# ORIGINAL



Sandra A. Khazraee Manager Florida

#### **Regulatory Affairs**

Box 2214 Tallahassee, FL 32316 Mailstop FLTLHO0107 Voice 850 847 0173 Fax 850 878 0777

COMPLESION

October 29, 2002

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

RE: Docket 000121B – Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (SPRINT – FLORIDA TRACK)

Dear Ms. Bayo:

As requested by Staff, enclosed please find additional information which Sprint is submitting in the above captioned docket.

If there are any questions regarding this material, please contact me at 847-0173.

Sincerely,

Sandy Khapace

Sandra A. Khazraee

Enclosures

cc: Lisa Harvey



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Sandra A. Khazraee Manager Florida

#### Regulatory Affairs Box 2214

Box 2214 Tallahassee, FL 32316 Mailstop FLTLH00107 Voice 850 847 0173 Fax 850 878 0777

October 29, 2002

Ms. Lisa S. Harvey Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

RE: Docket 000121B – Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (SPRINT – FLORIDA TRACK)

Dear Ms. Harvey:

Attached is a copy of the Nevada 2002 PMP and PIP, otherwise known as the Nevada "cookbook" or the Nevada remedy plan (Attachment A). Also provided for your review are two documents which explain Sprint's Performance Measurement Plan Compliance Methodolgy (Attachment B) and the Benchmark Calculation Methodology (Attachment C).

Sprint's service quality measurement results for the period January 2002 through September 2002 are found in Attachment D. These are the same results as those previously provided on October 7 for January through August with the addition of the September results.

In response to some specific questions asked by staff, the following responses are provided.

1. Regarding appointment scheduling which shows up as TBD and your question regarding the ACM (Appointment Control Module), will this be measured separately?

The ACM time will not be measured separately, it is imbedded in the order process. ACM was implemented 7/22/02 and schedules on a parity-by-design basis.

2. Please provide some explanations regarding Measure 34 - Billing accuracy. What was Sprint's intent in committing to proposing benchmarks in Nevada in 2003?

Sprint was testing the rolling 6-month calculation methodology. By 2003 we will have accumulated enough data under the new methodology to propose a

benchmark. Some submeasures are benchmark instead of parity because there is no parity comparison for those submeasures.

3. Measure 43 - Sprint stopped reporting in October 2000 - what is the history of this one?

Sprint stopped reporting because this was not considered to be of value to the CLECs. Also, we found it was parity-by-design because notification was sent to Sprint retail reps and CLECs in the same e-mail.

If you have any additional questions, please call me at (850) 847-0173.

Sincerely,

Sandy Khazraes Sandra A. Khazraee

Enclosure

# Attachment "A"

# 2002 Sprint

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# Performance Incentive Plan

August 12, 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.

The original version of this document was entitled "2001 Sprint Performance Incentive Plan", dated January 23, 2002, and reflected the Stipulation agreement in proceeding 01-1049/01-3001. Sprint, Nevada Commission Staff, the Bureau of Consumer Protection (BCP), and intervening CLECs agreed to that Stipulation, which was subsequently adopted by the Nevada Commission. This updated version of that document is entitled "2002 Sprint Performance Incentive Plan", dated August 9, 2002, and reflects Sprint's annual proposal for necessary document updates in accordance with NAC 704.680303<sup>1</sup>.

<sup>&</sup>lt;sup>1</sup> Not later than January 31 of each year following the year in which the plans of a nonrural incumbent local exchange carrier are approved by the commission pursuant to this section, the nonrural incumbent local exchange carrier shall file a request for review by the commission of the plans. The commission may, upon good cause shown, conduct a hearing and issue an order in accordance with this section on a request for the renewal of the approval of the commission of the plan, Para 4.

# 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	Incentive Amount per Submeasure per Month	
$0 <  D_P  < .5$	Minor	See Attachment C	
$.5 \le  D_P  \le 2$	Moderate	See Attachment C	
$ D_P  \ge 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  $D_B$  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	
$0 < D_{\rm B} < 5$	Minor	See Attachment C	
5 <= D <sub>B</sub> < 15	Moderate	See Attachment C	
D <sub>B</sub> >= 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	
$0 < D_{\rm B} < 25$	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>2</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	Dp	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

 $<sup>^{2}</sup>$  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>3</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.
    - 5.1.1.1 For example, the monthly absolute cap (using 2000 ARMIS reporting) was \$1,067,333. This was based on an annual net return figure of \$51,232,000. One-twelfth of the annual net return yielded an average monthly net return of \$4,269,333. Taking 25% of the average monthly net return yielded the absolute monthly cap of \$1,067,333.
  - 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>4</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.

<sup>&</sup>lt;sup>3</sup> The total amount paid to the CLEC would be based on all submeasures for which the CLEC received noncompliant service.

<sup>&</sup>lt;sup>4</sup> This allows sufficient time for calculation of the new "net return" figure and implementation of system changes.

- 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 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 The payment of any incentives will be subject to the conditions set forth in Section 2 of NRS 704.281.
- 7.3 The compliance incentives provided in this PIP are not penalties, but are incentives intended to promote compliant service.
- 7.4 Sprint will apply incentives in the form of crediting invoices.
  - 7.4.1 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 that begins forty-five (45) calendar days after the issuance of monthly performance reports.
  - 7.4.2 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 45 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions. When a root-cause analysis is invoked, Sprint will have the

burden of proving that but for the occurrence of an "exceptional condition" Sprint would have succeeded on the submeasure.

- 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 If the affected CLEC or the Commission approves restatement of results due to an exceptional condition, Sprint will restate the affected results and adjust incentives at the next possible opportunity.
    - 8.2.3.2 Intent to pursue a request for restatement of results from a CLEC will be communicated by Sprint to Commission Staff and the BCP.
    - 8.2.3.3 Sprint will maintain a log for each CLEC on the reporting website. Sprint will maintain a master log for Commission Staff and the BCP that contains information on all CLECs. If results are restated, all relevant information will be posted to the log. Relevant information will include the "original" results, details of any incentive adjustment, and documentation of the exceptional condition.
  - 8.2.4 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 the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

	Small Sample Adjustments to Benchmark Proportion Measures						
90% Benchmark		95% Bend	chmark	98% Bend	chmark	99% Bend	chmark
Sample Size (CLEC	Maximum Permitted	Sample Size (CLEC	Maximum Permitted	Sample Size (CLEC	Maximum Permitted	Sample Size (CLEC	Maximum Permitted
Denominator)	Misses	Denominator)	Misses	Denominator)	Misses	Denominator)	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

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.

- 8.5 Sprint will implement materiality thresholds as defined in Attachment E:
  - 8.5.1 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:
    - 8.5.1.2 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.
    - 8.5.1.3 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<sub>0</sub>.
  - 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. Self-Effectuating Process**

- 10.1 To trigger the intake of new CLECs to the PIP process, incentives will be calculated for CLECs who have placed one or more CLEC orders.
- 10.2 To trigger removal of CLECs from the PIP process, incentives will not be calculated for any CLEC who meets any of the following conditions:
  - 10.2.1 The CLEC was disconnected as a result of a CLEC-initiated termination or a negotiated disconnection.
  - 10.2.2 There is no billing record of CLEC access lines, and the CLEC does not intend to continue provision of CLEC services as indicated by any of the following:
    - 10.2.2.1 Sprint sends a letter to the CLEC at their last known address requesting confirmation of continuation of CLEC service, and there is no response to the letter within sixty (60) days of receipt.
    - 10.2.2.2 The CLEC sends a negative response to said letter within sixty (60) days of receipt.

# Attachment A

# **Statistical Calculations for Parity Submeasurements**

## 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:**

$\Phi^{-1}(x)$ pt(t,df)	Inverse cumulative standard normal distribution function. 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>5</sup>
j	=	An index counter indicating cell number.
$n_{1j}$	=	The number of Sprint transactions in cell j.
$n_{2j}$	=	The number of CLEC transactions in cell j.
$n_{j}$	=	The total number of transactions in cell j.
$X_{1jk}$	=	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>6</sup>

At this time, the following calculations will apply to parity submeasures contained in measures 6, 7, 13, 14, 21, 28, and 44. 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**

$$\overline{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} X_{1jk}$$

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

**DEFINITION** Sprint sample mean of cell j.

CLEC sample mean of cell j.

#### EXPLANATION

Add observations and divide by the number of observations. Add observations and divide by the number of observations.

<sup>&</sup>lt;sup>5</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>6</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).

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

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

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

.

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

 $XY_i$ 

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

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

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

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

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

$$t_{j} = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}},$$
$$t_{\min j} = \frac{-3\sqrt{n_{1j}n_{2j}n_{j}}}{g(n_{1j} + 2n_{2j})}$$

and g is the median value of all values of  $\gamma_{ij}$  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  $[\min(n_{1j}, n_{2j}) \le 6 \text{ OR } s_{1j}^2 = 0]$  AND  $W_j > 0$  (from part 1):
  - 1) Calculate the number of possible permutations Nperms =  $choose(n_j, n_{1j})$

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  $\min(n_{1i}, n_{2i}) \ge 2$  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  $n_{1j}$ .
  - 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  $XY_j$ .
  - ii) For each permuted sample, calculate the sum of the sample of size  $n_{1i}$ .
  - 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*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>parity</sup>, and *ExpectedSkew*<sub>j</sub><sup>parity</sup> all equal to 0.
- 2. If  $\min(n_{1j}, n_{2j}) > 6$  and  $s_{1j}^2 > 0$

a. ExpectedMean<sub>j</sub><sup>parity</sup> = 
$$-\frac{1}{\sqrt{2\pi}}$$
.

b. ExpectedVariance<sub>j</sub><sup>parity</sup> =  $\frac{1}{2} - \frac{1}{2\pi}$ 

c. ExpectedSkew<sup>parity</sup><sub>j</sub> = 
$$-\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$

3. If  $\min(n_{1j}, n_{2j}) \le 6$  OR  $s_{1j}^2 = 0$ a. Let  $N_j = \min(Nperms, 1000)$ 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.  $ExpectedVariance_j^{parity} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}^2 - (ExpectedMean_j^{parity})^2$   $ExpectedSkew_j^{parity} =$ f.  $\sum_i \Theta_{ji} z_{ji}^3 - 3ExpectedMean_j^{parity} \times ExpectedVariance_j^{parity} - [ExpectedMean_j^{parity}]^3$ 

### STEP 5: Calculate the initial aggregate test statistic.

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

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>7</sup>

The following calculations will apply to parity submeasures contained in measures 5, 8, 10, 11, 12, 15, 17a, 20, 22, 23, 26, 31, 32, 33, 34, 37, 38, and 39. 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:

$a_{1i}$		Number of Sprint cases possessing an
15		attribute of interest in cell j.
$a_{2i}$	=	Number of CLEC cases possessing an
2)		attribute of interest in cell j.
$a_i$		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 
$$W_i = 0$$
 then set  $Z_i = 0$ .

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.

<sup>&</sup>lt;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).

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

1. If for cell *j*,  $W_j = 0$ , set *ExpectedMean*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>parity</sup>, and *ExpectedSkew*<sub>j</sub><sup>parity</sup> 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.  $ExpectedSkew_j^{parity} = -\left( \frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^2} \right)$ 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.  $ExpectedVariance_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{parity})^{2}$ .  
 $ExpectedSkew_{j}^{parity} =$   
f.  $\sum_{i} \Theta_{ji} z_{ji}^{3} - 3ExpectedMean_{j}^{parity} \times ExpectedVariance_{j}^{parity} - [ExpectedMean_{j}^{parity}]^{3}$ 

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 
$$\begin{cases} a_{1j} \left( 1 - \frac{a_{1j}}{n_{1j}} \right), a_{2j} \left( 1 - \frac{a_{2j}}{n_{2j}} \right) \end{cases} > 9, \\ Z_0^T = \begin{cases} Z_1 & L = 1 \\ Z^T = \frac{\sum_{j} W_j (Z_j^* - Expected Mean_j^{parity})}{\sqrt{\sum_{j} W_j^2} \times Expected Variance_j^{parity}} & otherwise \end{cases}$$

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.

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

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

# Rate Performance Measures<sup>8</sup>

The following calculations will apply to parity submeasures contained in measure 19. 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:

$b_{1j}$	=	Number of Sprint base elements in cell j.
$b_{2j}$	=	Number of CLEC base elements in cell j.
$b_j$	=	Total number of base elements cell j.
$r_{1j} = n_{1j} / b_{1j}$	=	Sprint sample rate of cell j.
$r_{2j} = n_{2j} / b_{2j}$	=	CLEC sample rate of call j.

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

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  $Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$ 

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.

<sup>&</sup>lt;sup>8</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).

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

1. If for cell *j*,  $W_j = 0$ , set *ExpectedMean*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>parity</sup>, and *ExpectedSkew*<sub>j</sub><sup>parity</sup> 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<sub>j</sub><sup>parity</sup> = 
$$-\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$

3. If 
$$\min(n_{1j}, n_{2j}) \le 15$$
 or  $n_j q_j (1 - q_j) \le 9$   
a. Let  $i = 0, ..., n_j$ .

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  $\Theta_{j_i} = BN(i, n_j, q_j)$ .

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

 $ExpectedSkew_{j}^{parity} =$ 

f.

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

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  $\alpha = CBN(n_{1j}, n_j, q_j)$ .

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

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

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.

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

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

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

# Attachment B

# Measurements Classified as High Priority<sup>9</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 but not for measure 11, for a particular common submeasure 12 would be assessed a High Priority incentive; then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then measure 12 but not for measure 11, for a particular common submeasure, then 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>9</sup> All other measurements are classified as Low Priority.

# Attachment C

Schedule of Compliance Incentives <sup>10</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, which 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 that are "worse" than the Sprint mean (or mean benchmark, as applicable). For example, for a non-compliant mean measure with a *benchmark* of 4.0 seconds, any CLEC observation "worse" than 4.0 seconds would count as a relevant transaction. Likewise, for a non-compliant *parity* measure that reported a Sprint mean of 4.0 seconds, any CLEC observation "worse" than 4.0 seconds would count as a relevant transaction.
  - 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

<sup>&</sup>lt;sup>10</sup> Monthly incentive amounts, assessed per non-compliant submeasure, per CLEC.

(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.
  - 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) noncompliant 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 CLECspecific 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 Information		
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<sub>P</sub> as:

$$\mathbf{D}_{\mathbf{P}} = \sqrt{\frac{1}{N_1} + \frac{1}{N_2}} Z^2$$

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.

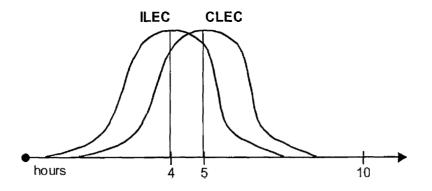
A reasonable measure of severity will provide an indication for how different the Sprint's CLEC service is from that of Sprint's service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to Sprint's retail customers, the measure of severity 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"):

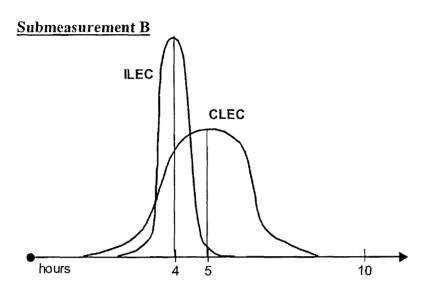
#### Submeasurement A



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

$$D_{\rm P} = \frac{4.0 - 5.0}{1.2}$$
, or  $D_{\rm P} = -0.83$ .

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

 $D_{\mathbf{P}} = \frac{4.0 - 5.0}{0.4}$ , or  $D_{\mathbf{P}} = -2.50$ .

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 as described below.

#### 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 (CLEC 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<sup>11</sup> will have modified ranges for application of scaling factors (see Section C.4):

	Submeasure	
Measure		Submeasure Description
02	02.01.07	All Electronic - DS-1/ISDN PRI
02	02.01.08	All Electronic - DS-3
02	02.01.101	All Electronic - UNE Loops - xDSL Capable
02	02.02.07	All Manual (FAX) - DS-1/ISDN PRI
02	02.02.08	All Manual (FAX) - DS-3
02	02.02.101	All Manual (FAX) - UNE Loops - xDSL Capable
02	02.03.07	Electronic/Manual Mix - DS-1/ISDN PRI
02	02.03.08	Electronic/Manual Mix - DS-3
02	02.03.101	Electronic/Manual Mix - UNE Loops - xDSL Capable
04	04.01.07.01	All Electronic - DS-1/ISDN PRI - New Service Installation
04	04.01.07.02	All Electronic - DS-1/ISDN PRI - Service Migrations w/o changes
04	04.01.07.03	All Electronic - DS-1/ISDN PRI - Service Migrations w/ changes
04	04.01.07.04	All Electronic - DS-1/ISDN PRI - Move and change activities
04	04.01.07.05	All Electronic - DS-1/ISDN PRI - Feature changes
04	04.01.07.06	All Electronic - DS-1/ISDN PRI - Service Disconnects
04	04.01.08.01	All Electronic - DS-3 - New Service Installation
04	04.01.08.02	All Electronic - DS-3 - Service Migrations w/o changes
04	04.01.08.03	All Electronic - DS-3 - Service Migrations w/ changes
04	04.01.08.04	All Electronic - DS-3 - Move and change activities
04	04.01.08.05	All Electronic - DS-3 - Feature changes
04	04.01.08.06	All Electronic - DS-3 - Service Disconnects
04	04.01.101.01	All Electronic - UNE Loops - xDSL Capable - New Service Installation
04	04.01.101.02	All Electronic - UNE Loops - xDSL Capable - Service Migrations w/o changes
04	04.01.101.03	All Electronic - UNE Loops - xDSL Capable - Service Migrations w/ changes
04	04.01.101.04	All Electronic - UNE Loops - xDSL Capable - Move and change activities
04	04.01.101.05	All Electronic - UNE Loops - xDSL Capable - Feature changes
04	04.01.101.06	All Electronic - UNE Loops - xDSL Capable - Service Disconnects
05	05.07.01	DS-1/ISDN PRI - Lack of facilities
05	05.07.02	DS-1/ISDN PRI - Other
05	05.08.01	DS-3 - Lack of facilities
05	05.08.02	DS-3 - Other
05	05.101.01	UNE Loops - xDSL Capable - Lack of facilities

<sup>&</sup>lt;sup>11</sup> This list is intended to reflect current measurements that 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). Any relevant updates to the PMP will take precedence over this list.

Measure	Code	Submeasure Description
05	05.101.02	UNE Loops - xDSL Capable - Other
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 Communeru
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 - Noulification Missey Community
90	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 Contribution
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
80	08.08	DS-3
80	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
	11.08.02	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	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

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### 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

Attachment "A"

Exhibit C

## Sprint's "Cookbook"

August 6, 2002

## **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 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.<sup>1</sup> 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."<sup>2</sup> 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>3</sup>

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.

<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:

<sup>&</sup>quot;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)."<sup>3</sup> 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 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 Appointment Scheduling (due date) Rejected/Failed Queries Facility Availability Loop Pre-Qualification

Note: Service Availability information, as required in NAC 704.680305(1)(d), is available in Address Verification/Dispatch Required and Customer Service Record queries.

#### • 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 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.

#### 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.

#### • 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.

#### • 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;
- 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 TitlePre-Ordering0101Average Response Time to Pre Order QueriesOrdering0202Average FOC Notice Interval03Average Reject Notice Interval04Percent of Flow-Through OrdersProvisioning0505Percentage of Orders Jeopardized06Average Leopardy Notice Interval07Average Completed Interval08Percent Completed Within Standard Interval09Coordinated Customer Conversion as a Percentage On-Time	
01Average Response Time to Pre Order QueriesOrdering02Average FOC Notice Interval03Average Reject Notice Interval04Percent of Flow-Through OrdersProvisioning05Percentage of Orders Jeopardized06Average Jeopardy Notice Interval07Average Completed Interval08Percent Completed Within Standard Interval	
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04Percent of Flow-Through OrdersProvisioning050606Average Jeopardy Notice Interval07Average Completed Interval08Percent Completed Within Standard Interval	
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07         Average Completed Interval           08         Percent Completed Within Standard Interval	
08 Percent Completed Within Standard Interval	
	ne
11 Percent of Due Dates Missed	
12 Percent Due Dates Missed Due to Lack of Facilities	
13 Delay Order Interval to Completion Date (For Lack of Fac	cilities)
14 Held Order Interval	
15 Provisioning Trouble Reports Prior to Service Order Comp	pletion
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 Est	imated 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 Interconnection Trunks	
26 NXX Loaded by LERG Effective Date	
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	
36 Accuracy of Mechanized Bill Feed (Not reported by Sprin	nt)
Database	

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Updates	
37	Database Update Timeliness
38	Percent Database Accuracy
39	E911MS 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
43	Average Notification of Interface Outages (Not applicable in Nevada)
44	Center Responsiveness

### <u>Pre-Ordering</u>

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         • Request for Telephone Number (TN)         • Request for Customer Service Record         • Simple         • Complex         • Service Appointment Scheduling (due date)         • Rejected/Failed Queries         • Facility Availability         • Loop Pre-qualification	Area	Requirement Description				
<ul> <li>Request for Telephone Number (TN)</li> <li>Request for Customer Service Record         <ul> <li>Simple</li> <li>Complex</li> <li>Service Appointment Scheduling (due date)</li> <li>Rejected/Failed Queries</li> <li>Facility Availability</li> <li>Loop Pre-qualification</li> </ul> </li> <li>Method of         <ul> <li>All Electronic:</li> <li>Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period)</li> <li>All Manual: Loop Pre-qualification and Facility Availability</li> <li>Sum ((Qtery Response Date and Time) – (Business Date and Time of receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting Period)] X 100</li> </ul> </li> <li>Report Period         <ul> <li>Monthly</li> <li>By query type and by interface type, including fax</li> <li>Geographic Level</li> <li>Statewide</li> </ul> </li> <li>Disagregation Level         <ul> <li>CLEC</li> <li>Competitive Comparison</li> <li>All Electronic:</li> <li>Parity Benchmark</li> <li>Address Verification/Dispatch Request for Address</li> <li>Seconds</li> <li>Request for Telephone Number</li> <li>Request for Customer Service</li> <li>Request for Customer Service&lt;</li></ul></li></ul>	Description	The response interval for computing the elapsed t the CLEC, whether or n	or each pre-orderin ime from the ILE ot syntactically co	ng query is C receipt of	determined by f the query from	
<ul> <li>Request for Customer Service Record         <ul> <li>Simple</li> <li>Complex</li> <li>Service Appointment Scheduling (due date)</li> <li>Rejected/Failed Queries</li> <li>Facility Availability</li> <li>Loop Pre-qualification</li> </ul> </li> <li>Method of         <ul> <li>All Electronic:</li> <li>Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period)</li> <li>All Manual: Loop Pre-qualification and Facility Availability</li> <li>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</li> </ul> </li> <li>Report Period Monthly         <ul> <li>Report Structure</li> <li>Individual CLECs, CLECs in the aggregate, and ILEC affiliate.</li> <li>Report Structure</li> <li>Statewide</li> <li>Measurable</li> <li>Standards</li> </ul> </li> <li>Disaggregation Level CLEC Competitive Comparison         <ul> <li>All Electronic: Parity Benchmark</li> <li>Address Verification/Dispatch Request for Address Verification</li> <li>Request for Telephone Number Telephone Number Request for Customer Service Request for Complex CSR</li> <li>Request for Customer Service Request for Complex CSR</li> <li>Request for Customer Service Request for Complex CSR</li> <li>Service Appointment Scheduling Request for Complex CSR</li> <li>Service Appointi</li></ul></li></ul>		Address Verification	n/Dispatch Requir	red		
<ul> <li>Simple         <ul> <li>Complex</li> <li>Service Appointment Scheduling (due date)</li> <li>Rejected/Failed Queries</li> <li>Facility Availability</li> <li>Loop Pre-qualification</li> </ul> </li> <li>Method of         <ul> <li>Calculation</li> <li>All Electronic:                  <ul></ul></li></ul></li></ul>						
<ul> <li>Complex</li> <li>Service Appointment Scheduling (due date)</li> <li>Rejected/Failed Queries</li> <li>Facility Availability</li> <li>Loop Pre-qualification</li> <li>All Electronic: Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period)</li> <li>All 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 Report of valid fax service request)) / (Number of Faxes Submitted in Report Structure</li> <li>Individual CLECs, CLECs in the aggregate, and ILEC affiliate.</li> <li>Report By By query type and by interface type, including fax</li> <li>Geographic Level</li> <li>Statewide</li> <li>Measurable</li> <li>Standards</li> <li>Disaggregation Level</li> <li>CLEC</li> <li>Competitive Comparison</li> <li>Request for Telephone Number</li> <li>Request for Customer Service Request for Customer Service</li> <li>Request for Customer Service Request for Customer Service</li> <li>Request for Complex</li> <li>Service Appointment Scheduling</li> <li>Request for Complex</li> <li>Service Appointment Scheduling</li> <li>Request for Due Date</li> <li>Rejected/Failed Queries</li> </ul>		Request for Custom	er Service Record	l		
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Calculation       Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period)         All 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)] X 100         Report Period       Monthly         Report Structure       Individual CLECs, CLECs in the aggregate, and ILEC affiliate.         Report By       By query type and by interface type, including fax         Geographic Level       Statewide         Measurable       Statewide         Standards       Disaggregation Level       CLEC         All Electronic:       Parity       Benchmark         Address Verification/Dispatch Request for Address       Seconds       Seconds         Request for Telephone Number       Request for Simple       10 seconds         Request for Customer Service       Request for Complex       15 seconds         Record - Complex       CSR       Service Appointment Scheduling       Request for Due Date       TBD         Rejected / Failed Queries       Rejected/Failed       Diagnostic Only Queries       Diagnostic Only		Loop Pre-qualification	ion			
Time)) / (Number of Queries Submitted in Reporting Period)         All 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)] X 100         Report Period       Monthly         Report Structure       Individual CLECs, CLECs in the aggregate, and ILEC affiliate.         Reported By       By query type and by interface type, including fax         Geographic Level       Statewide         Measurable       Statewide         Standards       Disaggregation Level       CLEC         All Electronic:       Parity       Benchmark         Address Verification/Dispatch       Request for Address       Seconds         Request for Telephone Number       Request for Simple       10 seconds         Request for Customer Service       Request for Complex       15 seconds         Record - Simple       CSR       TSP       TSP         Request for Customer Service       Request for Due Date       TBD         Rejected / Failed Queries       Rejected for Due Date       TBD         Rejected / Failed Queries       Rejected for Due Date       TBD	Method of	All Electronic:				
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Reported By       By query type and by interface type, including fax         Geographic Level       Statewide         Measurable       Statewide         Standards       Disaggregation Level       CLEC       Competitive Comparison         All Electronic:       Parity       Benchmark         Address Verification/Dispatch Required       Request for Address Verification       6seconds         Request for Telephone Number       Request for Telephone Number       3 seconds         Request for Customer Service Record - Simple       Request for Complex CSR       10 seconds         Service Appointment Scheduling Rejected / Failed Queries       Request for Due Date       TBD         Rejected / Failed Queries       Rejected/Failed Queries       Diagnostic Only			ECs in the aggrega	gate, and ILEC affiliate.		
Geographic Level       Statewide         Measurable       Standards         Disaggregation Level       CLEC       Competitive Comparison         All Electronic:       Parity       Benchmark         Address Verification/Dispatch       Request for Address       6seconds         Required       Request for Telephone Number       Request for         Request for Customer Service       Request for Simple       10 seconds         Request for Customer Service       Request for Complex       15 seconds         Service Appointment Scheduling       Request for Due Date       TBD         Rejected / Failed Queries       Rejected/Failed       Diagnostic Only						
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Record - Complex     CSR       Service Appointment Scheduling     Request for Due Date       Rejected / Failed Queries     Rejected/Failed       Queries     Diagnostic Only					10 seconds	
Rejected / Failed Queries     Rejected/Failed     Diagnostic Only       Queries     Queries     Diagnostic Only					15_seconds	
Rejected / Failed Queries     Rejected/Failed     Diagnostic Only       Queries     Queries     Diagnostic Only						
		Service Appointment Scheduling	Request for Due Date		I I RD	

