guinoisivoid	.0 101 20		5005005	
0	E E	(result in days)	Varies	PBX Field Work	Aviser Completed Interval	Guiuaisinaid	10.01.40	70	500500	
	7 21	(syab ni fluza)	Aşıred	ISON BBIL Field Work	Average Completed Interval	guinoizivori	10 90 40	40	500503	.
	3 1	(result in days)	Amed	Business POTS - No Field Work	Average Completed Interval	gninoizivora		40	500505	
5 2	6	(iesort in days)	Amea		Average Completed Interval	guinoizivoi4	03 05 05	70	50050	
	<u> </u>	(skep ui tinsai)	Aştrea	Festidential POTS - No Field Work	Average Completed Interval	Bulnoisivoid	0 20 20	۷٥	500500	+
	92	(syep in fluzar)	Varied	Area of Story Stor	Average Completed Interval	puluoisivoia puluoisivoia	'0 10 40		500500	<del>-</del>
53	0	(skep ui )[nsai)	Vine	notislistani - good - 81331	Isviatol Velised absilavA		10 10 70	۷٥	500505	
SHESSH.	Results	Heaut Jype	A.	Disaggiegan	nostginosa () Insmans Messurement () asserted and Messurement () and () white only a persurement () and () white only a persurement () and ()	Buluoisinoi4	30 741 80	90	500500	
CLEC Aggregate			Benchment Paris		antaines (tramenses)	. ≜qγT	Gl susasmduð	Number .	, tesY_dinoM	\$1612
	200			, , , , , , , , , , , , , , , , , , , ,	\$ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		`,	InjensuseeM		I

0.2	3 8	(egetnabled at flues)	) Ajued	UNE Loops - xDSL Capable	Customer Trouble Report Rate	Vaintenance		· · · · · · · · · · · · · · · · · · ·		
0	5.0	result is percentage)	) Atned	AGPL/DSO			101 61	61	+	
LL	8.1	(egetneoring at these)	Parity	DS-1/15DN PRI			<u> </u>	61	500000	
0	€ 0	result is percentage)	Panty	SOO		1	20 61	61	500503	
10	0	result is percentage)	) Alise	X8d			90 61	61	500503	
ε ο	10	result is percentage)	yane4	xautua)	Customer Trouble Report Apte	L	90 61	61	500503	
10	20	result is percentage)	Panty	ISBN BBI		Maintenance	19 03	61	500503	
9.0	i i	(egetnebred at fluser)	Parity (	Business POTS		SonanstoleM	20 61	61	500503	
ε	91	(agetnabled at fluzari	Paney Varied	STO9 leurabisab		Maintenance	10 61	61	500503	
⊅ 6ZE	0	(result in minutes)	Велстивн	All Electronic	Average Completion Notice Interval	guinoisivoi9	1081	81	500503	
0	10	(sequence of server)	Parity	INP	Percentage of Troubles within 5 days for New Orders		91 0/1		500503	
0	0	(result is percentage)	Parity	400J - S133	Percentage of Troubles within 5 days for New Orders		7 br 67 r	*/L	500503	
0	9 9	(result is percentage)	Parity	ONE Sub-Loops - Voice	Fercentage of Troubles within 5 days for New Orders	Brinoisivoid	EE1 #41	e/1	500503	
001	₽ E	(result is percentage)	hane's	Miotisia Nu	Percentage of Troubles within 5 days for New Orders	Provisioning		*/1	500500	
2.2	9 9	(seanjt is betceutede)	Amed	UME Loops - Non designed	Percentage of Troubles within 5 days for New Orders	Provisioning	161 671	5/F	500503	
Z 8	Þ	(icsult is percentage)	Parity	UNE Loops - XDSL Cepable	Percentage of Troubles within 5 days for New Orders	Provisioning	16 -21	9/L	500503	131
0	09	(result is percentage)	Varing	UNE Loops - Designed Other	Percentage of Troubles within 5 days for New Orders	Buinoisivoid	101 9/1	BZI	500503	13
ö	ō	(rearly is beicentage)	VineS	X84	Percentage of Troubles within 5 days for New Orders	Buluaisivaid	01 0/1	841	500503	
0	70	(result is percentage)	Parity	Centrex	Percentage of Troubles within 5 days for New Orders	gninoisivoi9	90 %(1	371	500503	
0	£ Z	legetnepred at flusor)	Parity	ISDN 6RI	Fercentage of Troubles within 5 days for New Orders	guinoisivoid	Þ0 €/ I	° 1.	500503	191
2 9	9 0	(seant is percentage)	Ajried	Pusiness POTS	Fercentage of Troubles within 5 days for New Orders	gninoisivoid	£0.0 € \ 1	9/1	500503	19
۷ 9	3.5	(result is percentage)	Viris	Stod fathablish	Percentage of Troubles within 5 days for New Orders	Provisioning	20.471	*/L	500503	
0	0	(essult is percentage)	Vineq	POT DUT OF SELVICE	Percent Frowisoning Trouble Reports	Provisioning	10 %/1	₹/1	500502	
0	0	(result is percentage)	Yrne9	-LMP - Out of Service	Percent Frowisioning Trouble Reports	Buluoisinoi	10 90 91	91	500503	
l I	€ 0	(egetrabise pricentage)	Airied	UME Loops only - Not out of service	Percent frowsioning Trouble Reports	Provisioning	20 E0 SI	SI.	200203	14