	Facility Availability	Request for Facility Availability	95% within 3 business days – Diagnostic Only 95% within 3		
	Loop Pre-Qualification	Request for Loop Pre-Qualification	business days		
Business Rules	<ul> <li>requests.</li> <li>Results for CLEC with a benchmark determine compli</li> <li>Elapsed time for during scheduled</li> </ul>	heasured in seconds for elect Cs with 5 or fewer transaction c of twice the applicable elec- iance. fully electronic submeasures interface availability hours. ons that occur during OSS o	ns will be compared ctronic submeasure to s will be tracked		
Notes	<ul> <li>Sprint agrees to p Consumer Protect provisions.</li> <li>Sprint defines Sin has 4 or less lines</li> <li>Implementation of Portability requir NPA/NNX in 200 independent quer Address Verificat Record queries.</li> <li>Sprint will provid fewer transaction cause of long resp</li> <li>Submeasure Faci</li> </ul>	<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 defines Simple CSR queries as a query on an account that has 4 or less lines.</li> <li>Implementation of systems to comply with Federal National Portability requirements will prevent the capability to query by NPA/NNX in 2002 to obtain Service Availability information as an independent query. Service Availability information is available in Address Verification/Dispatch Required and Customer Service Record queries.</li> </ul>			

### **Ordering**

Area	Requirement Description				
Description	Measures the average time from receipt of a valid service request to				
<i>I</i>	returning a Firm Order Confirmation (FOC).				
Method of	All Electronic:				
Calculation	Sum ((Date and Time of I	FOC) - (Busine)	ss Date and T	'ime of Receipt o	
Curculation	Valid Service Request)) /	<i>,</i> , ,		-	
	Electronic/Manual Mix:	•		eporting renou)	
	Sum ((FOC Date and Tim		Date and Time	of receipt of	
	error free order)) / (Numb	· · ·			
		FOCS SEL	it. <i>)</i>		
Report Period	Monthly		<u></u>		
Report Structure	Individual CLECs, CLEC	s in the aggreg	ate, by ILEC	(if analog	
<i>I</i>	applies) and ILEC affiliat		, <b>,</b>	ί υ	
Reported By	Electronically receive		v handled	· · · · · · · · · · · · · · · ·	
<b>F</b>	Electronically receive	•			
	<ul> <li>By Service Group Type</li> </ul>	•	110000		
Geographic Level	Statewide		·······		
Measurable	Disaggregation Level	CLEC	Competitive (	Comparison	
Standards	RESALE		-	-	
Stanuaras			Parity	Benchmark	
	Blind FOC Res POTS	Res POTS			
	All Electronic	KGT013		TBD	
	Electronic/Manual Mix	Bus POTS		4 hrs	
	Bus POTS All Electronic	Bus POIS		TBD	
	Electronic/Manual Mix			6 hrs	
	ISDN BRI All Electronic	ISDN BRI		TBD	
	Electronic/Manual Mix			6 hrs	
	CENTREX All Electronic	CENTREX		TBD	
	Electronic/Manual Mix			13 hrs.	
	PBX	PBX			
	All Electronic Electronic/Manual Mix			TBD 13 hrs.	
	Intelligent FOC				
	DDS	DDS			
	All Electronic Electronic/Manual Mix			TBD 36 business hrs	
	DS1/ISDN PRI	DS1/ISDN PRI		50 ousiness ins	
	All Electronic			TBD	
	Electronic/Manual Mix DS3	DS3		36 business hrs	
	All Electronic	2.00		TBD	
	Electronic/Manual Mix VGPL/DS0	VGPL/DS0		36 business hrs	
	All Electronic	VOL DOV		TBD	
	Electronic/Manual Mix			36 business hrs	
	UNBUNDLED NETWORK ELEMENTS				
	Blind FOC				
	UNE Loops Non-Designed	UNE Loops			

l			1		
	All Electronic Electronic/Manual Mix	Non-Designed	TBD 6 hrs		
	UNE Loops xDSL Provisioned	UNE Loops xDSL			
	All Electronic Electronic/Manual Mix	Provisioned	TBD 6 hrs		
	UNE Subloops – Voice Grade	UNE Subloops –			
	All Electronic Electronic/Manual Mix	Voice Grade	TBD 6 hrs		
	UNE Subloops – Data All Electronic Electronic/Manual Mix	UNE Subloops – Data	TBD 13 hrs		
	Line Sharing All Electronic Electronic/Manual Mix	Line Sharing	TBD 6 hrs		
	LNP All Electronic Electronic/Manual Mix	LNP	TBD 6 hrs		
	Intelligent FOC				
	UNE Loops Designed	UNE Loops			
	All Electronic Electronic/Manual Mix	Designed	TBD 36 business hrs		
	UNE Ports	UNE Ports			
	All Electronic Electonic/Manual Mix		TBD 36 business hrs		
	Dark Fiber	Dark Fiber	50 00311633 113		
	All Electronic Electronic/Manual Mix		TBD 36 business hrs		
	EELS	EELS			
	All Electronic Electronic/Manual Mix		TBD 36 business hrs		
	UNE Dedicated Transport	UNE Dedicated			
	All Electronic Electronic/Manual Mix	Transport	TBD 36 business hrs		
	UNE Platform	UNE Platform			
	All Electronic		TBD		
	Electronic/Manual Mix Interconnection Trunks	Interconnection	36 business hrs		
	All Electronic	Trunks	TBD		
	Electronic/Manual Mix PROJECTS:		7 business days		
	Projects	Projects			
	All Electronic Electronic/Manual Mix		TBD Diagnostic Only		
Business Rules	-	ed in business hours and e	xcludes non-		
	business days and ILEC published holidays.				
	• 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.				
	<ul> <li>Excludes Loop Pre-Qualification queries that are processed as LSRs.</li> </ul>				
	<ul> <li>Manually received and handled FOCs not included.</li> </ul>				
	<ul> <li>Manually received and nandred FOCs not included.</li> <li>Denominator includes all FOCs sent regardless of receipt and</li> </ul>				
		un i 005 sont regulatess	or rootpe and		
	<ul> <li>response time.</li> <li>CLEC to CLEC conversions are not included in the elapsed time of</li> </ul>				
			the etapsed time of		
<b>A</b> T .	^	P Service Group Type.			
Notes		le affiliate data to the PUG and the CLECs under proj			

provisions.

- Sprint has implemented an Intelligent Firm Order Confirmation process for all the Service Group Types listed with 36 business hours as the measurable standard. Sprint will review data for these submeasures to determine applicability as parity submeasures for the 2003 PMP filing.
- Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.

### <u>Ordering</u>

Title: Avera	age Reject Notice In	terval			
Area	Requirement Description				
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 Calculation	All Electronic ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Mechanized Orders Rejected)				
	Electronic/Manual Mi ((Business Date and Tin (Business Date and Tin Orders Rejected).	ne of ILEC transn			
Report Period	Monthly				
Report Structure	Individual CLEC, CLE	Cs in the aggregat	e, and ILEC A	Affiliates	
Reported By	<ul> <li>All interfaces</li> <li>Syntax (edit engine) and content errors (other edits)</li> <li>Resale orders and Facility based UNE orders</li> <li>Electronically received, manually handled</li> <li>All interfaces</li> <li>Syntax (edit engine) and content errors (other edits)</li> <li>Resale orders and Facility based UNE orders</li> </ul>				
Geographic Level	Statewide				
Measurable Standards	Disaggregation Level	CLEC	Competitive Co	-	
	All Electronic	Reject Notice	Parity	Benchmark TBD	
	Electronic/Manual Mix	Reject Notice		6 hrs	
Business Rules	<ul> <li>Elapsed time calculated in business hours. Excludes non-business days and ILEC published holidays.</li> <li>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 center</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> </ul>				
Notes	Sprint agrees to pro Consumer Protectic provisions.				

### <u>Ordering</u>

Title: Perce	ent of Flow-Throug	h Orders				
Area	Re	Requirement Description				
Description	Measures the percentage of mechanized service orders processed on a					
		ne definition of Flow-th				
	measure is to reflect the	nose orders that are able	to get to the	e Firm Order		
		Confirmation status without manual intervention.				
Method of	[(Number of valid electronically received orders that flow-through					
Calculation		ention) / (Total valid el		+		
Culturinon	service orders)] x 100		conomouny			
Report Period	Monthly					
Report Structure		Individual CLECs, CLECs in the aggregate, and ILEC Affiliates				
Reported By				iniacos		
керопеа Бу		brough as a percentage of		ta flarri		
		ically received orders p	rogrammed	10 110w-		
	through	• • • • • •				
	1 1	ically received orders				
	By Service Group Types					
Geographic Level	Statewide					
Measurable	The process to evaluate performance on this measure is under					
Standards	development. Issues, i	f any, are not yet finally	y defined. F	inal resolution		
	depends on completed	development of an agr	eed to Flow-	-Through		
	Plan.					
	Disaggregation Level	CLEC	Competitive Co	mparison		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS		Diagnostic Only		
	ISDN BRI	ISDN BRI		Diagnostic Only		
	CENTREX	CENTREX		Diagnostic Only		
		PBX		Diagnostic Only		
	DS1/ISDN PRI	DDS DS1/ISDN PRI		Diagnostic Only Diagnostic Only		
	DS3	DS3	······	Diagnostic Only		
	VGPL/DS0	VGPL/DS0		Diagnostic Only		
	UNBUNDLED NETWORK		I	I		
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops - Non-Designed		Diagnostic Only		
	UNE Loops Designed UNE Loops xDSL Provisioned	UNE Loops Designed UNE Loops xDSL Provisioned		Diagnostic Only Diagnostic Only		
	Line Sharing	Line Sharing		Diagnostic Only		
	UNE Subloops - Voice Grade	UNE Subloops - Voice Grade		Diagnostic Only		
	UNE Subloops – Data	UNE Subloops – Data		Diagnostic Only		
	Dark Fiber UNE Ports	Dark Fiber UNE Ports	<u> </u>	Diagnostic Only Diagnostic Only		
	EELS	EELS	[	Diagnostic Only		
	UNE Dedicated Transport			Diagnostic Only		
	UNE Platform	UNE Platform		Diagnostic Only		
Ducin and Dula	LNP Evaludas Loop Dro O	LNP	<b>I</b>	Diagnostic Only		
Business Rules	Excludes Loop Pre-Q					
Notes	- Comint across to m	ovide affiliate data to th	DIIO D	C I		

Consumer Protection and the CLECs under proprietary information provisions.

### <u>Provisioning</u>

Title: Percer	ntage of Orders Jeopar	rdized		-	
Area	Requirement Description				
Description	Percentage of total orders processed for which the ILEC notifies the				
*	CLEC that the work will n				
	on the FOC.				
Method of	(Number of Orders Jeopardized) / (Number of Orders Completed) x				
Calculation	100			1 /	
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in the aggregate.	ILEC and ILE	C Affiliates	
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Sprint is required to provid	le a retail analog	for this measu	rement.	
Standards					
	Disaggregation Level	CLEC	<b>Competitive Comp</b>	mparison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS	Denchmark	
	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				
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched		
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0		
	UNE Loops - xDSL Provisioned	UNE Loops – xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops - Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched		
	UNE Subloops - Data	UNE Subloops Data	Retail xDSL		
	Dark Fiber	Dark Fiber	D3		
	UNE Port	UNE Port	DS1/ISDN PRI		
	EELS	EELS	DS3, DS1/ISDN PRI, VGPL/ DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3		
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX		
Business Rules	<ul> <li>Excludes delays for customer reasons.</li> <li>Excludes Loop Pre-Qualification queries.</li> </ul>				
	Excludes Loop Pre-Qu	alification queri	es.		

provisions.	Consumer Protection and the CLEC provisions.	Is under proprietary information
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### <u>Provisioning</u>

A	D		anim ti a			
Area		irement Des	······································			
Description	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).					
Method of	Assignment: Jeopardies id	Assignment: Jeopardies identified during assignment				
Calculation	((Date and Time of Comm Time of Jeopardy Notice)		· · · · · · · · · · · · · · · · · · ·	·		
	Installation: Jeopardies identified durin	g installation pr	ior to due time			
	((Date & Time of Commi of Jeopardy Notice) / (Nur			•		
	Notification of Missed Commitments: (Due Date and Time of Missed CommitNotice - Due Date and Time of Order) / (Number of Missed Commit Notices)					
Report Period	Monthly					
Report Structure	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates					
Reported By	<ul> <li>By service group type</li> <li>By jeopardy type</li> </ul>					
Geographic Level	Statewide					
Measurable Standards	Sprint is required to provid	le a retail analog	g for this measu	irement.		
	Disaggregation Level	CLEC	Competitive Comp	arison		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS			
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRJ	ISDN BRI			
	CENTREX	CENTREX	CENTREX			
	PBX	PBX	PBX			
	DDS	DDS	DDS			
	DS1/ISDN PRI DS3	DS1/ISDN PRI DS3	DS1/ISDN PRI DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS	TOIDDO				
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus POTS Dispatched			
	UNE Loops Designed UNE Loops - xDSL	UNE Loops Designed UNE Loops - xDSL	DDS, VGPL/DS0 Retail xDSL			
	Provisioned	Provisioned				
	Line Sharing	Line Sharing	Retail xDSL			
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched			

	UNE Subloops - Data	UNE Subloops – Data	Retail xDSL
	Dark Fiber	Dark Fiber	D3
	UNE Ports	UNE Ports	DS1/ISDN PRI
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/IDSN PRI, DS3
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX
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> <li>If the ILEC policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog.</li> <li>Interval is reported in business days.</li> </ul>		

### **Provisioning**

Area	Requirement Description				
Description	Average business days from receipt of valid, error-free service request				
Description	to completion date in servi				
		ee order system		, and enange	
	orders.				
Method of	(Total business days from receipt of valid, error-free service request to				
Calculation	completion date in service order system for new, move and change				
	orders) / (Total new, move	and change ord	ers)		
Report Period	Monthly				
· · · · · · · · · · · · · · · · · · ·	Individual CLEC, CLECs	in the aggregate	by ILEC and	II EC	
Report Structure	Affiliates	in the aggregate,	by ILLC, and		
Panantad Pu		field work/no fi	eld work where	annlicable	
Reported By	By service group type and field work/no field work where applicable.				
Geographic Level	Statewide				
Measurable	Sprint is required to provid	le a retail analog	for this measu	rement.	
Standards					
	Disaggregation Level	CLEC	Competitive Comp	arison	
			Devites	Densharen	
	Resale	Res POTS	Parity Res POTS	Benchmark	
	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 PR1	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops				
	UNE Loops Non-Designed	UNE Loops	Bus. POTS		
		Non-Designed	Dispatched		
	UNE Loops Designed	UNE Loops Designed	DDS,VGPL/DS0		
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL		
	Provisioned	Provisioned			
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops – Voice Grade	UNE Subloops -	Bus. POTS	1	
	UNE Subloops - Data	Voice Grade UNE Subloops –	Dispatched Retail xDSL		
	UNE SUDIOOPS - Data	Data			
	Dark Fiber	Dark Fiber	DS3		
	UNE Ports	UNE Ports	DSI/ISDN PRI		
	EELS	EELS	DS1/ISDN PRI,	· · · ···	
			DS3, VGPL/DS0	ļ	
	UNE Dedicated Transport	UNE Dedicated	DS1/ISDN PRI,		
	LINE DLAG	Transport	DS3		
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI,		
			Centrex, PBX		
	Interconnection Trunks	Interconnection	ILEC Dedicated		
		Trunks	Trunks		
	Projects	Projects Diagnostic	Projects Diagnostic Only		
	1	Only	L Diagnostic Univ	1	

	<ul> <li>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> <li>Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the</li> </ul>
	appropriate service group type.
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

### **Provisioning**

### Measure 8

Title: Perce	t Completed Within Standard Interval					
Area	Requ	Requirement Description				
Description	Measures orders complete	f receipt of				
1	valid, error-free service real			1		
Method of	[(Total New, Move and Change Orders Completed Within the Standard					
2	1	-	~			
Calculation	interval of Receipt of Vali		vice Request)	(Total New,		
	Move and Change Orders)	<u>j x 100</u>				
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC, and ILE					
,	Affiliates					
Reported By		luding services y	vith flexible di	ne dates		
		By service group type excluding services with flexible due dates.				
Geographic Level	Statewide		0 11			
Measurable	Sprint is required to provid	de a retail analog	g for this measu	irement		
Standards						
	Disaggregation Level	CLEC	Competitive Comp	parison		
	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 DS1/ISDN PRI	DDS DS1/ISDN PRI			
	DS1/ISDN FRI	DS3	DS1/ISDIN FRI			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops		D D070			
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched			
	UNE Loops Designed	UNE Loops	0 DDS and			
		Designed	VGPL/DS0			
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL			
	Provisioned Line Sharing	Provisioned Line Sharing	Retail xDSL			
	UNE Subloops Voice Grade	UNE Subloops –	Bus. POTS			
	-	Voice Grade	Dispatched			
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3	1		
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	DS1/ISDN PRI,			
	UNE Dedicated Transport	UNE Dedicated	DS3, VGPL/DS0 DS1/ISDN PR1,			
		Transport	DS3			
	UNE Platform	UNE Platform	Res POTS, Bus.			
			POTS, ISDN BRI, Centrex, PBX			
	Interconnection Trunks	Interconnection	ILEC Dedicated			
		Trunks	Trunks			
	Projects	Projects Diagnostic	Projects			
		Only	Diagnostic Only			
		<u> </u>	l			

#### TIA lated Within nd Into -01 D C+ A.

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> <li>Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type.</li> </ul>
Notes	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.

### **Provisioning**

Title: Coor	dinated Customer (	Conversion as	a Percenta	ige On-Time		
Area	R	Requirement Description				
Description	Measures the percentage of coordinated cut overs CHC started on time					
~	where CLEC has requested timed coordination.					
	* Note: "On time" means appointment arrival time plus or minus 1					
	hour. Orders started before appointment arrival time are considered on					
	time if early arrival includes coordination and sign off with the CLEC.					
Method of	[(Number of coordinated cut overs started on time) / (Count of timed					
Calculation	coordinated cut overs completed in reporting period)] x 100					
<b>Report Period</b>	Monthly					
Report Structure	Individual CLEC, CL	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates				
Reported By	Residence, Business, and LNP conversions					
Geographic Level	Statewide					
Measurable						
Standards						
	Disaggregation Level CLEC Competitive Comparison			Comparison		
	Resale		Parity Benchmark			
	Res POTS	Res POTS		95% within 1 hour of planned time on due date		
	Bus POTS	Bus POTS	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	requested coordin	ated cut overs	only		
Notes		rovide affiliate dat				
		tion and the CLEC				
	provisions.			÷		

# <u>Provisioning</u>

Area	Requi	rement Desc	cription		
Description	Measures the percent of new, move and change orders where				
e coen priori					
	installation was not completed by the due date. [(Total Number of Missed Due Dates Due to ILEC Reasons for New,				
Method of					
Calculation	Move and Change Orders)	/ (Total Number	r of New, Mov	e and Change	
	Orders)] x 100				
Report Period	Monthly				
	Individual CLEC, CLECs	hull EC and			
Report Structure		in the aggregate	, by index, and	ILLU	
	Affiliates				
Reported By	By service group type and	Field Work/No	Field Work as	appropriate	
Geographic Level	Statewide				
Measurable	Sumint is required to provide	la a ratail analaa	for this mona	romont	
Standards	Sprint is required to provid	ie a retair analog	; for this measu	Tement.	
Standaras	Disaggregation Level	CLEC	Competitive Comp	anicon	
	Disaggregation Level	LEC	Competitive Comp	arison	
	Resale		Parity	Benchmark	
	Res POTS	Res POTS	Res POTS		
	Bus POTS	Bus POTS	Bus POTS		
	ISDN BRJ	ISDN BRI	ISDN BRI		
	CENTREX	CENTREX	CENTREX		
	PBX	PBX	PBX		
	DDS	DDS	DDS		
	DSI/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI		
	DS3	DS3 VGPL/DS0	DS3 VGPL/DS0		
	VGPL/DS0 UNBUNDLED NETWORK	VGPL/DS0	VGPL/DS0		
	ELEMENTS				
	UNE Loops				
	UNE Loops Non-Designed	UNE Loops	Bus. POTS		
		Non-Designed	Dispatched		
	UNE Loops Designed	UNE Loops	DDS and		
		Designed	VGPL/DSO		
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops – Voice Grade	UNE Subloops –	Bus. POTS		
		Voice Grade	Dispatched		
	UNE Subloops – Data	UNE Subloops -	Retail xDSL		
		Data			
	Dark Fiber	Dark Fiber	DS3		
	UNE Ports	UNE Ports	DS1/ISDN PRI		
	EELS	EELS	DS1/ISDN PR1, DS3, VGPL/DS0		
	UNE Dedicated Transport	UNE Dedicated	DS1/ISDN PRI,		
		Transport	DS3		
	UNE Platform	UNE Platform	Res. POTS, Bus.		
			POTS, ISDN BRI,		
		<u> </u>	Centrex, PBX		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		
Business Rules	- Englished	· · · · · · · · · · · · · · · · · · ·		L	
Dusiness Kules	Excludes customer cau	isea misses.			