l 1	8 €	(result is percentage)	Parity	NUE Loops only - Out of service	Percent Provisioning Trouble Reports	Provisioning	10 60 91	91	200200	13
0	€ 0	(result is percentage)	Vine	Hessie Olders Not out of service	Percent Provisioning Trouble Reports	Provisioning	10 10 91	31	200203	14
70	9 2	(eguit is percentage)	Vive	Hessle Orders - Out of service	Percent Frovisioning Trouble Reports	galaoisivoid	10 10 91	91	300303	14
9 11	0	(esult in days)	Amea	UNE Dedicated Transport	Held Order Interval	Provisioning	10 10 41	91	200505	14
8	12	fiesult in days?	Vine9	UNE Loops - Non-designed	Held Order Interval	princisivor	11 71	71	500500	19
6 Of	92	(reenlt in days)	y fine q	UNE Loops - xDSL Capable	Held Order Interval	grinoisivoi	101 101	71	200203	19
L 9	0	(result in days,	Vineq	UNE Loops - Designed Other	Held Older Interval	Provisioning	01 01	71	200505	13
61	€ 0⊅	(result in days)	Parity	IRS NOSIVE SO	Held Order Interval	grinoisivoid	(0 71	>t.	200503 200503	13
0	8 49	(result in days)	yırıa4	XBd	Held Order Interval	Provisioning	30 71	DI.		131
8 9	Z 96	(ayso ni fluasi)	Yana9	ISDN BBI	Held Order Interval	Provisioning	50 11	PL	200203	1 2
L 9	1 46	skep ui Ilusail	Anned.	Dusiness POTS	Held Order Interval	guinoisivoia	70 %1		\$00\$00 \$00\$00	13
6 4 3	Þ € l	(skep ui tiusai)	Asired	Residential POTS	Held Order Integral	Frovisioning	071	71	500503	13
E 9	<b>76</b>	(seenti in days)	Fanty	UNE Loops Non designed 1 30 days held	Delay order interval to completion date	gninaisivoiri	1011 61	21	200203	- 1
S 4	6 4	(result in days)	Vinsq	UNE Loops XDSL Capable - 1 30 days held	Delay order interval to completion date	60inoisivo14	10 101 51	51	200202	
0	0	(see ni riuesi)	Vine	UNE Loops Designed Other - 1 - 30 days held	Delay order interval to completion date	6triuoisino2d	.0 01 61	51	200202	3
S 67	8 77	(result in days	Vineq	Hesidential POTS - 15 - 90 days held	Delay order interval to completion date	guinoizivo19	13 01 01	61	500500	13
8 11	2.8	(skep ur tiueas)	(med	Mesidential POTS 1 - 30 days held	Delay order interval to completion date	Provisioning	10 10 61	51		13
0	9 2 1	(esult is percentage)	Vineq	UNE SUB-LOOPS - VOICE	Fercent of Due Dates Missed Due to Lack of Facilities	Provisioning	15 135	či	500500	13
0	1 01	(result is percentage)	Vineq	UNE PLATFARM	Fercent of Due Dates Missed Due to Lack of Facilities	Provisioning	151 21	31	\$00\$03 \$00\$03	
7.8	15 2	fresult is percentage?	Panty	UNE LOOPS - NON-DESIGNED	Percent of Due Dates Missed Due to Lack of Facilities	Provisioning	15 15.	3 t		13
£ 9	€ 9	(result is percentage)	/Jue4	UNE LOOPS - XDSL CAPABLE	Percent of Due Gates Missed Due to Lack of Facilities	Provisioning	15 10.	در در	500500	19
ō	0	(result is percentage)	Vinsi	UNE LOOPS - DE SIGNED OTHER	Percent of Due Dates Missed Due to Lack of Facilities	gninoisivoid	13 10	31	500507	13
0	οι	(*esult is percentage)	Vinei	PBX	Fercent of Due Dates Missed Due to Lack of Facilities	guinoisivori	12 01	- : : :	500505	13
0	2.9	(egetnebied at fluaer)	Fanty	СЕИЛИЕХ	Percent of Due Dates Missed Due to Lack of Facilities	guinoisivoi	70 21	31	200202	13
Results	estues A .	Acyl Huesh	A .	Desployee	Measurement Description	Type	Gl susasmdud	Number 21	-500505	13
CLEC Aggregete	LEC Comparison	7.575 500	Banchmatk Perit	and the second of the second o			G	InamaturanM sedmuM	Month Year	State
<u> </u>	<u> </u>					ı		" 1		

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State	Month Year	Measurement Number	Submensure ID	Type	Measurement Description	Disagpregation	Benchmark_Pent	Result Type	ILEC Comparison	CLEC Apgregate Results
		19	19 11	Maintenance	Customer Trouble Report Rate	UNE Loops Non designed	Parity	(result is percentage)	0.7	0.9
		19	19 13	Maintenance	Customer Trouble Report Nate	UNE Platform	Parity	(result is percentage)	0	0
		10	19 13'	Maintenance	Customer Trouble Report Rate	UNE Sub Loops - Voice	Parity	(result is percentage)	0	0
		19		Maintenance		EELS - Loop	Parity	(result is percentage)	3450	6.8
		19	19 1€	Maintenance	Customer Trouble Report Rate	LNF	Parity	iresult is percentage)	3230	0
		20	20 01 01	Maintenance				(result is percentage)	24 4	11.9
		20	20 01 02	<del></del>	Fercentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS Dispatch	Farity	(result is percentage)	7 3	