	<ul> <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> <li>Sprint will provide disaggregation by Missed Appointment Reason codes as diagnostic data upon raw data request.</li> </ul>

# <u>Provisioning</u>

#### Measure 12

Title: Perce	ent of Due Dates Misse	nt of Due Dates Missed Due to Lack of Facilities			
Area	Requi	irement Desc	cription		
Description	Measures the percent of new, move and change orders missed d lack of facilities.			ssed due to	
	lack of facilities.				
	Note: Results also included in Measure "Percent Missed Due Dates"				
Method of	[((Total New, Move and C	hange Orders M	lissed Due Date	es Due to	
Calculation	Lack of Facilities) / (Total	Lack of Facilities) / (Total Number of New, Move and Change			
	Orders))] x 100				
Report Period	Monthly				
Report Structure	Individual CLEC, CLECs	in the aggregate	by ILEC, and	ILEC	
	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates				
Reported By	By service group type				
Geographic Level	Statewide				
Measurable	Sprint is required to provid	le a retail analog	for this measu	rement.	
Standards			·····		
Siunuurus	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		
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI DS3		
	DS3 VGPL/DS0	DS3 VGPL/DS0	VGPL/DS0		
	UNBUNDLED NETWORK ELEMENTS	VOLUDSU	VOLDDSU		
	UNE Loops				
	UNE Loops Non-Designed	UNE Loops	Bus. POTS		
		Non-Designed	Dispatched		
	UNE Loops Designed	UNE Loops Designed	DDS, VGPL/DS0		
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL		
	Line Sharing	Line Sharing	Retail xDSL		
	UNE Subloops – Voice Grade	UNE Subloops –	Bus. POTS		
	UNE Subloops – Data	Data UNE Subloops –	Dispatched Retail xDSL		
	UNE Subloops - Data	Data			
	Dark Fiber	Dark Fiber	DS3		
	UNE Ports	UNE Ports	DS1/ISDN PRI		
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3		
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI,		
	Interconnection Trunks	Interconnection Trunks	Centrex, PBX ILEC Dedicated Trunks		
Business Rules	• Due date is defined as	either original d	ue date, revised	due date, or	

#### .1.,. c D ~ ---

	<ul> <li>final due date if the original due date, revised due date, or final due date was missed</li> <li>Excludes customer caused misses.</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.

# **Provisioning**

#### Measure 13

# *Title:* Delay Order Interval to Completion Date (For Lack of Facilities)

Area	<i>II</i>	Requirement De	scription		
Description	Measures the average	e calendar days fron	n due date to comp	letion date	
-	on company missed orders due to lack of ILEC facilities.				
Method of	Sum ((Completion Date for orders missed due to lack of ILEC				
Calculation					
Calculation	facilities) – (Committed Order Due Date for orders missed due to la of ILEC facilities)) / (Number of Orders Missed due to lack of ILE				
		k of ILEC			
	Facilities in the Rep	Facilities in the Reporting Period)			
Report Period	Monthly			·····	
Report Structure	Individual CLEC, C	LECs in the aggrega	te, by ILEC, and I	LEC	
	Individual CLEC, CLECs in the aggregate, by ILEC, and ILEC Affiliates				
Reported By	By service group	o type			
- P		y 1-30 calendar days	31-90 calendar da	ave and $>00$	
	calendar days	y 1 50 calendar days	, 51 90 curondar da	ays and > 50	
Geographic Level	Statewide				
Measurable		provide a retail anal	og for this magain	ment	
	sprint is required to	provide a retair anal	og for tills measure	emem.	
Standards		· · · · · · · · · · · · · · · · · · ·			
	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 PBX	CENTREX PBX	PBX	· · · · · · · · · · · · · · · · · · ·	
	DDS	DDS	DDS		
	DS1/ISDN PRI	DS1/ISDN PR1	DS1/ISDN PRI		
	DS3	DS3	DS3		
	VGPL/DS0	VGPL/DS0	VGPL/DS0		
	UNBUNDLED				
	NETWORK ELEMENTS UNE Loops				
	UNE Loops Non-	UNE Loops - Non-	Bus. POTS Dispatched	· [·······	
	Designed	Designed			
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DSO		
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL		
	Provisioned Line Sharing	Provisioned Line Sharing	Retail xDSL		
	UNE Subloops –	UNE Subloops – Voice	Bus. POTS Dispatched	+	
	Voice Grade	Grade			
	Subloops – Data	Subloops – Data	Retail xDSL		
	Dark Fiber	Dark Fiber	DS3		
	UNE Ports	UNE Ports	DS1/ISDN PRI		
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0		
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3		
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRJ, Centrex, PBX		
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks		

<b>Business Rules</b>	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.

# **Provisioning**

### Measure 14

Title: Held	Order Interval			
Area	Requi	irement Desc	cription	
Description	Measures the time period t			
	original due dates for all II	LEC reasons (ind	cluding lack of	`facilities).
Method of	((Reporting Period Close Date) – (Committed Order Due Date)) /			
Calculation	(Number of Orders Pending and Past the Committee Due Date			
Cultulion		ig and 1 dot the C		Dutej
	Notes Departies damage die		an and the data	data
	Note: For all orders pending and past the committed due date.			
Report Period	Monthly			
Report Structure	Individual CLEC, CLECs	in the aggregate	, by ILEC, and	ILEC
-	Affiliates			
Reported By	By service group type	· · · · · · · · · · · · · · · · · · ·		
Geographic Level	Statewide			
Measurable	Sprint is required to provide	le a retail analog	for this mag	irement
	spinit is required to provid	ie a retair allaíog	; ior this measu	a chiefit.
Standards				
	Disaggregation Level	CLEC	Competitive C	omparison
	Resale		Parity	Benchmark
	Res POTS	Res POTS	Res POTS	Denemark
	Bus POTS	Bus POTS	Bus POTS	
	ISDN BRI	ISDN BRI	ISDN BRI	-
	CENTREX	CENTREX	CENTREX	
	PBX	PBX	PBX	
	DDS	DDS	DDS	
	DD3 DS1/ISDN PRI	DD3 DS1/ISDN PRI	DS1/ISDN PRI	
	DS3	DS3	D\$3	
	VGPL/DS0	VGPL/DS0	VGPL/DS0	
	UNBUNDLED NETWORK		TOLEDU	
	ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops	Bus. POTS	
	ONE Loops Non-Designed	Non-Designed	Dispatched	
	UNE Loops Designed	UNE Loops	DDS and	
	CITE Ecope Designed	Designed	VGPL/DS0	
	UNE Loops - xDSL	UNE Loops - xDSL	Retail xDSL	
	Provisioned	Provisioned		
	Line Sharing	Line Sharing	Retail xDSL	
	UNE Subloops – Voice Grade	UNE Subloops -	Bus. POTS	
		Voice Grade	Dispatched	
	UNE Subloops – Data	UNE Subloops –	Retail xDSL	
	Doub Ethan	Data Dark Fiber	DS3	
	Dark Fiber UNE Ports	UNE Ports	DS5 DS1/ISDN PRI	
	EELS	EELS	DS1/ISDN PRI,	
	EELS	LELS	DS3, VGPL/DS0	
	UNE Dedicated Transport	UNE Dedicated	DS1/ISDN PRI,	
	one bearated transport	Transport	DS1//SD(VPKI, DS3	
	UNE Platform	UNE Platform	Bus. POTS	
			Dispatched	
	Interconnection Trunks	Interconnection	ILEC Dedicated	· [ · · · · · · · · · · · · · · · · · ·
		Trunks	Trunks	
Business Rules	Excludes customer cau	used misses.		
			A0	
	Excludes Loop Pre-Qu	anneation quen	C9.	

#### *Title:* Held Order Interval

	Interval is measured in business days.
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 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>

# <u>Provisioning</u>

Title:	Provisioning Trouble Reports Prior to Service Order
	Completion

Area	Rea	uiromont Do	covintion	
лгеи	Requirement Description			
Description	Measures the percent of troubles that are reported (via customer or			
	indirectly by CLEC) that occur during the provisioning process			
Method of	[(Total number of trouble reports that occur from the time of service			
Calculation	order creation, up to and	including the da	te of service ord	er
	completion) / (Total Nur	mber of service o	rders completed	in reporting
	period)] x 100.			
Report Period	Monthly			
Report Structure	Individual CLEC, CLEC	cs in the aggregat	e, ILEC, and IL	EC Affiliates
Reported By	By Resale, UNE Loc			
1 5	Grade, and LNP		, <b>r</b>	
<ul> <li>By Affecting Service and Out of Service</li> </ul>				
Geographic Level	Statewide			
Measurable	Sprint is required to provide a retail analog for this measurement.			irement
Standards	Sprint is required to pro-		bg for this measu	noment.
Statiaalus	Disaggregation Level	CLEC	Competitive Comp	arison
		l l		
	Resale Res. Pots	Res POTS	Parity Res POTS	Benchmark
	Bus. Pots	Bus POTS	Bus POTS	
	UNBUNDLED NETWORK ELEMENTS			
	UNE Loops			
	UNE Loops Non-Designed	UNE Loops Non-Designed	B1 Dispatch Non- Designed	
	UNE Subloops – Voice Grade	UNE Subloops -	B1 Dispatch Non-	
	LNP	Voice Grade	Designed LNP	
Business Rules				
Dusiness Kules	• Excludes CPE and IEC/CLEC caused troubles			
	Excludes Subsequent reports			
	• Excludes Message Reports (circuit reports for which ILEC has no			
	records)			
	Excludes ILEC empl			
Notes	• Sprint agrees to prov			
	Consumer Protection	n and the CLECs	under proprieta	ry information
	provisions.			

# **Provisioning**

#### Measure 17a

Title: Perce	entage Troubles in 5 D	tage Troubles in 5 Days for New Orders				
Area	Requ	irement Des	cription			
Description	Measures the percent of ne	etwork customer	trouble reports	s received		
1		within 5 calendar days of service order completion.				
Method of	[(Total Number of Customer Trouble reports received within 5 calendar					
-						
Calculation		days of service order completion) / (Total Number of new, move and change completed orders)] x 100				
		change completed orders)] x 100				
Report Period		Monthly				
Report Structure	Individual CLEC, CLECs in	the aggregate, IL	EC, and ILEC A	ffiliates		
Reported By	By service group type					
Geographic Level	Statewide					
Measurable	Sprint is required to provi	de a retail analos	for this measu	irement		
Standards	Sprine is required to provi		5 101 1110 1110400			
Standards	Disaggregation Level	CLEC	Competitive Comp	varison		
	Disaggregation Level	CDEC	Competitive Comp	/a115011		
	Resale		Parity	Benchmark		
	Res POTS	Res POTS	Res POTS	-		
	Bus POTS	Bus POTS	Bus POTS			
	ISDN BRI	ISDN BRI	ISDN BRI			
	CENTREX PBX	CENTREX PBX	CENTREX PBX			
	DDS	DDS	DDS			
	DDS DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS1///DS3	+		
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched			
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DSO	-		
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL			
	Line Sharing	Line Sharing	Retail xDSL			
	UNE Subloops – Voice Grade	UNE Subloops -	Bus. POTS			
	UNE Sublement Date	Voice Grade	Dispatched Retail xDSI			
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL			
	Dark Fiber	Dark Fiber	DS3			
	UNE Ports	UNE Ports	DS1/ISDN PRI			
	EELS	EELS	D\$1/ISDN PR1, D\$3, VGPL/D\$0			
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PR1, DS3			
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX			
	LNP	LNP	LNP			
Business Rules	• Excludes CPE and IEC/	CLEC caused trou	ibles	- <b>1</b>		
	Excludes troubles associ	iated with inside v	vire			
	Excludes Trouble Report     reported in the "Provision		,	ch instead are		
	reported in the "Provisio	-	ieasure)			
	Excludes Subsequent reports					

	<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>

# <u>Provisioning</u>

<i>Title:</i> Aver	age Completion No	otice Interval	······	······	
Area	Requirement Description				
Description	Measures the average time per order to issue notification to CLEC of a completed order.				
Method of	All Electronic:				
Calculation	((Date and Time of El (Date and Time of Wo Electronically)	*		,	
	Electronic/Manual 1	Mix:			
	[((Date and Time of E	1		,	
	(Date and Time of Wo	ork Completion))/(N	umber of Ord	ers Completed	
	That Required Manua	l Intervention)]x 100	)		
Report Period	Monthly				
Report Structure	Individual CLEC, CL	ECs in the aggregate	, and by ILEO	C Affiliates	
Reported By	Electronic and Electro	onic/Manual Mix Inte	erface		
Geographic Level	Statewide				
Measurable					
Standards					
	Disaggregation Level	CLEC	Competitive Con	mparison	
			Parity	Benchmark	
	All Electronic	Completion Notice		20 minutes	
	Electronic/Manual Mix	Completion Notice		95% within 24 hrs	
Business Rules	• 24-hour clock is u process.	sed to measure inter-	val for electro	onic/manual	
	• Excludes weekend	is and ILEC publishe	ed holidays		
		e-Qualification queri	•		
Notes	<ul> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of</li> </ul>				
	Consumer Protection and the CLECs under proprietary information provisions.				
	Sprint will track f	all out rate			
	- Sprint win track is				

# <u>Maintenance</u>

Title: Custo	omer Trouble Repo	rt Rate						
Area	Requirement Description							
Description	Measures the total number of network customer trouble reports							
		received within a calendar month per 100 circuits/UNEs.						
Method of		[(Total Number of Customer initial and repeat network trouble reports)						
Calculation								
Calculation		/ (Number of access lines/circuits/UNEs in service at the end of the						
	reporting period)] x 10	00	, , · · · · · · · · · · · · · · · · ·					
Report Period	Monthly							
Report Structure	Individual CLEC, CL	ECs in the aggreg	ate, ILEC, and IL	EC Affiliates				
Reported By	By service group type							
Geographic Level	Statewide							
Measurable	Sprint is required to p	rovide a retail ana	log for this measu	irement				
Standards	Sprint is required to p		log for this mouse	nomont.				
Stanuaras	Disaggregation Level	CLEC	Competitive Comparis					
	Disaggi egation Level		Competitive Comparis	ion.				
	Resale			enchmark				
	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					
	DD3 DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI					
	DS3	DS1/ISDIVI KI	DS3					
	VGPL/DS0	VGPL/DS0	VGPL/DS0					
	UNBUNDLED NETWORK							
	ELEMENTS	_						
	UNE Loops		D D D D D 1 1 1					
	UNE Loops Non- Designed	UNE Loops Non-Designed	Bus. POTS Dispatched					
	UNE Loops Designed	UNE Loops Designed	DDS and VGPL/DS0					
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL					
	Line Sharing	Line Sharing	Retail xDSL					
	UNE Subloops – Voice Grade	UNE Subloops – Voice Grade	Bus. POTS Dispatched					
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL					
	Dark Fiber	Dark Fiber	DS3					
	UNE Ports	UNE Ports	DS1/ISDN PRI					
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0					
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PR1, DS3					
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS ISDN BRI, Centrex, PB	x				
	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 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>

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

#### Measure 20

# *Title:* Percentage of Customer Trouble Not Resolved Within Estimated Time

د السبعة المراجعة الم				· · · · · · · · · · · · · · · · · · ·			
Area	Requ	irement Des	cription				
Description	Measures the percent of trouble reports not cleared by the commitment time.						
Method of	[(Total network trouble r	eports not cleared	by the commi	tment time for			
Calculation	[(Total network trouble reports not cleared by the commitment time for ILEC reasons) / (Total network trouble reports completed)] x 100						
Report Period	Monthly		*****				
Report Structure	Individual CLEC, CLEC	s in the aggregate	, ILEC, and IL	EC Affiliates			
Reported By	By service group type	9					
	• By dispatch and no d	ispatch					
Geographic Level	Statewide	1					
Measurable	Sprint is required to prov	ide a retail analog	for this measu	irement			
Standards	Sprine is required to prov	ide a retair analog	, for this mease				
Siunuurus	Disconstration Lough	CLEC	Competitive Comp				
	Disaggregation Level		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				
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI				
	D\$3	DS3	DS3				
	VGPL/DS0	VGPL/DS0	VGPL/DS0				
	UNBUNDLED NETWORK ELEMENTS						
	UNE Loops						
	UNE Loops Non-Designed	UNE Loops	Bus. POTS				
	UNE Louis Designed	Non-Designed	Dispatched DDS and	<u> </u>			
	UNE Loops Designed	UNE Loops Designed	VGPL/DS0				
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL				
	Line Sharing	Line Sharing	Retail xDSL				
	UNE Subloops – Voice Grade	UNE Subloops -	Bus, POTS				
		Voice Grade	Dispatched				
	UNE Subloops – Data	UNE Subloops – Data	Retail xDSL				
	Dark Fiber	Dark Fiber	DS3				
	UNE Ports	UNE Ports	DS1/ISDN PRI				
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL /DS0				
	UNE Dedicated Transport	UNE Dedicated	DS1/ISDN PRI,				
		Transport	DS3				
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI, Centrex, PBX				
	Interconnection Trunks	Interconnection Trunks	ILEC Dedicated Trunks				
	LNP	LNP	LNP				
<b>Business Rules</b>	• Excludes CPE and IE		troubles				
	Excludes Subsequent	reports					

	<ul> <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>

### <u>Maintenance</u>

Area	Requirement Description					
Description	······································			s from the		
Description	Measures the average duration of customer trouble reports from the					
	receipt of the customer trouble report to the time the trouble is cleared.					
Method of	(Total duration of custom)	er network troubl	le reports) / (To	tal customer		
Calculation	network trouble reports)					
Report Period	Monthly	· · ·				
Report Structure	Individual CLEC, CLECs	in the aggregate	ILEC, and IL	EC Affiliates		
Reported By	By service group type		,,			
керопей Бу						
	By dispatch and no dis	spatch				
Geographic Level	Statewide					
Measurable	Sprint is required to provi	de a retail analog	for this measu	rement.		
Standards		ـــــــــــــــــــــــــــــــــــــ				
Diuniuurus	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			
	DS1/ISDN PRI	DS1/ISDN PRI	DS1/ISDN PRI			
	DS3	DS3	DS3			
	VGPL/DS0	VGPL/DS0	VGPL/DS0			
	UNBUNDLED NETWORK ELEMENTS					
	UNE Loops					
	UNE Loops Non-Designed	UNE Loops	Bus. POTS			
		Non-Designed	Dispatched			
	UNE Loops Designed	UNE Loops	DDS and			
		Designed	VGPL/DSO			
	UNE Loops - XDSL	UNE Loops - xDSL	Retail xDSL	<u> </u>		
	Provisioned	Provisioned				
	Line Sharing	Line Sharing	Retail xDSL			
	UNE Subloops – Voice Grade	UNE Subloops -	Bus. POTS			
		Voice Grade	Dispatched	1		
	UNE Subloops – Data	UNE Subloops -	Retail xDSL	<b></b>		
		Data		L		
	Dark Fiber	Dark Fiber	DS3	[		
	UNE Ports	UNE Ports	DS1/ISDN PRI	<u> </u>		
	EELS	EELS	DS1/ISDN PRI,	1		
			DS3, VGPL/ DS0	<u> -</u>		
	UNE Dedicated Transport	UNE Dedicated Transport	DS1/ISDN PRI, DS3			
	INE Distance			<u> </u>		
	UNE Platform	UNE Platform	Res. POTS, Bus. POTS, ISDN BRI,			
	Interconnection T-mlrs	Interconnection	Centrex, PBX ILEC Dedicated	<u> </u>		
	Interconnection Trunks	Interconnection Trunks	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> <li>Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis.</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>

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

Title: POTS	Out of Service Less Than 24 Hours				
Area	Req	Requirement Description			
Description	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.				
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 Note: For non-design services only				
Report Period	Monthly				
Report Structure	Individual CLEC, CLEC	s in the aggregat	e, ILEC, and	ILEC Affiliates	
Reported By	By POTS Residence and Designed, and UNE Sub	•		os -Non-	
Geographic Level	Statewide				
Measurable Standards	Sprint is required to prov				
	Disaggregation Level Resale	CLEC	Competitive Co Parity	omparison Benchmark	
	Res. POTS Bus. POTS	Res POTS Bus POTS	Res POTS Bus POTS		
	UNBUNDLED NETWORK ELEMENTS				
	UNE Loops UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched		
	UNE Subloops - Voice Grade	UNE Subloops - Voice Grade	Bus. POTS Dispatched		
Business Rules	<ul> <li>Residential and Business POTS only</li> <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	<ul> <li>Excludes ILEC employee generated reports</li> <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>				

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

Title: Frequ	ncy of Repeat Troubles in 30 Day Period						
Area	Requirement Description						
Description	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.						
<i>T</i>							
Mathadaf							
Method of		[(Total customer network trouble reports received within 30 calendar					
Calculation	days of a previous customer report) / (Total customer network trouble						
	reports)] x 100	reports)] x 100					
Report Period	Monthly						
Report Structure	Individual CLEC, CLECs	in the aggregate	, ILEC, and IL	EC Affiliates			
Reported By	By service group type						
Geographic Level	Statewide						
Measurable	Sprint is required to provide	de a retail analog	for this measu	rement.			
Standards		c					
	Disaggregation Level	CLEC	Competitive Comp	arison			
	Resale	D. DOTC	Parity	Benchmark			
	Res POTS Bus POTS	Res POTS Bus POTS	Res 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	DS3	DS3				
	VGPL/DS0 UNBUNDLED NETWORK	VGPL/DS0	VGPL/DS0				
	ELEMENTS						
	UNE Loops						
	UNE Loops Non-Designed	UNE Loops Non-Designed	Bus. POTS Dispatched				
	UNE Loops Designed	UNE Loops	DDS and				
		Designed	VGPL/DSO				
	UNE Loops - xDSL Provisioned	UNE Loops - xDSL Provisioned	Retail xDSL				
	Line Sharing	Line Sharing	Retail xDSL				
	UNE Subloops – Voice Grade	UNE Subloops -	Bus. POTS				
	UNE Subloops – Data	Voice Grade UNE Subloops –	Dispatched Retail xDSL				
	ONE Subioops - Data	Data					
	Dark Fiber	Dark Fiber	DS3				
	UNE Ports	UNE Ports	DS1/ISDN PRI				
	EELS	EELS	DS1/ISDN PRI, DS3, VGPL/DS0				
	UNE Dedicated Transport	UNE Dedicated	DS1/ISDN PRI,	· · · · · · · · · · · · · · · · · · ·			
		Transport	DS3				
	UNE Platform	UNE Platform	Resl POTS, Bus. POTS, ISDN BRI, Centrex, PBX				
	Interconnection Trunks	Interconnection	ILEC Dedicated				
	LNP	Trunks LNP	Trunks LNP				
Ducin and Dul				L			
<b>Business Rules</b>	Excludes CPE and IEC     Excludes troubles ages						
	Excludes troubles asso     Evolutes Subsequents		ie wiring				
	Excludes Subsequent reports						

	<ul> <li>Excludes Message Reports</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>

# <u>Network Performance</u>

Title: Perc	ent Blocking	ent Blocking on Common Trunks				
Area	Requirement Description					
Description	Measures the total percentage of blockage across all common and shared					
	transport trunk	groups exceeding	l% blockage			
		1. 6. 1	1 10/1	.1 1		
		list of trunks excee				
Method of				nared transport trunk		
Calculation	· · · ·	-	across all co	mmon and shared transport		
	trunk groups)]	x 100				
Report Period	Monthly					
Report Structure	Reported by co	mmon/shared trans	port trunk gr	roup		
Reported By	State					
Geographic Level	Statewide					
Measurable						
Standards						
	Disaggregation Level	CLEC	Competitive Co Parity	mparison Benchmark		
-	State	Common Trunk Group	Tanty	No more than 1%		
Business Rules	• Exclude 911	trunks except where	I ILEC has au	gmentation control.		
		=		l time to 6am local time.		
	•			exclude force majeur (Acts of		
	God, Natural Disasters, etc.)					
	Measured by:					
		<ul> <li>Measured by:</li> <li>Total trunk groups</li> </ul>				
	1	- Percent Blocking				
Notes			e service to a	ll customers, therefore, there		
110000		t for both CLEC an				
L						

# <u>Network Performance</u>

Title: Perce	t Blocking on Interconnection Trunks				
Area	Rea	Requirement Description			
Description	Measures the total perc				
	interconnection trunk g				
Method of	[(Total blocked calls ac				
Calculation	groups per CLEC)/(Tot	-		ll final dedicated	
	interconnection trunk g	roups per CLEC)	x 100		
Report Period	Monthly				
Report Structure	Individual CLEC, CLE	Cs in the aggregation	te, and ILEC	Affiliates	
Reported By	State				
Geographic Level	Statewide				
Measurable					
Standards	Disaggregation Level	CLEC	Competitive	Comparison	
	Disaggregation Level			-	
	State	Interconnection	Parity	Benchmark No more than 1%	
		Trunks		blockage	
Business Rules	Only measured on the CLECs and where I The second sec	ILEC controls true		ng traffic to	
	<ul> <li>Threshold exception</li> <li>Internal traffic data (Acts of God, Nature)</li> </ul>	collection proced		e force majeur	
	• Excludes the maint time.			me to 6am local	
	Applies to those trun	ks where the ILEC	has augmenta	tion control	
	• Does not apply when	trunks are provisio	ned as two-w	ay trunks.	
Notes	<ul> <li>Does not apply when trunks are provisioned as two-way trunks.</li> <li>Measured by: <ul> <li>Total trunk groups</li> <li>Threshold exceptions</li> <li>ILEC end office to CLEC end office</li> <li>ILEC tandem to CLEC end office</li> </ul> </li> <li>Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.</li> </ul>				

# Network Performance

#### Measure 26

Title: NXX	Loaded by LERG Effective Date					
Area	R	Requirement Description				
Description	Measures the number	r of NXXs loaded a	and tested by the LERG			
-	effective date.					
Method of	[((Number of NXXs	loaded and tested l	by LERG effective date) /			
Calculation	(Number of NXXs so	cheduled to be load	led and tested by LERG			
	effective date))] x 10	0				
Report Period	Monthly					
Report Structure	Individual CLEC, CI	LECs in the aggreg	ate, by ILEC (if analog appli	es)		
	and by ILEC Affiliat	es				
Reported By	Reported for all NXX	Reported for all NXX codes scheduled to be loaded in reporting period				
Geographic Level	Statewide					
Measurable	Sprint is required to	provide a retail ana	log for this measurement.			
Standards						
	Disaggregation Level	CLEC	Competitive Comparison			
			Parity Benchmark			
	CLLI	CLEC NXXs loaded	ILEC NXXs loaded			
<b>Business Rules</b>			ested loading interval of less			
	_		y 45 calendar days).			
	_		hat cannot be completely test	ed		
	because the CLEC has not provided an accurate test number or					
	because CLEC facilities have not been installed.					
Notes	• NXX loading procedures include central office/tandem translations,					
		verification of translations, call through testing, and AMA testing.				
	1 0 4	• Sprint agrees to provide affiliate data to the PUC, Bureau of				
		tion and the CLEC	's under proprietary informat	ion		
	provisions.					

# 

# <u>Billing</u>

Title: Usag	e Timeliness						
Area	Requi	Requirement Description					
Description	data generated either by C associated with CLEC cus	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 transmission to the CLEC.					
Method of Calculation	For Resale and UNE Mes Sum [(Data Set Transmiss Recording)] / (Count of al month of reporting period)						
		Access: [(Count of all messages available within 5 days) / (Count of all messages available for transmission in reporting period)] x 100					
<b>Report Period</b>	Monthly						
Report Structure		Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates					
Reported By	• UNE	<ul> <li>UNE</li> <li>Jointly provided switched access (associated with meet point</li> </ul>					
Geographic Level	Statewide						
Measurable Standards	Sprint is required to provid disaggregation for this me Disaggregation Level		g for certain lev				
	Resale	CLEC End user messages	Parity Sprint End user messages	Benchmark			
	UNE – Unbundled Network Element Access (Associated with Meet Point Billing Only)	CLEC billing messages CLEC access billing messages	Sprint End user messages	95% within 5 days			
Business Rules	<ul> <li>The reporting period used will be calendar month (based upon the message process date).</li> <li>Only Automated Message Accuracy (AMA) messages recorded by Sprint LTD are included. Alternate Billed Message and Connecting Company messages recorded by other companies are excluded.</li> <li>Long duration calls are excluded because the message 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 midnights.</li> </ul>						
Notes	Sprint agrees to provid Consumer Protection a provisions.						

• This measurement assumes a daily transmission of usage to the CLECs. If the CLECs do not request daily transmissions, the measurement still applies based upon transmission availability date, however the actual timeliness of the usage received by the CLEC will vary depending upon their requirements for frequency of transmissions (e.g. weekly).

# <u>Billing</u>

Title: Accur	acy 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.		
	<i>Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.</i>		
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		
<b>Report Structure</b>	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			

# <u>Billing</u>

Title: Who	lesale Bill Timeline	SS				
Årea	Re	Requirement Description				
Description	the scheduled close of	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC.				
Method of Calculation	[(Count of Invoices wh date is less than or equ	nere difference bet	ween distribu			
	within the Reporting P	, ,				
Report Period	Monthly					
Report Structure	Individual CLEC, CLE	ECs in the aggregat	te, and by IL	EC Affiliates		
Reported By	Resale					
	• UNE					
	Facilities/Interconr	Facilities/Interconnection				
Geographic Level	Statewide					
Measurable						
Standards				<b>.</b>		
	Disaggregation Level	CLEC	Competitive	Comparison		
			Parity	Benchmark		
	Resale	CLEC Invoices		99% within 10 calendar days		
	UNE	CLEC Invoices		99% within 10		
	Facilities/Interconnection	CLEC Invoices		calendar days 99% within 10 calendar days		
Business Rules	•	<ul> <li>Includes only mechanized bills.</li> <li>Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill</li> </ul>				
Notes	Sprint agrees to pro Consumer Protecti provisions.					

# <u>Billing</u>

Title: Usage	e Completeness			······································		
Area	Requirement Description					
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 w	vere recorded w	vithin last 30		
Calculation	billing days) / (Total coun	t of usage charge	es on the bill)] 2	<u> </u>		
Report Period	Monthly					
Report Structure	Individual CLEC, CLECs and by ILEC Affiliates	in the aggregate	, by ILEC (if ar	nalog applies)		
Reported By	<ul> <li>Resale</li> <li>UNE</li> <li>Facilities/Interconnection</li> </ul>					
Geographic Level	Statewide					
Measurable	Sprint is required to provi	de a retail analog	g for certain lev	els of		
Standards	disaggregation for this me	asurement.				
	Disaggregation Level	CLEC	Competitive Comp	arison		
			Parity	Benchmark		
	Resale	IntraLATA toll messages sent-paid	Sprint IntraLATA toll messages sent- paid			
	UNE	Minutes of use		95% complete		
Business Rules	Facilities/Interconnection	Minutes of use		95% complete		
Dusiness Rules	<ul> <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> <li>Resale long duration calls are excluded because the message 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 midnights.</li> </ul>					
Notes	• Sprint agrees to provid Consumer Protection a provisions.					

# <u>Billing</u>

Area	Requirement Description					
Description	Measures the percentage of fractional recurring charges appearing on					
Description	the correct bill.					
		* Correct bill = next available bill				
Method of	[(Count of fractional r		hat are on the co	orrect hill*) /		
Calculation	(Total count of fraction	• •				
Report Period	Monthly			/]		
Report Structure	Individual CLEC, CLE	ECs in the aggregat	e, by ILEC (if	analog applies)		
•	and by ILEC Affiliates					
Reported By	Resale					
	• UNE	• UNE				
	• Facilities/Interconnection					
Geographic Level	Statewide					
Measurable	Sprint is required to pr	ovide a retail analo	og for certain le	vels of		
Standards	disaggregation for this measurement.					
	Disaggregation Level	CLEC	Competitive Com	parison		
			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	<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 pro Consumer Protecti					

# <u>Billing</u>

Title: Non-	Recurring Charge Co	mpleteness				
Area	Requ	uirement Des	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	charges that are o	on the correct b	oill) / (Total		
Calculation	count of non-recurring cl	harges that are on	the bill)] x 10	0		
Report Period	Monthly	-	· ·			
Report Structure	Individual CLEC, CLEC 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/Interconnection</li> </ul>					
Geographic Level	Statewide					
Measurable	Sprint is required to prov	vide a retail analog	g for certain lev	vels of		
Standards	disaggregation for this m					
	Disaggregation Level	CLEC	Competitive Com	parison		
			Parity	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 Notes	<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>					
	• Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer Protection and the CLECs under proprietary information provisions.					

# <u>Billing</u>

Title: Bill A	ccuracy						
Area	Requ	Requirement Description					
Description	Measures the percentage	of the total bill ar	nount that is no	t adjusted by			
<b>^</b>	correcting service orders	correcting service orders or adjustments on a rolling six month average.					
Method of	(Total monies billed with	(Total monies billed without corrections on a rolling six month					
Calculation	average) / (Total monies b	oilled on a rolling	six month ave	rage) x 100			
Report Period	Monthly						
Report Structure	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies )						
	and by ILEC Affiliates						
Reported By	Resale						
_	- Usage						
	- Recurring Charge	5					
	- Non-Recurring Ch	arges					
	• UNE						
	- Usage						
	- Recurring Charge	5					
	- Non-Recurring Ch	arges					
	Facilities/Interconnect	tion					
	- Usage						
	- Recurring Charge						
	- Non-Recurring Ch	narges					
Geographic Level	Statewide						
Measurable	Sprint is required to provi		g for certain lev	els of			
Standards	disaggregation for this me		1				
	Disaggregation Level	CLEC	Competitive Comp	arison			
	Resale		Parity	Benchmark			
	Usage	Total Dollars billed	Total Dollars				
		and adjustments for usage	billed and adjustments for				
			usage – Diagnostic				
	Recurring Charge	Total Dollars billed	Only Total Dollars				
		and adjustments for	billed and adjustments for				
		recurring charges	recurring charges				
	New generation Changes	Total Dollars billed	- Diagnostic Only Total Dollars				
	Non-recurring Charges	and adjustments for	billed and				
		non-recurring charges	adjustments for non-recurring				
			charges –				
	UNE		Diagnostic Only				
	Usage	Total Dollars billed		Diagnostic Only			
		and adjustments for usage					
	Recurring Charge	Total Dollars billed		Diagnostic Only			
		and adjustments for recurring					
		rocuring	l				

	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	recurring charges refunds of deposits check charges, tax	table status accounts, restor- billed in installments, non-re s, transfer of payments or ba es, and surcharges. ents issued for reasons not re	gulated charges, lances, returned
Notes	Consumer Protection provisions.	ovide affiliate data to the PL ion and the CLECs under pro e a benchmark in the 2003 fi	oprietary information

### <u>Billing</u>

Title: Accu	racy of Mechanized Bill Feed			
Area	Requirement DescriptionMeasures 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.			
Description				
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				

# Database Updates

### Measure 37

<i>Title:</i> Data	base Update Timelines	<u> </u>	······································			
Area	Requ	Requirement Description				
Description		Measures the percentage of Directory Assistance and Directory				
	Listings updates to databa	ses within 24 h	ours.			
Method of	(Count of updates comple					
Calculation	(Count of updates comple	ted in reporting	period) x 100			
Report Period	Monthly			· · · · · · · · · · · · · · · · · · ·		
Report Structure	Individual CLECs, CLEC	s in the aggrega	ite, ILEC and	ILEC Affiliates		
Reported By	Service Order generated u	updates				
Geographic Level	Statewide	Statewide				
Measurable	Sprint:					
Standards	Service Order Updates –		· · · · · · · · · · · · · · · · · · ·			
	Disaggregation Level	CLEC	Competitive Co	mparison		
			Parity	Benchmark		
	Service Orders	DA/DL Updates	DA/DL Updates			
<b>Business Rules</b>	• The start time of requ			he business day		
	will be the beginning	of the next busi	ness day.			
	Business day is define	• Business day is defined as published hours of operation for the				
	ILEC ordering center.	ILEC ordering center.				
Notes	• CLECs reserve the rig	ght to request ad	ditional databa	ases be included		
	in this measure.					
		Sprint agrees to provide affiliate data to the PUC, Bureau of Consumer				
	Protection and the CLEC	s under propriet	ary informatio	n provisions.		

#### Database Undate Timeliness m:a

# <u>Database Updates</u>

Title: Perc	ent Database Accuracy				
Area	Requirement Description				
Description	The percentage of E911and DA records that were updated by Sprint in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Sprint will verify the records determined to be in error to validate that the records were input by Sprint incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC. • E911 Databases				
	Directory Assistance/			dataa	
Method of	[(Count of Updates Complete	ed without error	) / (Count of Of	odates	
Calculation	Completed)]x 100				
Report Period	Monthly	the energy sets	her II EC (if and	lo a amplica)	
Report Structure	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates				
Reported By	<ul> <li>For E911 Database:</li> <li>Service Order generated updates</li> <li>Direct gateway input</li> <li>For DA/Listings:</li> <li>Service Order generated updates</li> </ul>				
Geographic Level	Statewide				
Measurable Standards	Sprint is required to provide	a retail analog f	or this measure	ment.	
	Disaggregation Level	CLEC	Competitive Comp	parison	
			Parity	Benchmark	
	E911				
	Service Order Direct Gateway	Number Updates	Number Updates	TBD	
	Directory Assistance / Directory Listing				
·	Service Order	Number Updates	Number Updates		
Business Rules	Excludes CLEC caused e				
Notes	<ul> <li>CLECs reserve the right t this measure.</li> <li>Sprint agrees to provide a Protection and the CLEC</li> </ul>	affiliate data to t	the PUC, Burea	u of Consumer	

## Database Updates

#### Measure 39

<i>Title:</i> E911	MS Database Update	; 		
Area	Requi	irement Des	cription	
Description	Measures the percentage o hours.			
Method of Calculation	(Number of records update records updated) x 100	ed within 48 hou	rs) / (Total nu	mber of
Report Period Report Structure	Monthly Individual CLECs, CLEC applies) and by ILEC Aff		te, by ILEC (i	f analog
Reported By	Update types			
Geographic Level	Statewide			
Measurable Standards	Sprint is required to provide a retail analog for certain levels of disaggregation for this measurement.			
	Disaggregation Level Service Order Update Direct Gateway Update	CLEC 911 Updates % Updates within 48 hours	Competitive Comp Parity 911 Updates	Benchmark 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> <li>Interval is measured in clock hours.</li> </ul>			
Notes	<ul> <li>Sprint agrees to provid Consumer Protection, provisions.</li> <li>For this measurement, to resale customers and carriers that use Sprint file transfer methods</li> </ul>	and the CLECs Sprint will prov d a benchmark for	under proprieta ide a retail ana or those facilit	ary information log for retail y based CLEC

## **Collocation**

#### Measure 40

Area	Re	equirement Des	cription		
Description	Measures the percent	A		a CLEC	
Description	complete collocation r			d CLLC	
Mathadaf		equest, within the a	lotted time.		
Method of	Space Availability:	Decision and sur	thin 10 color	dan dava) /	
Calculation	[(Count of Complete I	-			
	(Count of requests ret	urned for Space Ava	naointy)j x j	100	
	Price and Schedule (	Juata			
	[(Count of Complete ]	-	vithin 10 cale	ndar dave) /	
	(Count of requests ret	-		• •	
	(Count of requests ret		Schedule Que		
	Right Of Way Requi	red:			
	[(Count of complete S		quests requir	ing ROW	
	permits returned within				
	Availability requests r	-		-	
		ICB (Individual Case Basis) Quote:			
	[(Count of complete ICB Price and Schedule Quote requests returned				
		within 20 calendar days)/(Count of ICB Price and Schedule Quote			
	requests)] x 100				
Report Period	Monthly				
Report Structure	Individual CLECs, CI				
Reported By	All Collocation Types: Caged, Cageless, Virtual, and Other				
	Space Availability				
	Price and Schedule Quote				
	Space Availability Requests Requiring ROW Permits				
	Price and Schedul	e Quotes for non-Co	mmission Ag	oproved Price	
	List requests with	Individual Case Bas	is (ICB) requ	airements	
Geographic Level	Statewide				
Measurable	Benchmark				
Standards					
	Disaggregation Level	CLEC	Competitive Co	mparison	
			Parity	Benchmark	
	Space Availability	C		1000/ 10	
	Physical Caged	Space Availability Requests		100% in 10 Calendar days	
	Physical Cageless	Space Availability		100% in 10	
	Vırtual	Requests Space Availability		Calendar days	
		Requests	<u> </u>	Calendar days	
	Other	Space Availability Requests		100% in 10 Calendar days	
	ROW	Space Availability	· [· · · · · · · · · · · · · · · · · ·	100% in TBD	
		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 Quotes	100% in 10 Calendar days
	Other	Price and Schedule Quotes	100% in 10 Calendar days
	ICB Requests	ICB Price and Schedule Quotes	100% within 20 Calendar days
Business Rules	<ul> <li>Excludes orders canceled by CLEC</li> <li>Excludes requests/applications that are incomplete and must be returned to CLEC for completion. The new completed version counts as a new request.</li> <li>If more than 5 collocation requests are submitted by one CLEC within 10 calendar days, the response interval for each additional 5 requests will extend by 5 calendar days.</li> <li>The benchmark is 20 days for Collocation requests with non-Commission (ICB) approved price list requirements.</li> <li>The benchmark is To Be Determined for requests where Right of Way (ROW) access must be obtained to determine space availability.</li> <li>Sprint will provide a tracking log for ROW requests that provide the following component: Name of agency contacted, date ROW request submitted to the agency, and date ROW received from agency.</li> </ul>		ompleted version ted by one CLEC for each additional 5 uests with non- ements. ests where Right of mine space quests that provide ntacted, date ROW
Notes		rovide affiliate data to the Pl tion and the CLECs under pr	

## **Collocation**

### Measure 41

<i>Title:</i> Time t	o Provide a Collocat	ion Arrangei	nent	
Area	Requ	irement Des	cription	
Description	Measures the percentage of time the ILEC responds to the CLEC approved* collocation request, within the allotted time.		ne CLEC	
	*Approved means ILEC approves the application and has received, from CLEC, financial payment or bond.			s received,
Method of	[(Count of Collocation A	rrangements con	npleted within	90 calendar
Calculation	days) / (Count of Colloca			
Report Period	Monthly	O		·
Report Structure	Individual CLECs, CLEC	's in the agoregat	e and by ILEC	Affiliates
Reported By				
Керопей Бу		Caged, Cageles	ss, vinual, and	Other
	• New			
	Augment			
Geographic Level	Statewide		·····	
Measurable Standard	Disaggregation Level	CLEC	Competitive Com	parison
			Parity	Benchmark
	New Arrangement			
	Physical Caged	Collocation		100% within 90
	Physical Cageless	Arrangements Collocation		days 100% within 90
		Arrangements		days
	Virtual	Collocation		100% within 90
	Other	Arrangements Collocation		days 100% within 90
		Arrangements		days
	Augment Arrangement			
	Physical Caged	Collocation		100% within 90
	Dhusical Cogalass	Arrangements		days 100% within 90
	Physical Cageless	Collocation Arrangements		days
	Virtual	Collocation		100% within 90
	01	Arrangements		days
	Other	Collocation Arrangements		100% within 90 days
Business Rules	Excludes orders cance			
	• Excludes requests/applications that are incomplete a		e meompiete ai	ia musi de
ЪТ	returned to CLEC for		.1	
Notes	• Sprint agrees to provi			
	Consumer Protection and the CLECs under proprietary information			
	provisions.			

## <u>Interfaces</u>

### Measure 42

Title: Perce	ntage of Time Interfac	e is Availab	ole	
Area	Requirement Description			
Description	Measures percent of time	Measures percent of time OSS interface is available compared to		
	scheduled availability.			
Method of	[((Number of Scheduled I	Interface Availab	ole Hours) - (N	lumber of
Calculation	Unscheduled Interface Un	available Hours)	)) / (Scheduled	Interface
	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	Disaggregation Level	CLEC	Competitive C	Comparison
Standards			Parity	Benchmark
	Ordering	IRES Availability		98.5% of scheduled hours
Business Rules	Outage hours are obtai	ned from outage	e reports	
	• Any change requests for	or extended avai	ilability during	the reporting
	period are added to the	e scheduled hour	·s.	
	Scheduled interface av	ailability hours:		
	• 8AM - 8PM EST (	Monday-Friday	)	
	• Excludes non-business days and ILEC published holidays			holidays
	• CLECs are notified via e-mail in advance of changes to the			iges to the
	published availability schedule			
Notes	Sprint has one interfac	e which does bo	th pre-ordering	g and ordering;
	therefore, both of these	therefore, both of these functions are reported under ordering.		
	• Any outage in a source	e system that inh	ibits the system	m from
	performing pre-orderin	ng or ordering fu	inctions is con	sidered an
	outage.			

#### **Interfaces**

#### Measure 43

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

Area	R	equirement De	escription	
Description	Measures the time it t an interface.	akes the ILEC to n	otify the CLE	EC of an outage of
Method of Calculation	Sum ((Date and time of Outage Notification to CLECs)-(Date and time of ILEC awareness of Interface Outage)) / (Total Number of Interface Outages)			
Report Period	Monthly	Monthly		
Report Structure	Individual CLEC CL	ECs in the aggrega	te	
Reported By	By interface type for	all interfaces acces	sed by CLEC	S
Geographic Level	Statewide			
Measurable Standards	Sprint discontinued reporting of this measure effective 10-1-00			
	Disaggregation Level	CLEC	Competitive (	Comparison
			Parity	Benchmark
	Interface Type	Number of Notifications		97% in 15 minutes
Business Rules				
Notes				

## <u>Interfaces</u>

#### Measure 44

Area	Requirement Description			
Description	Measures the average tin call.	Measures the average time it takes the ILEC's work center to answer a call.		
Method of	(Date and Time of Call a	answer – (Date an	nd 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 Cent			
<b>x</b>	ILEC Repair Center			
Geographic Level	Statewide			
Measurable				
Standards				
	Disaggregation Level	CLEC	Competitive Com	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	Does not include aba	andoned calls.		
	Measured by individ	ual queue, if app	licable, in each	ILEC center.
Notes				

### **REPORTING PROCESS**

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.

If the CLEC announces they will discontinue service to all of their end users, performance reporting for the CLEC will cease on the last day of the month of the discontinuation month.

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. CLEC failure to provide an Operating Company Number (OCN) on orders will result in those orders being excluded from the CLEC Service Performance Measurements. Exclusions based on application of business rules apply to both the numerator and denominator of the Method of Calculation with the exception of Measure 2.

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 45 days of the request.

Authorized users will have access to monthly reports through an interactive web-site. 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 TYPES

Service Group Type	Sprint	CLEC
RESALE	na sina kana kana kana kana kana kana kana k	
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	DS3
VGPL/DS0	VGPL/DS0	VGPL/DS0
UNBUNDLED NETWORK ELEMENTS		
UNE Loops Designed 5.5 dB 2 or 4 wire analog assured 2 wire Digital ISDN Capable	DDS, VGPL/DS0	UNE Loops Designed
UNE Loops xDSL Provisioned	Retail xDSL	UNE Loops xDSL Provisioned
UNE Loops Non-Designed 8dB weighted 2/4 wire analog basic/Coin	Bus. POTS Dispatched	UNE Loops Non-Designed
UNE Ports	DSI/ISDN PRI	UNE Ports
UNE Platform (i.e., loop + port + transport)	Res POTS, Bus POTS, ISDN BRI, Centrex, PBX	UNE Platform
UNE Sub Loops - Voice Grade	Bus. POTS Dispatched	UNE Sub Loops – Voice
UNE Sub Loops – Data	Retail xDSL	UNE Sub Loops – Data
UNE Dedicated Transport	DS1/ISDN PRI, DS3	UNE Dedicated Transport
Line Sharing	Retail xDSL	Line Sharing
Dark Fiber	DS3	Dark Fiber
EELS	DS1/ISDN PRI, DS3, VGPL/DS0	EELS
Interconnection Trunks	ILEC Dedicated Trunks	Interconnection Trunks
LNP	LNP	LNP
Projects	Projects as defined below.	Projects as defined below.

**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 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:

"Project is a planned event where terms and conditions in which work is performed is agreed to by both the CLEC, Sprint and any other party engaged in the provisioning process. To allow for successful turn-up of facilities or conversion of facilities, each party must negotiate, in good faith, the timelines that allow required activities to be met, equipment ordered, placed and tested to meet the overall objectives of the project. The timeline must meet the

rule of reasonable and prudent business practices. If the activity is not agreed to be a project, the transaction will be reported in the appropriate service group type."

### 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 a comprehensive audit of the ILECs' reporting procedures and reportable data if the PUC, BCP or greater than 50% of CLECs 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 cost of this audit would be shared between the CLECs and the audited ILEC.

In addition to an 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, 45 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.

### **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 in the period dictated by NAC.704.680303 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 Nevada 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 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 Identifier (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 Identifier databases.
Affiliate	An entity that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with another entity. The Telecommunications Act defines "Own" as owning an equity interest (or equivalent thereof) of more than 10 percent, or as defined by state commissions."
Benchmark Measurable	Benchmark measures have an agreed upon standard to determine compliance due
Standards	the lack of a meaningful 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 Hot Cut	Coordinated Customer Conversion of 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.

TERM	DEFINITION
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.
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 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 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.

TERM	DEFINITION
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.
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, and 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 and ILEC Affiliate results to be compared to the CLEC results.
Parity by Design	Parity by Design occurs where the same process or system is used for both CLEC and ILEC and does not allow the opportunity to discriminate or to recognize differences between CLEC activity and 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".

TERM	DEFINITION
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 re- submitted 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.

TERM	DEFINITION	
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 service to the time service is fully restored to the customer.	
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 custome 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

ACRONYM		
ALI	Automatic Location Identifier (for 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	
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	
EDI	Electronic Data Interchange	
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	
IRES	Integrated Request Entry System	
N, T, C	Service Order Types - N(new), T(to or transfer), 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	

### NEVADA PERFORMANCE MEASURES: GLOSSARY OFACRONYMS

ACRONYM	DESCRIPTION	
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)	
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	
TN	Telephone Number	
UNE	Unbundled Network Element	
VGPL	Voice Grade Private Line	
xDSL	(x) Digital Subscriber Line	

### MISSED APPOINTMENT REASON CODES Sprint Due Date - 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 is 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 Restriction
37	Order/tech not dispatched
38	Dark Fiber LAM interval
39	Maintenance resource priority
40	Date not signed off by owner
41	No Response to Escalation
42	Worked on Time Admin Change
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 REASON CODES Sprint - Retail

Code	<b>Customer Reasons - Description</b>	
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).	