		20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS No Dispatch	Parity		19 2	24 7
		20		Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Farity	(result is percentage)	14 8	
		20		Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS No Dispatch	Farity	(result is percentage)	52 2	
		20		Maintenance	Fercentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Parity	(result is percentage)		
			20 04 0	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex Dispatch	Fanty	(result is percentage)	26 6	
_		20	20 04 0;	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex No Dispatch	Panty	(result is percentage)	45.5	
		20	20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX Dispatch	Farity	tresult is percentage;	50	
		20	20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	DS 1/ISDN PRt - Dispatch	Parity	(result is percentage)	46 1	33.2
		20	20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops xDSL Capable - Dispatch	Parity	(result is percentage)	415	33 3
		20	20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops Non designed Dispetch	Parity	(result is percentage)	23 6	36 2
		20	20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed No Dispatch	Parity	(result is percentage)	10 3	0
		20	20 131 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Parity	(result is percentage)	23 4	
_		20	20 131 02	Maintenance	Fercentage of Customer Trouble Not Resolved within Estimated Time	UNÉ Platform - No Dispatch	Panty	(result is percentage)	7.7	
$\overline{}$		20		Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops Voice - Dispatch	Parity	(result is percentage)	23 6	
		20	20 147 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Loop Dispatch	Farity	(result is percentage)	48 5	33 3
		21	21 01 01	Maintenance	Average Time to Restore	Residential POTS Dispatch	Parity	(result in hours)	17 7	13 4
-		21	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Parity	(result in hours)	9 4	9 8
		21	21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Parity	(result in hours)	22 4	16 6
_			21 02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	tresult in hours!	23 8	7.6
		21	21 03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispetch	Parity	(result in hours)	30 3	2 3
		2 1	21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	(result in hours)	23 4	33
FL	200203	21	21 04 02	Maintenance	Average Time to Restore	Centrex - No Dispatch	Parity	(result in hours)	24 1	4 2
FL	200203	21	21 05.01	Maintenance	Average Time to Restore	PBX Dispatch	Panty	(result in hours)	29 5	26 8
FL	200203	21	21 07 01	Maintenance	Average Time to Restore	DS-1/ISDN PRI - Dispatch	Parity	(result in hours)	4 2	3 6
FL	200203	21	21 101.01	Maintenance	Average Time to Restore	UNE Loops - xDSL Capable Dispatch	Parity	(result in hours)	26 1	32
FL	200203	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	(result in hours)	14 7	22.8
FL	200203	21	21 11.02	Maintenance	Average Time to Restore	UNE Loops Non designed - No Dispatch	Parity	(result in hours)	11 1	
FL	200203	21	21 131.01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Parity	(result in hours)	19	
Fi.	200203	21	21 131 02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	Panty	(result in hours)	97	
FL	200203	21	21 133 01	Maintenance	Average Time to Restore	UNE Sub-Loops - Voice - Dispetch	Parity	(result in hours)	14.7	
FL	200203	21	21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Parity	(result in hours)	4.6	3.9
FL	200203	22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Parity	(result is percentage)	91 4	96 6
FL	200203	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	(result is percentage)	70.3	87 5
FL	200203	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	93 5	81 6
FL	200203	22	22 133	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Parity	(result is percentage)	93 5	100
FL	200203	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	15.8	13 8
FL	200203	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	(result is percentage)	21.1	21 8
		23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Perity	(result is percentage)	11.7	C