### MISSED APPOINTMENT REASON CODES Sprint - Retail

Code	<b>Company Reasons - Description</b>	
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	
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	
HSD	High Speed Data	
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	
UNK	Unknown	
PRV	Provisioning Trouble	

Note: Bolded codes are customer reason exclusion codes

# 2002 Sprint

# Performance Measurement Plan Compliance Methodology

October 23, 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."

This document describes the method used to determine parity and benchmark compliance for measures in the Sprint Performance Measurement Plan (PMP). Also described are the associated provisions that are necessary counterparts to the parity methodology (e.g., forgiveness and materiality) and benchmark methodology (e.g., small sample adjustments), and provisions that are associated with determination of compliance. This methodology was created for the 2001 Sprint PMP and approved in Docket 01-1049 by the Public Utilities Commission of Nevada on February 11, 2001. This methodology was retained for the 2002 Sprint PMP with slight modifications. This methodology is appropriate for Sprint and yields actionable compliance information regarding Sprint's service to CLEC customers.

#### 1. General Principles

- 1.1 The Compliance Methodology described herein is to be associated with the state commission approved Sprint Performance Measurement Plan (the "PMP").
- 1.2 The Compliance Methodology describes the method for determining compliance 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 calculate compliance on a submeasure basis for each reportable CLEC under the provisions of this methodology. 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. Various statistical testing methodologies will be used for measures reported as means (averages), proportions (percentages) and rates.
  - 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 B) will be calculated.
- 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, the result will be considered noncompliant..
  - 1.5.1 For benchmark measurements, if the result is found to be noncompliant, a measure of severity (see Attachment B) will be calculated.
- 1.6 The determination of compliance is further subject to certain Compliance Accuracy Provisions as described in this document.
- 1.7 Compliance will not be calculated 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".

1.7.2 For any result that contains 4 or fewer Sprint or CLEC transactions. These results will be reported but no compliance will be assessed

#### 2. Compliance Methodology for Benchmark Measurements

- 2.1 Sprint service performance levels that do not achieve the benchmarks will be considered noncompliant. No statistical evaluation is performed for benchmark submeasures to determine compliance.
- 2.2 A measure of severity, D<sub>B</sub> (called "D sub B", see Attachment B), will be calculated for each noncompliant benchmark submeasure, based upon the difference between the service performance levels Sprint provides to each individual CLEC, and the benchmark standard.
  - 2.2.1 The following table sets forth the severity level for benchmark *proportion* measures, per affected CLEC per submeasure, when service does not meet the benchmark:

BENCHMARK PROPORTION MEASURES	
Performance Level Severity Leve	
0 < D <sub>B</sub> < 5	Minor
$5 \le D_B \le 15$	Moderate
$D_{\rm B} >= 15$	Severe

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

BENCHMARK MEAN MEASURES		
Performance Level Severity Leve		
$0 < D_B < 25$	Minor	
$25 \le D_B \le 50$	Moderate	
$D_{\rm B} >= 50$	Severe	

#### 3. Statistical Testing Methodology for Parity Measurements

- 3.1 Statistical testing will be conducted when there are at least 5 transactions each for Sprint retail and individual CLEC. Results for 4 or fewer transactions will be reported for diagnostic purposes.
- 3.2 The general statistical testing methodology is to conduct a hypothesis test with  $H_0$ : CLEC performance is "better than or equal to" Sprint performance.  $H_1$ : CLEC performance is "worse than" Sprint performance.
  - 3.2.1 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.

- 3.3 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.
- 3.4 A significance level, or Type I error rate, of 10% will be used for testing purposes.
  - 3.4.1 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<sub>0</sub>.
  - 3.4.2 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.
- 3.5 All statistical tests will be performed at the submeasure level, per CLEC.
  - 3.5.1 Statistical comparisons made at the cell-level, when applicable, will be aggregated into a single test statistic at the submeasure level.
  - 3.5.2 Attachment A outlines all statistical techniques utilized for any cell-level comparisons, as well as all test statistics.
- 3.6 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...).
  - 3.6.1 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.
    - 3.6.1.1 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.

- 3.6.1.1.1 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.
- 3.6.1.1.2 Cell-level comparisons are for statistical accuracy, and do not necessitate additional detail in the reported submeasure level as defined in the PMP.
- 3.6.2 Cell level comparisons will be proposed by Sprint and submitted for approval by the Commission on a per-submeasure or per-measure basis.
  - 3.6.2.1 Measurement/submeasurements with Commission-approved cell-level comparisons are listed in Attachment C.
  - 3.6.2.2 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).
  - 3.6.2.3 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 zscore" (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.
  - 3.6.2.4 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.
  - 3.6.2.5 The contribution of each comparison cell should depend on the number of observations in the cell.
  - 3.6.2.6 Cancellation between comparison cells will be limited. In other words, positive outcomes should not be allowed to cancel negative ones.
- 3.7 A measure of severity, D<sub>P</sub> (called "D sub P", see Attachment B) will be 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 when service is determined to be out of parity.

3.7.1 The following table sets forth the parity severity levels, per affected CLEC per submeasure, when the result is found to be noncompliant:

PARITY MEASUREMENTS		
Measure of severity Severity Level		
$0 <  D_P  < .5$	Minor	
$.5 \le  D_P  \le 2$	Moderate	
$ D_P  >= 2$	Severe	

#### 4. Compliance Accuracy Provisions

- 4.1 The use of statistical testing for parity measures helps to mitigate the risk of noncompliance due simply to random variation in processes. However, due to the nature of the statistical tests, the expectation is that noncompliance will periodically be assessed even when a state of consistent parity exists (called a Type I error). To compensate for the impact of Type I errors, Sprint will utilize the following forgiveness plan to improve the accuracy of compliance assessment. This forgiveness plan is applied separately for each submeasure and each CLEC as follows:
- 4.2 Sprint's noncompliance will be forgiven on a submeasure basis only when certain criteria are met. These criteria are:
  - 4.2.1 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.
  - 4.2.2 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.
  - 4.2.3 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.
  - 4.2.4 A forgiveness can only be used to offset noncompliance for the same submeasure, and CLEC, for which the forgiveness was originally accrued.
  - 4.2.5 If a forgiveness is available to be used, it must be used at the first opportunity, with the following exception:
  - 4.2.6 A forgiveness may never be used, for a particular submeasure and CLEC, in consecutive months.

- 4.2.7 Available forgivenesses may not offset a severe non-compliance.
- 4.3 Sprint will implement materiality thresholds:
  - 4.3.1 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:
    - 4.3.1.1 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.

#### 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 (CLEC Denominator)	Permitted Troubles
1 to 4	n/a (no compliance assessment)
5 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.

4.3.1.2 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*). 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.

- 4.4 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.
  - 4.4.1 Sprint will implement the following table for Small Sample Adjustments to all Benchmark Proportion Measures:

Small Sample Adjustments to Benchmark Proportion Measures							
90% Benchmark		95% Benchmark		98% Benchmark		99% Benchmark	
Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses	Sample Size (CLEC Denominator)	Maximum Permitted Misses
1 to 4	n/a	1 to 4	n/a	1 to 4	n/a	1 to 4	n/a
5 to 9	1	5 to 19	1	5 to 49	1	5 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

- 4.5 Sprint may perform a limited root-cause analysis process within 45 days of the issuance of the monthly performance reports to provide a reasonable opportunity to explain exceptional conditions. When a root-cause analysis is invoked, Sprint will have the burden of proving that but for the occurrence of an "exceptional condition" Sprint would have succeeded on the submeasure.
  - 4.5.1 Examples of these exceptional conditions include, but are not limited to the following:
    - 4.5.1.1 Significant activity by a third party external to and not controlled by Sprint (e.g., damaged facilities, third party systems, bomb threats)
    - 4.5.1.2 Failure of a CLEC process or system (e.g., CLEC switch failure, CLEC backlog of orders)
    - 4.5.1.3 Environmental events not considered force majeure (e.g., fire or other hazardous condition)
    - 4.5.1.4 Force majeure events
  - 4.5.2 Sprint will not be required to utilize a forgiveness if it is determined that noncompliance is not warranted due to an exceptional condition under this section.

<ul> <li>(3.3., If Sprint fluids that an exceptional condition had a significant impact on Sprint's ability to provide compiliant service. Sprint wall problem altected data frem results and publish a notification and full justification on the reporting website.</li> <li>(3.3.1) If the seceptional condition was identified after the affected fashits were reported Sprint will exclude the affected data from results, publish a notification and full justification on the reporting vebsite, and problem.</li> <li>(3.3.1) If the seceptional condition was identified after the affected fash is notification and full justification on the reporting vebsite, and problem.</li> <li>(3.3.1) If the secondation was identified after the affected fash is notification and full justification on the reporting vebsite, and problem.</li> <li>(3.4.1) Exaministical Sprint will reposit the results in accordance with the Reporting Colligations section of this Methodology.</li> <li>(3.4.1) If the review process close shot yield a mutually accordance with the Reporting Colligations section of this Methodology.</li> <li>(3.4.1) If the review process close shot yield a mutually accordance with the Reporting Colligations section of this Methodology.</li> <li>(3.4.1) If the review process close shot yield a mutually accordance with the Reporting Colligations section of this Methodology.</li> <li>(3.4.1) If the review process close shot yield a mutually accordance with the Reporting Colligations section of this Methodology.</li> <li>(3.4.1) If the review process close shot yield to review the recommended testile in accordance with the Reporting Colligations section of the recommended testile in accordance with the Reporting Colligations section of the recommended testile in accordance with the Reporting Colligations section of the recommended testile in accordance with the Reporting Colligations section of the recommended testile in accordance with the Reporting Colligations section of the recommended testing the reduce the reformation of the motit,</li></ul>	<ul> <li>5.3 If reporting inaccuracies are discovered after the reporting due date. Spirint may repost results and publish a notification of the repost on the reporting website.</li> <li>5.3.1 Spirint will archive repost notifications and make these available on the reporting website for twelve (12) calendar months.</li> </ul>	5.4 If stated in the Performance Measurement Plan, additional reporting obligations will apply
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## 6. Uniform Business Rules

6.1 Relevant changes to the Nevada PMP will apply to the Florida PMP.

6.1.1 When the Nevada PUC issues an order approving changes to the Nevada PMP

Sprint will submit a request within 15 days to the Florida PSC for approval of

those changes. The Florida PSC is requested to review and approve the changes

within 15 days, and approve a simultaneous implementation date

#### Attachment A

#### Statistical Calculations for Parity Submeasurements

#### 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:**

$\Phi^{-1}(x)$ pt(t,df)	Inverse cumulative standard normal distribution function. 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>1</sup>
j	=	An index counter indicating cell number.
$n_{1j}$	==	The number of Sprint transactions in cell j.
$n_{2j}$	=	The number of CLEC transactions in cell j.
$n_j$	=	The total number of transactions in cell j.
$X_{1jk}$	=	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>2</sup>

At this time, the following calculations will apply to parity submeasures contained in measures 6, 7, 13, 14, 21, 28, and 44. 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**

$$\overline{X}_{1j} = \frac{1}{n_{1j}} \sum_{k=1}^{n_{1j}} X_{1jk}$$

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

**DEFINITION** Sprint sample mean of cell j.

CLEC sample mean of cell j.

#### **EXPLANATION**

Add observations and divide by the number of observations. Add observations and divide by the number of observations.

<sup>&</sup>lt;sup>1</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 C for the list of (sub)measurements approved for comparison at the cell level).

<sup>&</sup>lt;sup>2</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).

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

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

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

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

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

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

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

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

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.

# $XY_{j}$

## 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  $\min(n_{1,i}, n_{2,i}) > 6$  and  $s_{1i}^2 > 0$

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

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)  $\gamma_{1_{j}} > 0$
- 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  $[\min(n_{1j}, n_{2j}) \le 6 \text{ OR } s_{1j}^2 = 0]$  AND  $W_j > 0$  (from part 1):
  - 1) Calculate the number of possible permutations Nperms =  $choose(n_1, n_1)$

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,.
  - ii) For each permuted sample, calculate the sum of sample of size  $n_{1,1}$ .
  - 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  $\min(n_{1_j}, n_{2_j}) \ge 2$  and Nperms > 1000 then
  - i) Generate 1,000 random permutations of sizes  $n_{1j}$  and  $n_{2j}$  from the combined sample  $XY_{j}$ .
  - ii) For each permuted sample, calculate the sum of the sample of size  $n_{1,1}$ .
  - 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*<sub>j</sub><sup>panty</sup>, *ExpectedVariance*<sub>j</sub><sup>panty</sup>, and *ExpectedSkew*<sub>j</sub><sup>panty</sup> all equal to 0.
- 2. If  $\min(n_{1_j}, n_{2_j}) > 6$  and  $s_{1_j}^2 > 0$

a. ExpectedMean<sub>j</sub><sup>panty</sup> = 
$$-\frac{1}{\sqrt{2\pi}}$$
.

b. ExpectedVariance  $\int_{J}^{parity} = \frac{1}{2} - \frac{1}{2\pi}$ 

c. ExpectedSkew<sub>j</sub><sup>parity</sup> = 
$$-\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{3}{2}}}\right)$$

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

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

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

- c.  $\Theta_{\mu} = \frac{1}{N_{\mu}}$
- d. ExpectedMean<sub>j</sub><sup>parity</sup> =  $\sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$ e. ExpectedVariance  $_{j}^{parity} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{parity})^{2}$  $ExpectedSkew_{i}^{parity} =$ f.  $\sum_{i} \Theta_{ji} z_{ji}^{3} - 3ExpectedMean_{j}^{panty} \times ExpectedVariance_{j}^{panty} - \left[ExpectedMean_{j}^{parity}\right]^{3}$

## STEP 5: Calculate the initial aggregate test statistic.

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

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

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

.

## **Proportion Performance Measures<sup>3</sup>**

The following calculations will apply to parity submeasures contained in measures 5, 8, 10, 11, 12, 15, 17a, 20, 22, 23, 26, 31, 32, 33, 34, 37, 38, and 39. 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:

$a_{1i}$	=	Number of Sprint cases possessing an
IJ		attribute of interest in cell j.
$a_{2i}$	=	Number of CLEC cases possessing an
2)		attribute of interest in cell j.
$a_{i}$		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  $W_i = 0$  then set  $Z_i = 0$ .

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.

<sup>&</sup>lt;sup>3</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).

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

- 1. If for cell *j*,  $W_j = 0$ , set *ExpectedMean*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>parity</sup>, and *ExpectedSkew*<sub>j</sub><sup>parity</sup> 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 
$$i = \max(0, a_j - n_{2j}), \dots, \min(a_j, n_{1j})$$
.

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.  $ExpectedMean_{j}^{panty} = \sum_{j=1}^{N_{j}} \Theta_{ji} z_{ji}$ . e.  $ExpectedVariance_{j}^{panty} = \sum_{i=1}^{N_{j}} \Theta_{ji} z_{ji}^{2} - (ExpectedMean_{j}^{parity})^{2}$ .  $ExpectedSkew_{j}^{panty} =$ f.  $\sum_{i} \Theta_{ji} z_{ji}^{3} - 3ExpectedMean_{j}^{parity} \times ExpectedVariance_{j}^{parity} - [ExpectedMean_{j}^{panty}]^{3}$ 

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and min 
$$\left\{ \left\{ a_{1_J} \left( 1 - \frac{a_{1_J}}{n_{1_J}} \right), a_{2_J} \left( 1 - \frac{a_{2_J}}{n_{2_J}} \right) \right\} \le 9,$$
  
 $Z_0^T = \Phi^{-1}(\alpha)$ 

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

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

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

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.  

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

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

# Rate Performance Measures<sup>4</sup>

The following calculations will apply to parity submeasures contained in measure 19. 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:

$b_{1j}$	=	Number of Sprint base elements in cell j.
$b_{2j}$	=	Number of CLEC base elements in cell j.
$b_i$	=	Total number of base elements cell j.
$r_{1_j} = n_{1_j} / b_{1_j}$	_	Sprint sample rate of cell j.
$r_{2j} = n_{2j} / b_2$	2. =	CLEC sample rate of call j.
$q_{j}=b_{1j}/b_{j}$	11	Relative proportion of Sprint elements for cell j.

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  $Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$ 

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.

<sup>&</sup>lt;sup>4</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).

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

1. If for cell *j*,  $W_j = 0$ , set *ExpectedMean*<sub>j</sub><sup>parity</sup>, *ExpectedVariance*<sub>j</sub><sup>panty</sup>, and *ExpectedSkew*<sub>j</sub><sup>parity</sup> all equal to 0.

2. If 
$$\min(n_{1j}, n_{2j}) > 15$$
 and  $n_j q_j (1 - q_j) > 9$   
a. ExpectedMean<sup>panty</sup> =  $-\frac{1}{\sqrt{2\pi}}$ .  
b. ExpectedVariance<sup>panty</sup> =  $\frac{1}{2} - \frac{1}{2\pi}$   
c. ExpectedSkew<sup>panty</sup> =  $-\left(\frac{1}{2\sqrt{2\pi}} + \frac{2}{(2\pi)^{\frac{1}{2}}}\right)$ 

3. If 
$$\min(n_{1j}, n_{2j}) \le 15$$
 or  $n_j q_j (1 - q_j) \le 9$   
a. Let  $i = 0, ..., n_j$ .

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  $\Theta_{j} = BN(i, n_j, q_j)$ .

d. Expected Mean 
$$j^{panty} = \sum_{i=1}^{N_j} \Theta_{ji} z_{ji}$$
.

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

f.

ExpectedSkew<sup>parity</sup> =

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

STEP 5: Calculate the initial aggregate test statistic.

1. If L = 1 and  $(\min(n_{1_j}, n_{2_j}) \le 15 \text{ or } n_j q_j (1-q_j) \le 9),$  $Z_0^T = \Phi^{-1}(\alpha)$ 

where  $\alpha = CBN(n_{1j}, n_j, q_j)$ .

2. If L > 1 or  $\min(n_{1_j}, n_{2_j}) > 15$  or  $n_j q_j (1-q_j) > 9$ ,

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

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.

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

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

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

# Attachment **B**

## Measures of Severity (parity and benchmark)

### **Benchmark Measurements:**

Definition:

$$\mathbf{D}_{\mathbf{B}} = \frac{\mathbf{I} - B}{B} \times 100\%$$

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:

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

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.

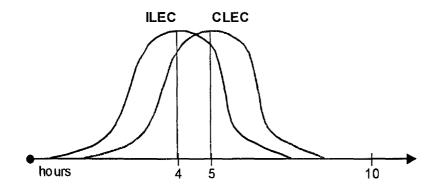
A reasonable measure of severity will provide an indication for how different the Sprint's CLEC service is from that of Sprint's service to its retail customers. Because parity service is defined as the CLEC receiving equivalent service to that provided to Sprint's retail customers, the measure of severity 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"):

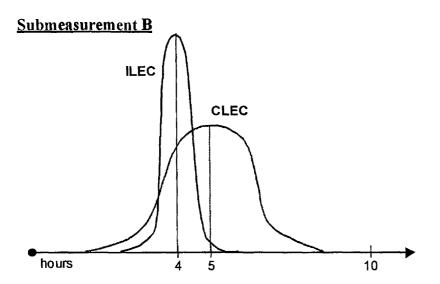
Submeasurement A



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 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:

Measurement	Cell Level (i.e., wire center, etc)
Number / Description	
5 - Percentage of Orders Jeopardized	Wire Center, Company Number
6 - Average Jeopardy Notice Interval	Wire Center, Company Number
7 - Average Completed Interval	Service Order Type, CLLI Code, Wire Center, Company Number
8 - Percent Completed Within Standard Interval	Service Order Type, CLLI Code, Wire Center, Company Number
9 - Coordinated Customer Conversion as a Percentage On-Time	Company Number
11 - Percent of Due Dates Missed	Service Order Type, CLLI Code, Wire Center, Company Number
12 - Percent Due Dates Missed Due to Lack of Facilities	Service Order Type, CLLI Code, Wire Center, Company Number
13 - Delay Order Interval to Completion Date (For Lack of Facilities)	Service Order Type, CLLI Code, Wire Center, Company Number
14 - Held Order Interval	Service Order Type, Wire Center, Company Number
15 - Provisioning Trouble Reports Prior to Service Order Completion	Company Number
17a - Percentage Troubles in 5 Days for New Orders	CLLI Code, Wire Center, Company Number
19 - Customer Trouble Report Rate	Wire Center, Company Number
20 - Percentage of Customer Trouble Not Resolved Within Estimated Time	CLLI Code, Wire Center, Company Number
21 - Average Time to Restore	CLLI Code, Wire Center, Company Number
22 - POTS Out of Service Less Than 24 Hours	Wire Center, Company Number
23 – Frequency of Repeat Troubles in 30 Day Period	CLLI Code, Wire Center, Company Number
25 - Percent Blocking on Interconnection Trunks	Location (ILEC office CLLI), Company Number
28 - Usage Timeliness	Company Number
31 - Usage Completeness	Company Number
32 - Recurring Charge Completeness	Company Number

33 - Non-Recurring Charge	Company Number
Completeness	
34 - Bill Accuracy	Company Number
37 - Database Update Timeliness	Company Number
38 - Percent Database Accuracy	Company Number
39 - E911MS Database Update Interval	Company Number

## **Definitions:**

Company Number – Sprint LTD has two operating companies in FL. Therefore we calculate results at the company level to establish parity before aggregating the results into one FL result.

Wire Center – A building housing one or more end office and/or tandem switches.

CLLI Code – (Common Language Location Identifier) An 11-digit code that Sprint LTD assigns to a Carrier's location to designate the central office or area served by a central office.

Service Order Type – The designation used to identify the major types of provisioning activities associated with a service request. (i.e. New Installation, Change or Move Order, Disconnect, etc)

If a cell is blank, there was no If a cell value is 0, the actual m EXAMPLE 1: MEAN (INTERV	esults value	e was 0					BETTER	t"							Standard deviation of monthly CLEC Aggregates multiplied by standard margin of error				7.95 rounded up to the nearest whole number
			1										Average		Even stad Variation	Mean plus	Cumperied		Therefore, if CLEC
	Sep-01	00001	Nov-01	Dec.04	120.02	Feb.02	Mar-02	Apr-02	May 02	hun-02	101.02		volume per	average	Expected Variation (Error * Std dev)	Expected Variation	Supported Benchmark	Natos	Result is less than or
Submeasure 1a Agg Result	7.6	69		gregate Res 2001	4	5.8		6.5	6.2		67	2.47	monut	5.39	2.56	7.95		Linetas	equal to 8, Sprint would be compliant
Denominator	4175	5560	for Sept	gregate Rei 2001		5301	4639	4620	4352		3962	1256	4587	•••••	2.00	1.00			
Submeasure 1b Agg Result	13.1	12.2	CLEC Ag Denomin Sept 200	gregate nator for			6	12.7	3.4	8.4	10.7			9.06	5.34	3,72	t TBC	Volume is low and Expected Variation is high; benchmark ) should be TBD	86.29 rounded down to
Denominator	10	19			<u> </u>		11	11	4	0	3	2							the nearest whole
EXAMPLE 2: PROPORTION I	MEASURE	S - WHE	N HIGH	ER NUM	BERS A	RE "BE	TTER"												numper
	Sep-01	T						Apr-02	May-02	Jun-02	Jul-02		Average volume per month	Aggregate average	Expected Variation (Error * Std dev)	Mean minus Expected Variation	Supported Benchmark	Notes	Therefore, if CLEC Result is greater than or equal to 86, Sprint would be compliant
Submeasure 2 Agg Result	94	93	89	88	91	94	92	94	93		86			91.00	4.71	86.29			incure on comparine
Denominator	4175	5560	5443	4755	6152	5301	4639	4620	4352	4832	3962	1256	4587						
EXAMPLE 3: PROPORTION	MEASURE	S - WHE	EN LOW	ER NUMI	BERS A	RE "BEI	ITER"												13.71 rounded up to the
													Average volume per		Expected Variation	•	Supported		nearest whole number
	Sep-01	Oct-01	NOV-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02				average		Variation	Benchmark	Notes	Therefore, if CLEC Result is less than or
Submeasure 3 Agg Result Denominator	4175	5560	5443	4755	61 <u>52</u>	5301	4639	4620	4352	4832	14 3962	13 1256		9.00	4.71	13.71	14	i	equal to 14, Sprint would be compliant

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Benchmarks are not subject to statistical testing, and therefore should have random variation accounted for in the setting of benchmark levels. Sprint uses 1.645 times the standard deviation when establishing benchmarks to account for the random variation of the process. The 1 645, as opposed to some other number, is intended to yield a benchmark that Sprint can meet 95% of the time, given the random variation of our process.