			23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	(result is percentage)	14 3	20
			23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Parity	(result is percentage)	0	0
			23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Parity	(result is percentage)	22 6	
			23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops · xDSL Capable	Perity	(result is percentage)	22.3	+
			23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops • Non-designed	Parity	(result is percentage)	14 7	

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٠ - ا		Measurement		_		Desaggregation	Benchmark_Parit	Result Type	ILEC Comperison C	Results
State	Month_Year	Number	Submeasure ID 23 13:	Type	Measurement Description Frequency of Repeat Trouble Reports in 30 Days	UNE Plattorm	Farits	result is percentage!	16 9	33.3
FL		23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Parity	(result is percentage)	14 7	0
-		20	23 133		Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Parity	(result is percentage)	21.4	33 3
		23		Maintenance		Percent Trunk Blockage	benchmark	(result is percentage	0	Ö
	100101	24	24 00	Network	Percent Blocking on Common Trunks	Fercent Trunk Blockage	Fanty	(tresult is percentage)	0	0
FL		25	25 OC	_	Percent Blocking on Interconnection Trunks		Parity	(result in days)	1.4	14
FL		26	28 01	Billing	Usage Timeliness	Resale UNE	Farity	(result in days)	14	1 3
FL		26	28 02	Billing	Usage Timeliness		Benchmark	(Result is Percentage)	1 1	99 7
FL		28	28 00	Billing	Usage Timeliness	Switched Access	Benchmark	(result is percentage)		100
FL		3C	30 01	Billine	Wholesale Bill Timeliness	Fiesalc	<del> </del>		l	100
FL	200200	30	30 04	Billins	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)		
FL	200203	3C	30 04	Billine	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)		100
FL	200203	31	31 01	Billima	Usage Completeness	Kesalt	Parity	(result is percentage)	99 9	99 9
FL	200203	3+	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	96 2
FL	200203	32	32 01	Billing	Recurring Charge Completeness	Resale	Parity	(result is percentage)	96 2	99 1
FL	200203	37	32 02	Billine	Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	77
FL	200203	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Farity	fresult is percentage!	99 5	99 1
FL	200203	35	33 02	Billins	Non Recurring Charge Completeness	UNE	Senchmark	(result is percentage)	0	во з
FL	200203	34	34 01 01	Billing	Billing Accuracy	Resale Usage	Parity	(result is percentage)	89 1	90 8
FL	200203	34	34 01 02	Billine	Billing Accuracy	Resale - Recurring Charge	Parity	fresult is percentage)	99 3	97 9
FL	200203	34	34 01 03	Billing	Billing Accuracy	Resale - Non recurring Charoe	Parity	(result is percentage)	96 6	97 7
FL	200203	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0	91 3
FL	200203	34	34 02 03	Billine	Billing Accuracy	UNE - Non recurring Charge	Benchmark	fresult is percentage)	0	75 5
FL	200203	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	88 6
FL	200203	37	37 01	Database	Database Update Timeliness	Service Order updates	Parity	(result is percentage)	99 8	98 3
FL	200203	35	39 01	Detabase	E911/911 MS Database Update Interval	Service Order updates	Parity	(result is percentage)	100	100
FL	200203	35	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200203	40	40 01 01	Collection	Time to Respond to a Collocation Request	Space availability request Physical Caged	Benchmark	fresult is percentage)	0	100
FL	200203	4C	40 01.02	Collecation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200203	40	40 02 01	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote Physical Caged	Benchmark	(result is percentage)	0	100
FL	200203	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote Physical Cagalless	Benchmark	(result is percentage)	0	100
FL	200203	45	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Benchmark	(result is percentage)	0	0
FI	200203	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
<u> </u>	200203	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(parity by design)	0	0
FL	200203	44	44 03	Interfaces	Center Responsiveness	Repair Center Non Designed	Benchmark	(result in seconds)	l o	0