9.44	Morth Year	Milasurament Marical	Submissione Ki	Type	weaturner(Delogitur	Nagranos	Constantia Party	Record Type	N.F.C Comparison Results	CLEC Appropria
FL	200201	ប់វ	01.01 01	The Order	Average Reponse Time to Pre-Order Quenes	Address VenficationX/spoks Réquired - All Exckronic	Benchmark	(result in seconds)	0	63
FL	200201	01	01 02 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	09
FL	200201	01	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	
FL	200201	01	01 031 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	
FL	200201	01	01 04 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Availability - All Electronic	Benchmark	(result in seconds)	0	
FL	200201	01	01 05 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	-
FL	200201	01	01 06 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Rejected/Failed Inquines - All Electronic	Benchmark	(result in seconds)	0	
FL	200201	01	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Facility Availability - All Manual (FAX)	Benchmark	(result in seconds)	0	
FL	200201	01	01 08 02	Pre-Order	Average Reponse Time to Pre-Order Quenes	Loop Pre-Qualification - All Manual	Benchmark	(result in seconds)	0	16 3
FL	200201		02.01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200201	-	02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	0
FI			02 01 03	Order	Average FOC/LSC Notice Interval	All Electronic - ISDN BRI	Benchmark	(result in hours)	0	0
FL			02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	0 2
г ц. Еі			02.01 11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	01
FL			02.01 131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	(result in hours)	0	0
FL FL			02 01 141	Order	Average FOC/LSC Notice Interval	All Electronic - Line Shang	Benchmark	(result in hours)	0	0
FL				Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in hours)	0	59 8
FL .			02 01 15	Order	Average FOC/LSC Notice Interval Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	
FL			02.01 16			Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	
FL			02.03 01	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residencia POTS	Benchmark	(result in hours)		53
FL			02 03 02	Order	Average FOC/LSC Notice Interval		Benchmark	(result in hours)	0	
FL			02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BR	Benchmark	(result in hours)	0	
FL	200201		02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed Other	Benchmark	<u> </u>	0	
FL			02 03 101	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Capable		(result in hours)	0	
FL			02.03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	-
FL	200201	02	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)		
FL			02 03 141	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Line Shanng	Benchmark	(result in hours)	0	
FL	200201	02	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS - Loop	Benchmark	(result in hours)	0	
FL	200201	02	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	
FL	200201	02	02.03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	
FL	200201	03	03 01 01 02	Order	Average Reject Notice Interval	All Electronic - Syntax (edit engine) - UNE Loops and Ports	Benchmark	(result in hours)	0	
FL	200201	03	03 03 01.01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	
FL	200201	03	03 03 01.02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - UNE Loops and Ports	Benchmark	(result in hours)	0	
FL	200201	03	03 03 02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	
FL	200201	03	03 03 02 02	Order	Average Reject Nolice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	
FL	200201	05	05 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Panty	(result is percentage)	18	
FL			05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Parity	(result is percentage)	45	
FL			05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Panty	(result is percentage)	26	
FL			05 04	Provisioning	Percentage of Orders Jeopardized	Centrex	Panty	(result is percentage)	13	0
FL			05 05	Provisioning	Percentage of Orders Jeopardized	PBX	Panty	(result is percentage)	3	0
FL			05.10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Panty	(result is percentage)	0	7.1
. L.			05 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Capable	Panty	(result is percentage)	27 4	25
гL С1			05 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Panty	(result is percentage)	71	14.5
г., С1			05 131	<u> </u>	Percentage of Orders Jeopardized	UNE Platform	Panty	(result is percentage)	2	0
FL			05 133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Panty	(result is percentage)	7 1	0
FL.					Average Jeopardy Notice Interval	Residential POTS - Assignment	Panty	(result in days)	17 5	2
FL			06 01.01		Average Jeopardy Notice Interval	Residential POTS - Installation	Panty	(result in days)	1.7	05
FL.			06 01.02	Provisioning		Business POTS - Assignment	Panty	(result in days)	20	
FL	200201	06	06 02 01	Provisioning	Average Jeopardy Notice Interval	pusitiess FOTO - Assignment	n any	In sour in days	LU	,

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									ILEO Cerebatena	CLEC
	MORT THE		Sub-manual D	Tree	Networked Descruption	Desprinter	P	Result Type	Results	(Reference)
FL	200201	106	06.02 02	Provisioning	Average Jospardy Notice Interval	Business POTS - Instatiation	Parity	(result in days)	20 6	11
FL	200201	06	06.03 02	Provisioning	Average Jeopardy Notice Interval	ISDN BRI - Installation	Panty	(result in days)	1	16 4
FL	200201	06	06.10 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Assignment	Panty	(result in days)	0	45
FL	200201	-	06 10 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Designed Other - Installation	Panty	(result in days)	0	10 6
FL	200201	06	06.101 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Assignment	Parity	(result in days)	0	55
FL	200201	06	06,101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Capable - Installation	Panty	(result in days)	3	43
FL	200201	06	06.11 01	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Panty	(result in days)	26 6	45
FL	200201	06	06 11 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Panty	(result in days)	33 4	18
FL	200201	06	06.131 01	Provisioning	Average Jeopardy Notice Interval	UNE Platform - Assignment	Panty	(result in days)	18	0
FL	200201		06.147 01	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Assignment	Panty	(result in days)	0	11 2
FL	200201	06	06.147 02	Provisioning	Average Jeopardy Notice Interval	EELS - Loop - Installation	Panty	(result in days)	0	15 4
FL	200201		07.01 01	Provisioning	Average Completed Interval	Residential POTS - Field Work	Panty	(result in days)	22	26
FL	200201	07	07.01 02	Provisioning	Average Completed Interval	Residential POTS - No Field Work	Panty	(result in days)	14	22
 FL	200201	07	07.02 01	Provisioning	Average Completed Interval	Business POTS - Field Work	Panty	(result in days)	44	72
FL		07	07.02.02	Provisioning	Average Completed Interval	Business POTS - No Field Work	Panty	(result in days)	25	17
FL	200201	-	07.03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	Panty	(result in days)	18 7	15
1	200201	-	07 04 01	Provisioning	Average Completed Interval	Centrex - Field Work	Panty	(result in days)	72	25
	200201		07.04 02	Provisioning	Average Completed Interval	Centrex - No Field Work	Panty	(result in days)	34	5
	200201	07	07.05 01	Provisioning	Average Completed Interval	PBX - Field Work	Panty	(result in days)	10 1	0
1	200201		07.10 01	Provisioning	Average Completed Interval	UNE Loops - Designed Other - Field Work	Panty	(result in days)	0	88
			07.101 01	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - Field Work	Panty	(result in days)	5	84
<u>د</u>	200201		07.101 02	Provisioning	Average Completed Interval	UNE Loops - xDSL Capable - No Field Work	Panty	(result in days)	46	5
-			07 11 01	Provisioning	Average Completed Interval	UNE Loops - Non-designed - Field Work	Panty	(result in days)	44	4
1	200201	-	07.11 02	Provisioning	Average Completed Interval	UNE Loops - Non-designed - No Field Work	Parity	(result in days)	0	44
	200201	07	07.131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	Panty	(result in days)	24	
	200201	07	07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	Panty	(result in days)	15	
	200201		07.133.01	Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Panty	(result in days)	44	(
	200201		07.17 01	Provisioning	Average Completed Interval	Projects - Field Work	Panty	(result in days)	10.2	C
		-	07.17 02	Provisioning	Average Completed Interval	Projects - No Field Work	Parity	(result in days)	3	0
ь	200201	08	08.01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Panty	(result is percentage)	98 2	98.4
- <u>L</u>	200201		08.02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Panty	(result is percentage)	93 7	97
r L Cl	200201		08.02	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Panty	(result is percentage)	86	
- <u>-</u>	200201	08	08 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	Panty	(result is percentage)	98.4	100
-L -L	200201	08	08 04	Provisioning	Percent Orders Completed within Standard Interval	PBX	Panty	(result is percentage)	81.5	0
-	200201	-	08 10	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed Other	Panty	(result is percentage)	0	100
FL	200201		08.101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Capable	Panty	(result is percentage)	95 8	55
	200201		08.11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Panty	(result is percentage)	87 3	85 2
FL.	200201		08.11	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Panty	(result is percentage)	97 9	0
<u>FL</u>	200201		08 133	Provisioning	Percent Orders Completed within Standard Interval Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Panty	(result is percentage)	87 3	0
FL FL			08 133	1	Percent Orders Completed within Standard Interval Percent Orders Completed within Standard Interval	Projects	Panty	(result is percentage)	91.4	Č
ъ. 	200201		08.17	Provisioning	Coordinated Customer Conversion as a Percentage On-Time	Business	Panty	(result is percentage)	01.1	100
- <u>L</u>	200201			Provisioning		NA	Panty	(result is percentage)		44 5
<u>+L</u>	200201		10	Provisioning	LNP Network Provisioning	Residential POTS - Field Work	Panty	(result is percentage)		91
FL	200201		11.01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Panty	(result is percentage)	03	02
FL.	200201		11.01 02	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Panty	(result is percentage)	12.4	28
FL	200201	11	11.02 01	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Panty	(result is percentage)	21	20
FL	200201	11	11.02.02	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Panty	(result is percentage)	21 5	
FL.	200201	11	11.03.01	Provisioning	Percent of Due Dates Missed	TIODIN DRI - FIELD WORK	1. stary	Tressur is bercentage)	210	<u> </u>

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State	Month Year	Measurement Number	Submeasure Ø	775-0	Manufacture Conception	Origonyation	Derchean. Sarby	Result Type	LEG Comparison Presett	CLEG Angenium Regulte
FL	200201	11	11.03 02	Provisioning	Yarcent of Due Darse Vissed	ISON BRI - SHO FIRID WUAK	Panty	(ressurt is percentage)	84	0
FL	200201	11	11 04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Panty	(result is percentage)	19	0
FL	200201	11	11 04 02	Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	Panty	(result is percentage)	1	0
FL	200201	11	11 05 01	Provisioning	Percent of Due Dates Missed	PBX - Field Work	Panty	(result is percentage)	19.4	0
FL	200201	11	11.07 01	Provisioning	Percent of Due Dates Missed	DS-1/ISDN PRI - Field Work	Panty	(result is percentage)	0	0
FL	200201	11	11.08 01	Provisioning	Percent of Due Dates Missed	DS-3 - Field Work	Panty	(result is percentage)	- 0	0
FL	200201	11	11 09 01	Provisioning	Percent of Due Dates Missed	VGPL/DS0 - Field Work	Panty	(result is percentage)	14 3	0
FL	200201	11	11.10 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Designed Other - Field Work	Panty	(result is percentage)	0	5
FL	200201	11	11 101.01	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - Field Work	Panty	(result is percentage)	85	25
FL	200201	11	11.101 02	Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Capable - No Field Work	Panty	(result is percentage)	13	0
FL	200201	11	11.11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Panty	(result is percentage)	12 4	14 1
FL	200201	11	11.11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Panty	(result is percentage)	0	12 9
FL	200201	11	11.131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Panty	(result is percentage)	85	0
FL	200201	11	11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Panty	(result is percentage)	05	0
FL		11	11 133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Panty	(result is percentage)	12 4	0
FL		11	11 14 01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	(result is percentage)	0	0
FL		12	12 01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	(result is percentage)	12 6	61
FL		12	12.02	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Panty	(result is percentage)	93	27
FL	200201	12	12 03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	Panty	(result is percentage)	16	0
FL	200201	12	12 04	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Panty	(result is percentage)	44	0
FL	200201	12	12 10	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Panty	(result is percentage)	0	33 3
FL		12	12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Panty	(result is percentage)	38	15 4
FL		12	12 11	Provisioning		UNE LOOPS - NON-DESIGNED	Panty	(result is percentage)	11.1	10 5
FL		12	12.131	Provisioning		UNE PLATFORM	Panty	(result is percentage)	11.8	0
FL	200201	12	12 133	Provisioning		UNE SUB-LOOPS - VOICE	Panty	(result is percentage)	11.1	0
FL		13	13 01 01	Provisioning		Residential POTS - 1 - 30 days held	Panty	(result in days)	9	8 2
FL		13	13 01 02	Provisioning		Residential POTS - 31 - 90 days held	Panty	(result in days)	46 1	56
FL		13	13 02 01	Provisioning	,	Business POTS - 1 - 30 days held	Panty	(result in days)	10 5	7
FL		13	13 10.01	Provisioning		UNE Loops - Designed Other - 1 - 30 days held	Panty	(result in days)	0	6
FL		13	13 101 01	Provisioning		UNE Loops - xDSL Capable - 1 - 30 days held	Parity	(result in days)	11 7	88
FL		13	13 101 02	Provisioning		UNE Loops - xDSL Capable - 31 - 90 days held	Panty	(result in days)	50	40
FL		13	13 11 01	Provisioning		UNE Loops - Non-designed - 1 - 30 days held	Panty	(result in days)	10 9	9.7
FL		14.	14 01	Provisioning		Residential POTS	Panty	(result in days)	24 7	19.4
FL		14	14 02	Provisioning		Business POTS	Panty	(result in days)	71	15
FL		14	14 04	Provisioning		Centrex	Panty	(result in days)	73.3	9
FL		14	14 07	Provisioning		DS-1/ISDN PRI	Panty	(result in days)	36.6	15 5
FL		14	14 10	Provisioning		UNE Loops - Designed Other	Panty	(result in days)	0	40 5
FL		14	14 101	Provisioning		UNE Loops - xDSL Capable	Parity	(result in days)	28.4	1
FL		14	14 11	Provisioning		UNE Loops - Non-designed	Panty	(result in days)	81 2	15.5
FL		14	14 14	Provisioning		UNE Dedicated Transport	Panty	(result in days)	0	10
FL		15	15 01 01	Provisioning		Resale Orders - Out of service	Panty	(result is percentage)	25	05
FL		15	15 01 02	Provisioning		Resale Orders - Not out of service	Panty	(result is percentage)	04	01
FL		15	15 03 01		Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Panty	(result is percentage)	41	4 5
FL		15		Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Panty	(result is percentage)	13	0
FL		17a		Provisioning		Residential POTS	Panty	(result is percentage)	38	54
FL		17a		Provisioning		Business POTS	Panty	(result is percentage)	49	2
FL		17a			Percentage of Troubles within 5 days for New Orders	ISDN BRI	Panty	(result is percentage)	0 9	0

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191	69	(result in hours)	Panty	FELS - Loop - Dispatch	Average Time to Restore			12		
5¢ 8	9.91	(result in hours)	Panty	UNE Loops - Non-designed - Dispatch	Average Time to Restore		101112	51		
13 6	32.2	(snuori ni filuzen)	Panty	UNE Loops - xDSL Capable - Dispatch	Average Time to Restore		10.101 12	51		
6 7	9 🕈	(silion nour silinger)	Panty	VGPL/DS0 - Dispatch	Average Time to Restore		51 09 01	51		
22	179	(result in hours)	Panty	DS-1/ISDN PRI - Dispetch	Average Time to Restore		51 02 01	51		
34.3	991	(result in hours)	Panty	PBX - Dispatch	etotseR of emit eperevA		51 05 01	51		
13 2	34 4	(result in hours)	Panty	Centrex - Dispatch	Average Time to Restore		21 04 01	54		
	532	(result in hours)	Panty	ISDN BRI - No Dispatch	Average Time to Restore	Maintenance	S1 03 0S	51		
33 2	1 82	(sound in hours)	Panty	ISDN BRI - Dispatch	Average Time to Restore		51 03 01	51		
7 L	141	(result in hours)	Panty	Business POTS - No Dispetch	Average Time to Restore	Maintenance	21 02.02	51		
13 2	30.8	(result in hours)	Panty	Business POTS - Dispatch	Average Time to Restore		51 02 01	51	·	
6	8 Z	(result in hours)	Panty	Residential POTS - No Dispatch	Average Time to Restore	Maintenance	21.01.02	51		
145	¥6L	(result in hours)	Panty	Residential POTS - Dispatch	Average Time to Restore	Asintenatrice	1010.15	51		
001	69	(result is percentage)	Panty	EELS - Loop - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	BonenetrieM	10 147 01	50		
1 62	523	(result is percentage)	Panty	UNE Loops - Non-designed - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	50 11 01	50		
9 BS	24	(result is percentage)	Panty	UNE Loops - xDSL Capable - Dispaich	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	10 101 05	50		
0	89	(result is percentage)	Panty	VGPL/DS0 - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	10 00 01	50		
2.88	8 09	(result is percentage)	Panty	rthison PRI - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time		10 20 OZ	50		
50	381	(result is percentage)	Party	PBX - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	10 05 01	50		
2 99	34 4	(result is percentage)	Panty	Centrex - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time		50 04 01	50		
0	99	(result is percentage)	Panty	rbteqer0 oN - ISA NOSI	Percentage of Customer Trouble Not Resolved within Estimated Time		20 03 05	50		
001	09	(result is percentage)	Panty	rb)sqarQ - IAB NOSI	Percentage of Customer Trouble Not Resolved within Estimated Time		50 03.01	50	200201	
89	2.01	(result is percentage)	Panty	Holeqeid oN - 2TO9 seanisu8	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	Z0 Z0 0Z	50		
155	6 81	(result is percentage)	Panty	Business POTS - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time		50 05 01	50		-
51	89	(result is percentage)	Panty	Residential POTS - No Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Asintenance	20 01 05	50		
13.4	53 6	(result is percentage)	Panty	Residential POTS - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time		20 01 01	50		
0	0	(result is percentage)	Panty	dNJ	Customer Trouble Report Rate	eonenstnieM	91 61	61	200201	
5.3	£ 5814	(result is percentage)	Panty	לארי - ריסט	Customer Trouble Report Rate	Aantenance	241.01	61		
6'0	80	(result is percentage)	Panty	pangisab-non - kops	Customer Trouble Report Rate		11.61	61	200201	
10	15	(result is percentage)	Panty	ONE Foods - XDSL Capable	Customer Trouble Report Rate	Maintenance	101 51	61		
<b>†</b> 0	05	(result is percentage)	Panty.	0SD/D20	Customer Trouble Report Rate	Maintenance	6061	61		
16	51	(result is percentage)	Panty	ING NOSI/I-SO	Customer Trouble Report Rate	Maintenance	2061	61	200201	
0	0	(result is percentage)	Party	saa	Customer Trouble Report Rate	Maintenance	90 6‡	61	200201	
<b>7</b> 0	10	(result is percentage)	Panty	28X	Customer Trouble Report Rate	Maintenance	S0 61	61	200201	: 1J
20	10	(result is percentage)	Panty	XehineX	Customer Trouble Report Rate	Maintenance	<b>1</b> 9 04	61	200201	Ľ
50	Z 0	(result is percentage)	Panty	ISB NOSI	Customer Trouble Report Rate	Maintenance	10 O3	61	102002	EL :
20	E.1	(ecenit is percentage)	Panty	Business POTS	Customer Trouble Report Rate	Maintenance	19 OS	61	200201	: 1 <del>1</del>
5.6	z	(Lesnit is percentage)	Panty	STO9 leitnebiseß	Customer Trouble Report Rate	Maintenance	10 61	61	200201	: TH
3314	0	(result in minutes)	Benchmark	All Electronic	Average Completion Notice Interval	Provisioning	16.81	81	200201	: JJ
0	10	(Lesult is percentage)	Panty	LUP	Percentage of Troubles within 5 days for New Orders	Provisioning	91 e71	671	50050J	LL I
0	6.8	(Lesuit is percentage)	Panty	UNE Sub-Loops - Voice	Percentage of Troubles within 5 days for New Orders	Provisioning	17a 133	e71	500501	Έľ
0	88	(Lesnit is percentage)	Panty	иле Ріатопп	Percentage of Troubles within 5 days for New Orders	prinoisivorA	IEL BZL	P71	500501	Er :
34	8 8	(result is percentage)	Panty	Dengiseb-non - 200 But	Percentage of Troubles within 5 days for New Orders	<b>DUILIOISINOL</b>	11.671	671	200201	13
12	1.7	(uesnit is percentage)	Panty	UNE Loops - xDSL Capable	Percentage of Troubles within 5 days for New Orders	Provisioning	101 B71	e7t	102002	E 1
0	012	(Lesuit is percentage)	Panty P	UNE Loops - Designed Other	Percentage of Troubles within 5 days for New Orders	Provisioning	01 8/1	E/L	200201	EL .
0	0	(ecenit is percentage)	Aug		Percentage of Troubles within 5 days for New Orders	Provisioning	20 B\1	BTI	500201	EL I
0	¥0 /	(Leant is percentage)	હ્યપ્રશ્ન	Center	Percentage of Troubles writin 5 days for New Orders	BUILLOWING	₽0 B71	871	102002	LL L
Saraana Saraanada		*******	Anna Annarana	togefaildesig	analysis ( ) and a state of the	- <b>4</b> 44	(Si darataroqrig	HAGUUNN BURGURAIRE HA	#14.107.04	<b>.</b>
Crees.		r	<u>, 3000000000000000000000000000000000000</u>			NSP MAC	2223 B 73298			

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31.8K4	Month, 1844	Manufament Humber	farbrigature #0	Type	Manufacture Developin	Diagongation	Deschause Party	Акыл Туре	LEC Corrections Results	CLEG Angrigane Nesulte
FL	200201	23	22 01	Montonance	POTS Out of Service Less Than 24 Hours	ifesidential POTS	Parky	(result is percentage)	95 1	94.8
FL	200201	22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Panty	(result is percentage)	68 7	93 5
FL	200201	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	(result is percentage)	92.5	89 1
FL	200201	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	(result is percentage)	16 6	14 5
FL	200201	23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Panty	(result is percentage)	19 5	21 8
FL	200201	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Parity	(result is percentage)	18 9	0
FL	200201	23	23 04	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Panty	(result is percentage)	12 7	<u> </u>
FL	200201	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	РВХ	Panty	(result is percentage)	17 4	60
FL		23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	РВХ	Panty	(result is percentage)	17 4	60
FL	200201	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Panty	(result is percentage)	32	14 3
FL	200201	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPL/DS0	Panty	(result is percentage)	29	0
FL	200201	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Parity	(result is percentage)	20 7	0
FL	200201	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Panty	(result is percentage)	15 2	16 4:
FL.	200201	23	23.147	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS - Loop	Panty	(result is percentage)	31 5	100
FL.	200201	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
FL	200201	25	25 00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Panty	(result is percentage)	0	0
FL	200201	28	28 01	Billing	Usage Timeliness	Resale	Panty	(result in days)	15	17
FL	200201	28	28 02	Billing	Usage Timeliness	UNE	Panty	(result in days)	15	14
FL	200201	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(result in days)	0	94.5
FL.	200201	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL	200201	30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
FL	200201	30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
FL	200201	31	31 01	Billing	Usage Completeness	Resale	Panty	(result is percentage)	99 9	99 9
F1.	200201	31	31 04	Billing	Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)	0	99
FL	200201	32	32 01	Billing	Recumng Charge Completeness	Resale	Panty	(result is percentage)	97	99.6
FL	200201	32	32.02	Billing	Recurning Charge Completeness	UNE	Benchmark	(result is percentage)	0	36.7
FL	200201	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Panty	(result is percentage)	99 5	99 8
FL	200201	33	33.02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	40 7
FL	200201	34	34.01.01	Billing	Billing Accuracy	Resale - Usage	Parity	(result is percentage)	88.4	91 <u>6</u>
FL	200201	34	34 01 02	Billing	Billing Accuracy	Resale - Recumng Charge	Panty	(result is percentage)	99.3	99 9;
FL	200201	34	34.01.03		Billing Accuracy	Resale - Non-recurring Charge	Parity	(result is percentage)	96 6	93 7
FL	200201	34	34 02.02	Billing	Biling Accuracy	UNE - Recumng Charge	Benchmark	(result is percentage)	0	90 3
FL	200201		34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	87.3
FL	200201	34	34 04 01	Billing	Biling Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	85.7
FL		37	37 01	Database	Database Update Timeliness	Service Order updates	Panty	(result is percentage)	97 3	96 3
FL		39	39 01		E911/911 MS Database Update Interval	Service Order updates	Panty	(result is percentage)	100	100
FL	200201	39	39 02	Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0	100
FL	200201	40	40.01.02	Collocation	Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200201	40	40 02 02	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	Benchmark	(result is percentage)	0	100
FL.	200201	41	41 03 02	Collocation	Time to Provide a Collocation Arrangement	New service request - Physical Cageless	Benchmark	(result is percentage)	0	100
FL	200201	42	42 02	Interfaces	Percent of Time Interface is Available	Ordering	Panty	(result is percentage)	99 3	0
FL	200201	44	44 01	Interfaces	Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0	0
FL	200201	44	44 02	Interfaces	Center Responsiveness	Repair Center Designed	Benchmark	(panty by design)	0	0
FL.	200201	44	44.03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0	0

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221	<b>†</b> '0	result in days	UNE Loops xDSL Provisioned - Installation	Average Jeopardy Notice Interval	Provisioning 20.101 8		
9.4	98 S	result in days	UNE Loops xDSL Provisioned - Assignment	Average Jeopardy Notice Interval	princisivore 10.101 8		
1	0	result in days	UNE Loops Designed - Installation	Average Jeopardy Notice Interval	Provisioning 20.01.8		
50 0	28.0	result in days	Pusiness POTS - Installation	Average Jeopardy Notice Interval	Provisioning		
i i	0	result in days	Residential POTS - Notification Missed Commitment P	Average Jeopardy Motice Interval	Princisivor E0.10.3		
0.26	97.0	skep u insəl	Residential POTS - Installation	Average Jeopardy Notice Interval	Provisioning		
26.0	577	skep ur jinsen	Pestdential POTS - RTO9 Istrabized	Isvistni solov ybisqosl spersvA	Provisioning 10.10 8		
,	12.21	result is percentage	UNE Sub Loops - Voice Grade	Percentage of Orders Jeopardized	Ennoisivore 5.1.3	9 602003	
,	61.5	Lesuit is percentage	UNE Platform	Percentage of Orders Jeopardized	Eninoisivon9 151.8	S00209 5	
	1221	result is percentage	DNE Loops Non-designed	Percentage of Orders Jeopardized	Eninoisivoig 11 8	S00209 5	
	54.69	result is percentage	DALE Loops xDSL Provisioned P	Percentage of Orders Jeopardized	Brinoisivor9 101 8	S00209 5	
>	0	result is percentage	BBX BBX	Percentage of Orders Jeopardized	prinoisivor9 20.8	S00209 5	
	5 22	result is percentage	Centrex	Percentage of Orders Jeopardized	6 04 Provisioning	\$ 602002	
<del>, 1</del>	0	result is percentage		Percentage of Orders Jeopardized	5 03 Provisioning	\$ 500209	
;f	28.9	egennesi is percentage	Business POTS	Percentage of Orders Jeopardized	5.02 Provisioning	S00209 5	: 1-
-	68 2	result is percentage	Residential POTS	Percentage of Orders Jeopardized	Eninoisivon 10 8	9 200209 2	13
317.8	000	result in hours	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports B	Average Reject Notice Interval	3.03 02 02 Order	018 602002	: 1J
	0	Lesuit in hours	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders B	Average Reject Notice Interval	3 03 05 01 Order	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	: ษ
	0	result in hours	All Electronic - Content Errors (other edits) - Resale Orders	Average Reject Notice Interval	3 01.02 01 Order		
	0	sinoq ui jinosi	Electronic/Manual Mix - Projects	Average FOC/LSC Notice Interval	2.03 17 Order	012 602002	: 13
	<u>~</u>	result in hours	Electronic/Manual Mix - LMP	Average FOC/LSC Notice Interval	5 03 16 Order		
	0	skep ui tinsei	Electronic/Manual Mix - Interconnection Trunks	Average FOC/LSC Notice Interval	5 03' 12 Order		
		result in hours	Electronic/Manual Mix - EELS	Average FOC/LSC Notice Interval	2 03 147 Order		
	0		Electronic/Manual Mix - UNE Dedicated Transport	Average FOC/LSC Notice Interval	5 03 14 Order		
	0	result in hours		Average FOC/LSC Notice Interval	503 131 Order		
	0	Lesuit in hours		Average FOC/LSC Notice Interval	5 03 11 Order		
	0	Lesult in hours		Average FOC/LSC Notice Interval	2 03 11 Order		
	0	sinon ni fluser		Average FOC/LSC Notice Interval	2.03.09 Order		
0000	0	result in hours	0	Average FOC/LSC Notice Interval	3 03 00 Order		
	0	result in hours	Electronic/Manual Mix - DS1/ISDN PRI	Average FOC/LSC Notice Interval	5 03 03 Order		
	0	result in hours	Electronic/Wainal Mix - ISDN 8Ki	Average FOC/LSC Motice Interval	2.03.02 IOrder		
	0	result in hours	Electronic/Manual Mix - Business POTS B	Average FOC/LSC Notice Interval	3 03 03 01 Order		
	0	result in hours	Electronic/Manual Mix - Residential POTS B	Average FOC/LSC Notice Interval	2.01.16 Order		
	0	result in hours	All Electronic - LNP B		201,15 Order		
	0	sysb ni fluzen	All Electronic - Interconnection Trunks B	Average FOC/LSC Motice Interval			
034	0	result in hours	All Electronic - UNE Platform B	Average FOC/LSC Nolice Interval	2.01.131 Order		
,	0	result in hours	BII Electronic - UNE Loops Non-designed	Average FOC/LSC Notice Interval	50111 Order		
50'0	0	result in hours	All Electronic - UNE Loops xDSL Provisioned B	Average FOC/LSC Notice Interval	2.01 101 Order		
036	0	result in hours	8 STO9 szenisu8 - pinotbel3 IIA	Average FOC/LSC Notice Interval	2 01 03 Order		
71 Ö	0	sinoų ur tiusat	All Electronic - Residential POTS 8	Average FOC/LSC Notice Interval	2.01.01 Order		
5'26	0	result is percentage	Loop Pre-Qualification - All Manual	Average Reponse Time to Pre-Order Quenes	1.08 02 Pre-Order		
191	0	result in hours	8 (XAP) IsunsM IIA - ytilidslisvA ytiliosP	Average Reponse Time to Pre-Order Quenes	1 07 02 Pre-Order		
640	0	result in seconds	Rejected/Failed Queries - All Electronic B	Average Reponse Time to Pre-Order Queries	1 06.01 Pre-Order		
120	0	spuoces ui iluser	Service Appointment Scheduling - All Electronic	Average Reportse Time to Pre-Order Queries	1.05.01 Pre-Order		
	0	result in seconds	Service Availability - All Electronic B	Average Reponse Time to Pre-Order Queries	1 04.01 Pre-Order		
8 24	0	spuoces ur jinsez	Request For Customer Service Record Complex - All Electronic B	Average Reponse Time to Pre-Order Quenes	1 031.01 Pre-Order		
1217	0	result in seconds	Request For Customer Service Record Simple - All Electronic 8	Average Reponse Time to Pre-Order Queries	1 03 01 Pre-Order	200200 I 0	
290	0	Lesuit in seconds	Request For Telephone Number - All Electronic B	Average Reponse Time to Pre-Order Queries	1 02.01 Pre-Order	500200 1	
<u>60</u>	0	Lesury in seconds	Astrones in Vermon Required - All Electronic	Average Reponse Time to Pre-Order Queries	1.01.01 Pre-Order	500506 1 0	: 1-1
				LOGICZA DURUNU (ACCOUNT	adds) (33)	1	(())
	GORDOOLED'S	4				STATES PROPERTY SUBJECT	
			4 X9				<b>a a</b>
2412	333	1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 - 1973 -					<b></b>
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(Code	Month	Moustines Somester Homes D	Type	Nessurment Description	Disagregation	Berchmank Pasite Indicator	Result Type	BEC Convertion Results 3.88	CLEC CONSIST CONSIST CONSIST CONSIST
[FL	200209		Provisioning	Average Joopardy Notice Interval	UNE Loops Hon-designed - Assignment	17 7	nesult in days	0.37	0 72
FL,	200209		Provisioning	Average Jeopardy Notice Interval	UNE Loops Non-designed - Installation	P	result in days		1,44
FL	200209		Provisioning	Average Jeopardy Notice Interval	EELS - Installation	P	result in days	0	2.56
FL	200209		Provisioning	Average Completed Interval	Residential POTS - Field Work	P	result in days	1.06	2.56
FL	200209		Provisioning	Average Completed Interval	Residential POTS - No Field Work	P	result in days	3.31	2.94
FL	200209		Provisioning	Average Completed Interval	Business POTS - Field Work	P	result in days		2.94
FL	200209		Provisioning	Average Completed Interval	Business POTS - No Field Work	P	result in days	1.16	211
FL	200209	7 07.03 01	Provisioning	Average Completed Interval	ISDN BRI - Field Work	P	result in days	15.67	4
FL	200209		Provisioning	Average Completed Interval	Centrex - Field Work	P	result in days	4.36	5
FL	200209	7 07 04 02	Provisioning	Average Completed Interval	Centrex - No Field Work	P	result in days	2.26	1.5
FL	200209	7 07 05.02	Provisioning		PBX - No Field Work	P	result in days	1.56	2
FL	200209	7 07 07 01	Provisioning	Average Completed Interval	DS1/ISDN PRI - Field Work	P	result in days	10.08	9.25
FL	200209	7 07 09 01	Provisioning		VGPL/DS0 - Field Work	P	result in days	6.24	8 71
FL	200209	7 07 10.01	Provisioning	Average Completed Interval	UNE Loops Designed - Field Work	P	result in days	6.17	65
FL	200209	7 07 101 01	Provisioning	Average Completed Interval	UNE Loops xDSL Provisioned - Field Work	P	result in days	4.97	7 17
FL	200209	7 07 11.01	Provisioning	Average Completed Interval	UNE Loops Non-designed - Field Work	P	result in days	33	3 25
FL	200209	7 07 11 02	Provisioning	Average Completed Interval	UNE Loops Non-designed - No Field Work	P	result in days	0	55
FL,	200209	7 07 131 01	Provisioning	Average Completed Interval	UNE Platform - Field Work	P	result in days	3 14	2 53
FL	200209	7 07 131 02	Provisioning	Average Completed Interval	UNE Platform - No Field Work	P	result in days	1 06	1 51
FL	200209	7 07.133.01	Provisioning	Average Completed Interval	UNE Sub Loops - Voice Grade - Field Work	P	result in days	3.3	0
FL	200209	7 07 14.01	Provisioning	Average Completed Interval	UNE Dedicated Transport - Field Work	P	result in days	10 24	9 23
FL	200209	7 07.147.01	Provisioning	Average Completed Interval	EELS - Field Work	P	result in days	11 76	11 54
۶L	200209	7 07.17 01	Provisioning	Average Completed Interval	Projects - Field Work	P	result in days	11	2
FL	200209	7 07 17 02	Provisioning	Average Completed Interval	Projects - No Field Work	P	result in days	1 44	3
FL	200209	8 8 01	Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	P	result is percentage	98 22	95 6
FL	200209	8 8 02	Provisioning	Percent Orders Completed within Standard Interval	Business POTS	P	result is percentage	93 69	91 53
FL	200209	8 8 03	Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	P	result is percentage	95 37	0
FL	200209	8 8 04	Provisioning	Percent Orders Completed within Standard Interval	Centrex	P	result is percentage	96.17	100
FL	200209	8 8 05	Provisioning	Percent Orders Completed within Standard Interval	PBX	P	result is percentage	96	100
FL	200209	8 8 07	Provisioning	Percent Orders Completed within Standard Interval	DS1/ISDN PRI	P	result is percentage	100	100
FL	200209	8 8 09	Provisioning	Percent Orders Completed within Standard Interval	VGPL/DS0	P	result is percentage	100	100
FL	200209	8 81	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Designed	P	result is percentage	100	100
FL	200209	8 8 101	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops xDSL Provisioned	P	result is percentage	96.64	83.33
FL	200209	8 8.11	Provisioning	Percent Orders Completed within Standard Interval	UNE Loops Non-designed	P	result is percentage	86 75	90
FL	200209	8 8 131	Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	P	result is percentage	97 76	88.24
FL	200209	8 8 133	Provisioning	Percent Orders Completed within Standard Interval	UNE Sub Loops - Voice Grade	P	result is percentage	86.75	0
FL	200209	8 8.14	Provisioning	Percent Orders Completed within Standard Interval	UNE Dedicated Transport	P	result is percentage	100	100
FL.	200209	8 8 147	Provisioning	Percent Orders Completed within Standard Interval	EELS	P	result is percentage	100	100
FL	200209	8 8.17	Provisioning	Percent Orders Completed within Standard Interval	Projects	P	result is percentage	92 31	100
FL	200209	10 10	Provisioning	LNP Network Provisioning		P	result is percentage	0	0
FL	200209	11 11.01 01	Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Р	result is percentage	9 57	135
FL	200209	11 11.01.02	Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Р	result is percentage	0.21	1.42
FL	200209	11 11 02.01	Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	P	result is percentage	12.69	20 14
FL	200209	11 11 02 02	Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	P	result is percentage	1.12	3 25
FL	200209	11 11 03.01	Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	P	result is percentage	7.73	100
FL	200209	11 11.03.02	Provisioning	Percent of Due Dates Missed	ISDN BRI - No Field Work	P	result is percentage	1 75	0
FL	200209	11 11.04 01	Provisioning	Percent of Due Dates Missed	Centrex - Field Work	P	result is percentage	4 08	100
FL	200209		Provisioning	Percent of Due Dates Missed	Centrex - No Field Work	Р	result is percentage	1.06	0
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		lie surepera Numper	Sierreusies D	Туре	Messament Description	Ettoogregation	Bonchmark Party Judicator	Result Type	LEO Consocrato Pesults	CLLC Augergal Results
i i i	200205		11 05.01	Provisioning	Percent of Eue Dates Missed	PBX - Field Work	iP	result is percentage	13 79	
ī-t	200209			Provisioning	Percent of Due Dates Missed	PBX - No Field Work	P	result is percentage	0	
<del>c t</del>	200209			Provisioning	Percent of Due Dates Missed	DS1/ISDN PRI - Field Work	P	result is percentage	5 56	
ī.	200209			Provisioning	Percent of Due Dates Missed	VGPL/DS0 - Field Work	P	result is percentage	5 88	
Ľ	200209			Provisioning	Percent of Due Dates Missed	UNE Loops Designed - Field Work	P	result is percentage	5 56	28
L	200209		11.101.01	Provisioning	Percent of Due Dates Missed	UNE Loops xDSL Provisioned - Field Work	Р	result is percentage	7.59	23 3
Ē-	200209			Provisioning	Percent of Due Dates Missed	UNE Loops xDSL Provisioned - No Field Work	Р	result is percentage	0 41	10
ī l	200209			Provisioning	Percent of Due Dates Missed	UNE Loops Non-designed - Field Work	٩	result is percentage	12 76	
ī t	200209			Provisioning	Percent of Due Dates Missed	UNE Loops Non-designed - No Field Work	P	result is percentage	0	
ī	200209			Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Р	result is percentage	10 22	2
L I	200209			Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Р	result is percentage	0 28	8.6
1	200209			Provisioning	Percent of Due Dates Missed	UNE Sub Loops - Voice Grade - Field Work	Р	result is percentage	12 76	
-	200209			Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Р	result is percentage	5.41	
는	200209			Provisioning	Percent of Due Dates Missed	EELS - Field Work	Р	result is percentage	13 04	
는 🕂	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Р	result is percentage	0.49	0
<u>}-</u> +	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	P	result is percentage	1.13	
È 🕇	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BRI	P	result is percentage	1.58	
	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Р	result is percentage	0.9	
는	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	P	result is percentage	1.67	
	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	DS1/ISDN PRI	P	result is percentage	0	
L					Percent of Due Dates Missed Due to Lack of Facilities	VGPL/DS0	P	result is percentage	0	
L	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	P	result is percentage	0	1.3
L	200209	12		Provisioning		UNE LOOPS - XDSL Provisioned	P	result is percentage	0 41	
L	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	P	result is percentage	2 18	20
L	200209	12		Provisioning		UNE PLATFORM	P	result is percentage	0 56	
L	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	P	result is percentage	2 18	
L	200209	12		Provisioning		UNE DEDICATED TRANSPORT	R	result is percentage	0	
L	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities		P	result is percentage	0	
L	200209	12		Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	Residential POTS - 1 - 30 days held	P	result in days	8.83	9
L	200209		13 01 01	Provisioning	Delay order interval to completion date	UNE Loops Designed - 31 - 90 days held	9	result in days		
L	200209		13 10 02	Provisioning	Delay order interval to completion date	UNE Loops Designed - 31 - 90 days held	6	result in days	8.53	
<u>ı                                    </u>	200209		13 101.01	Provisioning	Delay order interval to completion date	UNE Loops Non-designed - 1 - 30 days held		result in days	8.74	
ιĮ	200209		13 11 01	Provisioning	Delay order interval to completion date		P	result in days		
L	200209		13 147.01	Provisioning	Delay order interval to completion date	EELS - 1 - 30 days held	P	result in days	24.85	
1	200209	14		Provisioning	Held Order Interval	Residential POTS	6	result in days	29.35	
L	200209	14		Provisioning	Held Order Interval	Business POTS		result in days	13.4	
L I	200209	14		Provisioning	Held Order Interval	DS1/ISDN PRI	P	result in days	19.26	6.
L	200209	14		Provisioning	Held Order Interval	VGPL/DS0	5	result in days	13.26	
L	200209	14		Provisioning	Heid Order Interval	UNE Dedicated Transport	P	result is percentage	1.41	
L	200209		15.01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service	P		0.15	
τ	200209		15 01.02	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	P	result is percentage	1.27	
L	200209	_ 15	15.03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	P	result is percentage	0.27	
L	200209		15.03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	P	result is percentage		
ī	200209	15	15.05.01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of service	<u>۲</u>	result is percentage	+	<u> </u>
ī	200209		15 05.02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not out of service	P	result is percentage	+	6
Ē	200209		17a.01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	P	result is percentage	3.43	
1	200209		17a.02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Р	result is percentage	3.37	
t l	200209		17a.03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Р	result is percentage	0.46	
i l	200209		17a.04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	P	result is percentage	0.37	1

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189991	Reporting Measurement	DURINGASLING	ŧ			trok aby	Pescel Type	Comparison Results	
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FL		173.05	Provisioning	Percerkage of Reaction within 5 days for New Orders	Rex	P	result is percentage	10	
FL		17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops Designed	r	result is percentage	3 16	
FL.		17a.101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops xDSL Provisioned	P	result is percentage	5.7	11.54
FL		17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops Non-designed	P	result is percentage	3.42	37
FL	200209 17a	17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	P	result is percentage	5.42	
FL		17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub Loops - Voice Grade	P	result is percentage	23.08	
FL.		17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	EELS	P	result is percentage	23.08	0
FL	200209 17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders		P	result in minutes	0	81.4
IFL	200209 18		Provisioning	Average Completion Notice Interval		<u>в</u>		0	53.38
FL	200209 18		Provisioning	Average Completion Notice Interval		В	result is percentage result is percentage	2	2 67
FL	200209 19		Maintenance	Customer Trouble Report Rate	Residential POTS	P	result is percentage	1 15	0.58
FL	200209 19		Maintenance	Customer Trouble Report Rate	Business POTS	P	result is percentage	0.16	0.58
FL	200209 19		Maintenance	Customer Trouble Report Rate	ISDN BRI	P	result is percentage	0.10	0 43
FL	200209 19		Maintenance	Customer Trouble Report Rate	Centrex	P	result is percentage	0.1	0.22
FL,	200209 19		Maintenance	Customer Trouble Report Rate	PBX	P		0.4	0.22
FL	200209 19		Maintenance	Customer Trouble Report Rate	VGPL/DS0	P	result is percentage result is percentage	04	
FL	200209 19		Maintenance	Customer Trouble Report Rate	UNE Loops Designed	P	result is percentage	3 28	3 09
FL	200209 19		Maintenance	Customer Trouble Report Rate	UNE Loops xDSL Provisioned	P		0 74	0 72
FL	200209 19		Maintenance	Customer Trouble Report Rate	UNE Loops Non-designed	P	result is percentage	84 29	1 29
FĹ	200209 19		Maintenance	Customer Trouble Report Rate	UNE Platform	P		04 29	6 84
FL	200209 19		Maintenance	Customer Trouble Report Rate	EELS	P	result is percentage	0	0.04
FL	200209 19		Maintenance	Customer Trouble Report Rate	Interconnection Trunks	P	result is percentage result is percentage	0	
FL	200209 19		Maintenance	Customer Trouble Report Rate	LNP	P	result is percentage	24.57	16.67
FL			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	P	result is percentage	6.95	9.62
FL		20.01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	P		20.66	17.36
FL		20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	P	result is percentage	17 92	17.30
FL		20.02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	P	result is percentage	51.9	0
FL		20.03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time		P	result is percentage	19.44	
FL			Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time		2	result is percentage	22.22	40
FL		20.05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	P	result is percentage	41.01	50
FL		20.101.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops xDSL Provisioned - Dispatch	P	result is percentage	23.61	28 89
FL		20.11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time		<u>P</u>	result is percentage	23.01	34.48
FL		20.131.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time		P	result is percentage	6 87	0
FL		20.131.02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time		D	result is percentage	54 8	75
FL		20 147.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time		, D	result in hours	21.77	14.77
FL		21.01 01	Maintenance	Average Time to Restore	Residential POTS - Dispatch		result in hours	8.47	7.78
<u>FL</u>		21.01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch		result in hours	25.91	19.85
FL.		21.02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch Business POTS - No Dispatch		result in hours	25.44	1 98
FL		21.02.02	Maintenance	Average Time to Restore		<u> </u>	result in hours	20 63	15.7
FL		21.03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch		result in hours	25 19	36,96
FL		21.04 01	Maintenance	Average Time to Restore	Centrex - Dispatch PBX - Dispatch		result in hours	11.7	85
FL		21.05 01	Maintenance	Average Time to Restore	UNE Loops xDSL Provisioned - Dispatch	D	result in hours	29.58	31.08
FL		21 101.01	Maintenance	Average Time to Restore		D	result in hours	16.96	19 32
FL		21 11.01	Maintenance	Average Time to Restore	UNE Loops Non-designed - Dispatch UNE Platform - Dispatch	, p	result in hours	22 85	59 54
FL		21 131.01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	r D	result in hours	8 32	11.99
E-		21 131.02	Maintenance	Average Time to Restore	EELS - Dispatch	P	result in hours	4.99	4 25
FL		21 147.01	Maintenance	Average Time to Restore	Residential POTS	г. Р	result is percentage	85 62	93.95
IL I	200209 22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours			recourt o personalige	00 02	10.00

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1	44	<u>1</u>	74	70.401.141.4	41141 04	20 20 04 04	10 20 04 04	20 10 04 04	10.10.01 01		30		38 38 02.01					34 34.04 01	34 34 02 03	34 34.02	34 34.01.03	34 34 01	34 34 01 01	33	33	32	32	31	31	30	30	30	28	28	22	2/	20	24	23	2.5	22	23	23	23	23	23	23	23	22	22	Night State	
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TT:00 IIIICIICIC	nterfance	44 02 Interfaces	Interfaces	Interfaces	Collocation	Collocation	Collocation	Collocation	Collocation	Collocation	Database	Database	Database	Database	Database	Database	Database	Biling	Billing	Billing	Billing	Billing	Billing	Biling	Biling	Billing	Billing	Biling	Billing	Billing	Billing	Biling	Billing	Billing	Billing	27.01 Network	25 Network	Network	Maintenance	23.131 Maintenance	Vontenence	Maintenance	23 101 Maintenance	Maintenance	Maintenance	23 03 Maintenance	Maintenance	23 01 Maintenance	Maintenance	Staintenance	ž	
	Center Responsiveness	Center Responsiveness	Center Responsiveness	Percent of Time Interface is Available	Time to Provide a Collocation Atrangement	Time to Provide a Collocation Arrangement	Time to Respond to a Collocation Register	Time to Respond to a Collocation Register	Time to Respond to a Collection Request	Time to Bespond to a Collocation Regulast	E911/911 MS Database Update Interval	E911/911 MS Database Update Interval	Percent Database Accuracy	Percent Database Accuracy	r eiceilt Dalavase Accuracy	Dement Database Anninany	Database Undate Timeliness	Billing Accuracy	Billing Accuracy	Billing Accuracy	Billing Accuracy	Billing Accuracy	Billing Accuracy	Non-Recurring Charge Completeness	Non-Recumng Charge Completeness	Recurring Charge Completeness	Recurring Charge Completeness	Usage Completeness	Usage Completeness	Wholesale Bill Timeliness	Wholesale Bill Timeliness	Wholesale bill Timeliness	Usage limeliness	Usage Limeliness	Usage Timeliness	INETWORK CUTAGE NOUTICATION	Percent blocking on interconnection trunks	Percent blocking on Common Trunks	Frequency of Repeat Trouble Reports in SU Days	Frequency of Repeat Trouble Reports in 30 Days	Engineering of Append Trouble Deports in 30 Dave	Frequency of Reneat Trouble Reports in 30 Days	Frequency of Repeat Trouble Reports in 30 Days	Frequency of Repeat Trouble Reports in 30 Days	Frequency of Repeat Trouble Reports in 30 Days	Frequency of Repeat Trouble Reports in 30 Days	Frequency of Repeat Trouble Reports in 30 Days	Frequency of Repeat Trouble Reports in 30 Days	POTS Out of Service Less Than 24 Hours	POTS Out of Service Less Than 24 Hours	- And a second se	
	Renair Center Non-Designed	Repair Center Designed	Ordenna Center	Ordenno	Augment service request - Physical Cageless	New service request - Physical Cageless	Price and Schedule quote - Physical Cageless	Price and Scherlitle runte - Physical Caged	Space availability request - Dhysical Caneless	Snace availability request - Physical Caged	Direct Gateway Input	Service Order updates	DA/Listing Database - Service Order updates	Strandstern Direct Geremedy Input	off Debase Denet Octave land	911 Database - Service Order undates	Service Order updates	Facilities/Interconnection - Usage	UNE - Non-recurring Charge	UNE - Recurring Charge	Resale - Non-recumng Charge	Resale - Recumng Charge	Resale - Usage	UNE	Resale	UNE	Resale	Facilities/Interconnection	Resale	Facilities/Interconnection	UNE	Xesale	Switched Access	CNE	Resale	Diamont and a second se	Percent Trunk Diockage	Percent Linnx blockage			INE Distorm	UNE Loops Non-designed	UNE Loops xDSL Provisioned	PBX	Centrex	ISDN BRI	Business POTS	Residential POTS	UNE Loops Non-designed	Business POTS	TRANSPORT	
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	result in seconds	panty by design	result in seconds	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	Tesuit is percentage	moult in persentana	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is perceptone	result in davis	moult in dave	Acuit in Hour	result is percentage	recult in percentane	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	result is percentage	-	
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	0	0	2	0	100	100	100	100	100	100	100	001	22.34	00 04	100	100	97 01	95.03	93.81	68.66	96 96	96.66	97 77	79 12	99.39	76 98	99 44	97 30	01 06		100	100	100	00 00	1 51	+ 2	0 12			75	37.14	14 44	40 91	ò	0	0	20.71	08 01	10 03	0.02		

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	61 8	system it days	Party	ΟΝΕ Βαίτου - Field Work			20.11 70		802002	뷥
	0	result in days	Party	UNE Loops - Non-designed - No Field Work			10 11 20		200208	13
S	E8 E	result in days	Panty	URE Loops - Non-designed - Field Work						
<b>59</b> 6	474	result in days	Panty	UNE Loops - xDSL Provisioned - Field Work	Average Completed Interval				200208	19
233	0	result in days	Panty	UNE Loops - Designed - Field Work	Average Completed Interval				200208	٦J
29.9	Z6 0	result in days	Panty	PBX - No Field Work	Average Completed Interval		20 20 20		200208	
5 22	4 35	result in days	Panty	Centrex - Field Work			10 10 20		200208	11
	69.0	result in days	Panty	ISDN BKI - Nº LISIN Mork					200208	
	91.21	result in days	Panty	אסאר Fieid Work איז א און איז א און איז א און איז א און איז א איז א און איז א און איז א און איז א איז א און א	Average Completed Interval		10 20 20		200208	13
	145	skep ur jinsau	Auer	Business POTS - No Field Work	Isverage Completed Interval	Provisioning	20 20 20		200208	Ľ
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	60 1	skep ui jinsəj	Ajued	Residential POTS - No Field Work		DUIUOISIAOJ.	20.10 70	1	200208	נר ור ור
		skep ui jinsəj	Fanty.	Residential POTS - Field Work		DUIDOISINOIA	10 10 20		200208	74
	305	skep ui ginsei	Auea	EECS - Installation		DUIUOISIAOJ	20 141 00		200208	-13
	0		Panty	UNE Loops - Non-designed - Installation					200208	13
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0 23	70	result in days	Panty		Average Jeopardy Notice Interval	DUIUDISINOL			200208	
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	9.0	result in days	Panty	nouslisizni - 2TO4 assenzuel						
	70	result in days	Panty	Residential POTS - Installation		Princisivor			200208	L,
610	£7.4	skep ui jinsəi	Panty	Fesidential POTS - Assignment		Provisioning			200208	1
0	127	egetheored at fluzer	Party	UNE Sub-Loops - Voice		Provisioning			200208	ц
271	30 E	result is percentage	Party	UNE Platform		Provisioning			200208	<u> </u>
	121	abeinaciad ei fluear	Panty	DVE Loops - Non-designed		Provisioning			\$00508	٦J
	54 6	result is percentage	Panty P	DVE Loops - z0SL Provisioned	Percentage of Orders Jeopardized	Principianon			200208	FL
	28	result is percentage	Panty	P6X		Princisivor	S0 S		200208	٦J
	29 Z	ecult is percentage	Kjued	Centrex		Provisionia	2 04	ç	200208	13
	0	result is percentage	Lanty	INDER THE REAL PROPERTY OF THE	Percentage of Orders Jeopardized	DUIDOISIVOT	2 03	S	200208	ĿΓ
	2 28	result is percentage	Party	Business POTS		Provisioning			200208	ЪЧ
	ZB Z	result is percentage	Alueri	Residential POTS		BUIUOISIAOJ			200208	14
	686	result in hours		Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports		Order			200208	Ē
3.6	0			Electronic/Manual Mix - Content Errors (other edits) - Resale Orders		Drder			500508	끱
	0	result in hours				Drder	03 03 04 04		200208	-ii
171	0	result in hours		Electronic/Manual Mix - Syntax (edit engine) - Resale Orders		Order	03 01 05 01		200208	믭
542	0	sinot ni fiusai		All Electronic - Content Errors (other edits) - Resale Orders		Order			500508	믭
	0	sinon ni fiusoi		Electronic/Manual Mix - Projects						
	0	result in hours		Electronic/Manual Mix - LNP		Order			80Z00Z	L,
<b>†</b> 0 <b>†</b>	0	result in hours	Benchmark	Electronic/Manual Mix - EELS	Isverage FOC/LSC Notice Interval	Örder			200208	۴L
33	0	result in hours	Benchmark	Electronic/Manual Mix - UNE Platform		Order	151.50.20		200208	٦J
750	0	result in hours	Benchmark	Electronic/Manual Mix - UNE Loops - Non-designed		Order			500208	LL.
1 63	0	result in hours	Benchmark	Electronic/Manual Mix - UNE Loops - x0SL Provisioned		Order			200208	FL
	0	result in hours	Benchmark	Electronic/Manual Mix - ISDN BRI		Order			200208	r r
	0	result in hours	Benchmark	Electronic/Manual Mix - Business POTS	Average FOC/LSC Motice Interval	Order	ZO EO ZO		200208	
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	0	sunoy ur yonus		All Electronic - Projects		Order	21,10 20	ζ	200208	Ŀſ
	0	sunoų ui jinsai		All Electronic - LNP		Order	91,10 20		200208	Ŀſ
10.01	0	skep ui jinsai		All Electroniconation Trunks		Order			200208	٦J
	0	result in hours		All Electronic - UNE Planta - 2010		Order	05 01 131		200208	Ŀ.
810	0			All Electronic - UNE Loops - Non-designed		Order	11 10 20		802002	끰
100	<u>u</u>	result in hours		binoraronic - DNE Loops - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001 - 2001		Order	02 01 101		200208	
0	0	sinoų ui įinsai				Order	05 01 101		200208	비
0	0	result in hours		All Electronic - ISDN BRI						-13
60 0	0	result in hours	Benchmark	Alt Electronic - Business POTS					200208	
t+0°0	0	result in hours		Ali Electronic - Residential POTS		Order			200208	FL
98 16	0	esult is percentage	Benchmark	Loop Pre-Qualification - All Manual		Pre-Order			\$0200S	٦J
5 64	0	result in hours	Benchmark	Facility Availability - All Manual (XAR)		Pre-Order			200208	ЪЧ
	0	result in seconds	Benchmark	Rejected/Failed Inquines - All Electronic		Pre-Order			200208	Ч
St 9	0	Lesult in seconds	Benchmark	Service Availability - All Electronic	Average Reponse Time to Pre-Order Queries	Pre-Order	010401		200208	٦J
60 91	0	spuopas ui jinsai	Benchmark	Request For Customer Service Record Complex - All Electronic	Average Reports Time to Pre-Order Queres	Pre-Order	10.150 10	1	200208	ĿΓ
18	0	Lesult in seconds		Request For Customer Service Record Simple - All Electronic		Pre-Order	10.03.01		200208	٦J
	0	spuosas ui jinsai		Request For Telephone Number - All Electronic		Pre-Order	01 05 01		500208	14
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State	Yes	Manager Submanies D Type	Meansmoort December	Diagorganos	Concluments Parity	Result Type	Comparison Results 1 35	CLEG Augregate Retuite
	200208	7 07 131 02 Provisioning	Average Completed Interval	USAS, Florkenn - Mis Field Work	<sup>2</sup> 8/8Y	rasult in days	135	2 14)
	200208	7 07 133 01 Provisioning	Average Completed Interval	UNE Sub-Loops - Voice - Field Work	Panty	result in days	3 83	
	200208	7 07 17.01 Provisioning	Average Completed Interval	Projects - Field Work	Parity	result in days	6	5
	200208	7 07 17 02 Provisioning	Average Completed Interval	Projects - No Field Work	Parity	result in days	21 5	
	200208	8 8 01 Provisioning	Percent Orders Completed within Standard Interval	Residential POTS	Panty	result is percentage	98 01	96 63
	200208	8 8 02 Provisioning	Percent Orders Completed within Standard Interval	Business POTS	Parity	result is percentage	93.4	94 92
	200208	8 8 03 Provisioning	Percent Orders Completed within Standard Interval	ISDN BRI	Panty	result is percentage	93 22	100
	200208	8 8 04 Provisioning	Percent Orders Completed within Standard Interval	Centrex	Parity	result is percentage	96 42	
	200208	8 8 05 Provisioning	Percent Orders Completed within Standard Interval	PBX	Parity	result is percentage	100	
	200208	8 8 1 Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Designed	Panty	result is percentage	0 0	66 67
	200208	8 8 101 Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - xDSL Provisioned	Panty	result is percentage	95 18	88 24 83 33
	200208	8 8 11 Provisioning	Percent Orders Completed within Standard Interval	UNE Loops - Non-designed	Parity	result is percentage	84 47	
	200208	8 8 131 Provisioning	Percent Orders Completed within Standard Interval	UNE Platform	Panty	result is percentage	97 57	97 44
	200208	8 8.133 Provisioning	Percent Orders Completed within Standard Interval	UNE Sub-Loops - Voice	Parity	result is percentage	84 47	0
	200208	8 8 147 Provisioning	Percent Orders Completed within Standard Interval	EELS	Parity	result is percentage	0	100 50
	200208	8 8 17 Provisioning	Percent Orders Completed within Standard Interval	Projects	Panty	result is percentage	91 89	50
	200208	10 10 Provisioning	LNP Network Provisioning		Parity	result is percentage	5 64	
	200208	11 11 01 01 Provisioning	Percent of Due Dates Missed	Residential POTS - Field Work	Panty	result is percentage	9 52	
	200208	11 11 01 02 Provisioning	Percent of Due Dates Missed	Residential POTS - No Field Work	Panty	result is percentage	03	
	200208	11 11 02 01 Provisioning	Percent of Due Dates Missed	Business POTS - Field Work	Panty	result is percentage	13 07	18 84
FL	200208	11 11 02 02 Provisioning	Percent of Due Dates Missed	Business POTS - No Field Work	Panty	result is percentage	0 84	2 31
FL I	200208	11 11 03 01 Provisioning	Percent of Due Dates Missed	ISDN BRI - Field Work	Panty	result is percentage	14 12	25 66 67
	200208	11 11 03 02 Provisioning	Percent of Due Dates Missed	ISDN BRI - No Field Work	Parity	result is percentage	0	
	200208	11 11 04.01 Provisioning	Percent of Due Dates Missed	Centrex - Field Work	Panty	result is percentage	2 82	
FL	200208	11 11 05 01 Provisioning	Percent of Due Dates Missed	PBX - Field Work	Parity	result is percentage	0	
FL.	200208	11 11 05 02 Provisioning	Percent of Due Dates Missed	PBX - No Field Work	Panty	result is percentage	4 55	
FL	200208	11 11 07 01 Provisioning	Percent of Due Dates Missed	DS1/ISDN PRI - Field Work	Panty	result is percentage	6 25	25
	200208	11 11 09 01 Provisioning	Percent of Due Dates Missed	VGPL/DS0 - Field Work	Panty	result is percentage	11 11	
FL .	200208	11 11 10 01 Provisioning	Percent of Due Dates Missed	UNE Loops - Designed - Field Work	Parity	result is percentage	6 67	
FL	200208	11 11 101 01 Provisioning	Percent of Due Dates Missed	UNE Loops - xDSL Provisioned - Field Work	Parity	result is percentage	81	13 95
	200208	11 11 11 01 Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Panty	result is percentage	13 13	18 03 3 7 24
	200208	11 11 11 02 Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Panty	result is percentage	0	37
	200208	11 11 131.01 Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Panty	result is percentage	10 18	24
	200208	11 11 131 02 Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Panty	result is percentage	0 34	
	200208	11 11 133 01 Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Panty	result is percentage	13 13	
	200208	11 11.14.01 Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Parity	result is percentage	6 12	
FL	200208	12 12 01 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Parity	result is percentage	0 48	
	200208	12 12 02 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Panty	result is percentage	1 12	
	200208	12 12 03 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISON BRI	Panty	result is percentage	0 33	
FL	200208	12 12 04 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Parity	result is percentage	0 57	
	200208	12 12 05 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Panty	result is percentage	0	
	200208	12 12 07 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	DS1/ISDN PRI	Parity	result is percentage		
	200208	12 12 09 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	VGPL/DS0	Parity	result is percentage		
	200208	12 12 1 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - DESIGNED OTHER	Panty	result is percentage	0 88	
	200208	12 12.101 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL Provisioned	Panty	result is percentage	2 33	
	200208	12 12 11 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Parity	result is percentage	2 33	
	200208	12 12.131 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Panty	result is percentage	2 33	
	200208	12 12 133 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Parity	result is percentage	<u> </u>	25
	200208	12 12 14 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE DEDICATED TRANSPORT	Parity	result is percentage		100
	200208	12 12.147 Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	EELS	Parity	result is percentage result in days	7 67	
	200208	13 13 01 01 Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Parity	result in days	8 66	
	200208	13 13 02 01 Provisioning	Delay order interval to completion date	Business POTS - 1 - 30 days held	Panty	result in days	8.87	
	200208	13 13 11 01 Provisioning	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Panty	result in days	18.6	8
	200208	13 13 14 01 Provisioning	Delay order interval to completion date	UNE Dedicated Transport - 1 - 30 days held	Parity Parity	result in days	20.25	6 76
	200208	14 14 01 Provisioning	Held Order Interval	Residential POTS		result in days	20.25	
	200208	14 14 02 Provisioning	Held Order Interval	Business POTS	Panty		20.62	
	200208	14 14 07 Provisioning	Held Order Interval	DS1/ISDN PRI	Panty	result in days	11 85	
	200208	14 14 09 Provisioning	Held Order interval	VGPL/DS0	Panty	result in days	12 39	
FL	200208	14 14 1 Provisioning	Held Order Interval	UNE Loops - Designed	Panty	pesuit in days	12.39	L!

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State Yes	Nerrita	Sobreasture R	Type	Measurment Deturplicity	Oseggergaller	Party		Repute	Preser
FL 200408	14	14.101	Provisioning	Held Order Internal	LANE LOOPS - KUSL PTOMONOMENT		rencont on days	17 65	
FL 200208			Provisioning	Held Order Interval	UNE Loops - Non-designed	Panty	result in days	14 67 20 35	<u> </u>
FL 200208			Provisioning	Held Order Interval	UNE Platform	Panty	result in days	17 57	5 32
FL 200208	14		Provisioning	Held Order Interval	UNE Dedicated Transport	Panty Panty	result in days	0	12 15
FL 200208	14		Provisioning	Heid Order Interval	EELS	Panty	result in days	1 56	0 54
FL 200208		15 01 01	Provisioning	Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service Resale Res POTS and Bus POTS - Not out of service	Panty	result is percentage	0.2	0 02
FL 200208		15 01 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	Panty	result is percentage	2 02	0
FL 200208 FL 200208		15 03 01	Provisioning	Percent Provisioning Trouble Reports Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Not out of service	Panty	result is percentage	0.28	0
FL 200208		15 03 02 15 05 01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of service	Parity	result is percentage	0	0
FL 200208		15 05 02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not out of service	Parity	result is percentage	0	0
FL 200208		17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Panty	result is percentage	3 67	7 23
FL 200208		17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Parity	result is percentage	3 92	3 26
FL 200208		17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN SRI	Parity	result is percentage	16	0
FL 200208		17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Parity	result is percentage	0 54	0
FL 200208		17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	PBX	Panty	result is percentage	0	0
FL 200208		17a 07	Provisioning	Percentage of Troubles within 5 days for New Orders	DS1/ISDN PRI	Parity	result is percentage	15 56	0
FL 200208		17a 09	Provisioning		VGPL/DS0	Panty	result is percentage	0	0
FL 200208		17a 10	Provisioning		UNE Loops - Designed	Panty	result is percentage	0	0
FL 200208	17a	17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Provisioned	Panty	result is percentage	374	16 22
FL 200208		17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	result is percentage	7 86	28
FL 200208		17a 131	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Platform	Panty	result is percentage	37	1 98
FL 200208		17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Panty	result is percentage	7 86	
FL 200208		17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	EELS	Panty	result is percentage	0.03	0
FL 200208		17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	LNP	Parity Benchmark	result is percentage result in minutes	003	80.6
FL 200208			Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	result is percentage		57 09
FL 200208			Provisioning		Electronic/Manual Mix	Panty	result is percentage	2 47	3 38
FL 200208	19		Maintenance	Customer Trouble Report Rate	Residential POTS Business POTS	Panty	result is percentage	1 42	0 48
FL 200208			2 Maintenance	Customer Trouble Report Rate	Business POTS	Parity	result is percentage	0 26	0 25
FL 200208	19		8 Maintenance	Customer Trouble Report Rate	Centrex	Parity	result is percentage	0 12	0 49
FL 200208	19		Maintenance	Customer Trouble Report Rate Customer Trouble Report Rate	PBX	Parity	result is percentage	0 04	0 22
FL 200208 FL 200208			Maintenance	Customer Trouble Report Rate	DS1/ISDN PRI	Parity	result is percentage	4 38	0
FL 200208			Maintenance	Customer Trouble Report Rate	VGPL/DS0	Parity	result is percentage	0 39	14 29
FL 200208			Maintenance	Customer Trouble Report Rate	UNE Loops - Designed	Panty	result is percentage	0 39	0
FL 200208			Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Parity	result is percentage	3 96	2 98
FL 200208			Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Panty	result is percentage	0.95	0.98
FL 200208			Maintenance	Customer Trouble Report Rate	UNE Platform	Parity	result is percentage	111 21	2 78
FL 200208	19		Maintenance	Customer Trouble Report Rate	EELS	Panty	result is percentage	1 32	9 72
FL 200208	19	19 15	5 Maintenance	Customer Trouble Report Rate	Interconnection Trunks	Panty	result is percentage	0	0
FL 200208	19		6 Mainlenance		LNP	Parity	result is percentage	0	0
FL 200208	20	20 01 01	Mainlenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	result is percentage	28 1	20 31 5 62
FL 200208	20	20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	result is percentage	21 78	22 11
FL 200208		20.02.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Parity Parity	result is percentage	29 67	
FL 200208		20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Panty	result is percentage	53 23	100
FL 200208		20 03 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Panty	result is percentage	22 83	33.33
FL 200208		20 04 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Parity	result is percentage	12.5	50
FL 200208		20 05 01	Maintenance		PBX - Dispatch DS1/ISDN PRI - Dispatch	Panty	result is percentage	48 57	40
FL 200208		20 07 01	Maintenance		VGPL/DS0 - Dispatch	Panty	result is percentage	617	
FL 200208		20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Panty	result is percentage	44 95	57 89
FL 200208		20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Orspatch	Panty	result is percentage	13 29	100
FL 200208		20 101.02	Maintenance Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Panty	result is percentage	26 47	47
FL 200208		20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Panty	result is percentage	17 51	0
FL 200208		20 131 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Panty	result is percentage	27 31	30
FL 200208		20 131.02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	Panty	result is percentage	13 78	54 55
FL 200208		20 147.01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Dispatch	Panty	result is percentage	51 59	0
FL 200208		20 147.02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - No Dispatch	Panty	result is percentage	0	0
FL 200208		21 01 01		Average Time to Restore	Residential POTS - Dispatch	Panty	result in hours	19.9	13 69
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				11-11-11-11-11-11-11-11-11-11-11-11-11-		Descriptions		HEC Competition Results	CLEC Assertates Results 9 45
		Submeature Re		Measurement Description	Disapprogation	Party	Result Type	Reside	
FL X0.08				Average Time to Restore	Residence POTS - No Departs	ranky	result in hours	972 23 07	9 45
FL 200208		21 02 01		Average Time to Restore	Business POTS - Dispatch	Parity Parity	result in hours	23 63	11 95
FL 200208		21 02.02	Maintenance	Average Time to Restore	Business POTS - No Dispatch ISDN BRI - Dispatch	Parity	result in hours	23 63	71 07
FL 200208 FL 200208		21 03 01 21 04 01	Maintenance Maintenance	Average Time to Restore	Centrex - Dispatch	Parity	result in hours	29 81	19.18
FL 200208			Maintenance	Average Time to Restore	PBX - Dispatch	Parity	result in hours	10 35	
FL 200208		21 07.01	Maintenance	Average Time to Restore	DS1/ISDN PRI - Dispatch	Parity	result in hours	5.44	22 85 3 65
FL 200208		21 09 01	Maintenance	Average Time to Restore	VGPL/DS0 - Dispatch	Parity	result in hours	5 45	1 85
FL 200208			Maintenance	Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Parity	result in hours	30 44	22.5
FL 200208		21 101.02	Maintenance	Average Time to Restore	UNE Loops - xDSL Provisioned - No Dispatch	Panty	result in hours	23.69	21 9
FL 200208	21	21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Panty	result in hours	15 46	23 09
FL 200208			Maintenance	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Panty	result in hours	8 32	6 79
FL 200208			Maintenance	Average Time to Restore	UNE Platform - Dispatch	Panty	result in hours	20 86	<u>11 45</u> 9 32
FL 200208		21 131 02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	Parity Parity	result in hours	9 55 5 44	9 32
FL 200208			Maintenance	Average Time to Restore	EELS - Dispatch	Parity	result in hours	5 44	3 33
FL 200208			Maintenance	Average Time to Restore	EELS - No Dispatch Residential POTS	Panty	result is percentage	88 58	94 96
FL 200208 FL 200208	22		Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	result is percentage	65 71	92 16
FL 200208 FL 200208	22	22 02	Maintenance Maintenance	POTS Out of Service Less Than 24 Hours POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Panty	result is percentage	90 99	74 77
FL 200208	22		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Panty	result is percentage	19 09	17 88
FL 200208	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Parity	result is percentage	20 73	26 09
FL 200208	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Panty	result is percentage	24 81	0
FL 200208	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	result is percentage	17 76	16 67
FL 200208	23	23 05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Panty	result is percentage	10	0
FL 200208	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	D\$1/ISDN PRI	Panty	result is percentage	33 02	60
FL 200208	23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	VGPU/D\$0	Parity	result is percentage	30 85	100
FL 200208	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Panty	result is percentage	22 59	45 20.66
FL 200208	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Panty	result is percentage	16 26 19 38	20.66
FL 200208	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	result is percentage	32 52	14.29
FL 200208	23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	EELS	Benchmark	result is percentage	32 52	0
FL 200208	24		Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Panty	result is percentage	0	
FL 200208	25	25	Network	Percent Blocking on Interconnection Trunks	Switching	Panty	esult in Hour	ő	0 21
FL 200208 FL 200208	27		Network Billing	Network Outage Notification	Resale	Panty	result in days	1 68	1 57
FL 200208	28		Billing	Usage Timeliness	UNE	Panty	result in days	1 68	1 46
FL 200208	28		Billing	Usage Timeliness	Switched Access	Benchmark	result is percentage	0	99 97
FL 200208	30		Billing	Wholesale Bill Timeliness	Resale		result is percentage	0	100
FL 200208	30		Billing	Wholesale Bill Timeliness	UNE		result is percentage	0	94 44
FL 200208	30		Billing	Wholesale Bill Timeliness	Facilities/Interconnection		result is percentage	0	100
FL 200208	31		Billing	Usage Completeness	Resale	Parity	result is percentage	99 85	99 96
FL 200208	31		Billing	Usage Completeness	Facilities/Interconnection		result is percentage	95 56	95 38 99 07
FL 200208	32		Billing	Recurring Charge Completeness	Resale	Parity Benchmark	result is percentage result is percentage	90.00	78 74
FL 200208	32	32 02	Billing	Recurring Charge Completeness	UNE	Panty	result is percentage	99 48	99 58
FL 200208	33		Billing Billing	Non-Recurring Charge Completeness Non-Recurring Charge Completeness		Benchmark	result is percentage	0	81.39
FL 200208 FL 200208	33			Billing Accuracy	Resale - Usage	Parity	result is percentage	96 78	95 78
FL 200208 FL 200208			Billing	Billing Accuracy	Resale - Recurring Charge	Parity	result is percentage	99 48	99 79
FL 200208			Billing	Billing Accuracy	Resale - Non-recurring Charge	Panty	result is percentage	96 23	96 52
FL 200208		34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	result is percentage	0	99 92
FL 200208		34.02.02	Biling	Billing Accuracy	UNE - Non-recurring Charge		result is percentage	0	93 86
FL 200208		34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage		result is percentage	0	95 <u>9</u> 5
FL 200208	37	37 01	Database	Database Update Timeliness	Service Order updates	Panty	result is percentage	99 04	95 07
FL 200208		38.01 01	Database	Percent Database Accuracy	911 Database - Service Order updates	Panty	result is percentage	100	90 31
FL 200208	38	38 01 02	Database	Percent Database Accuracy	911 Database - Direct Gateway Input		result is percentage	0	100 99 98
FL 200208		38 02 01	Database	Percent Database Accuracy	DA/Listing Database - Service Order updates	Panty	result is percentage	99 83 100	99 98
FL 200208	39		Database	E911/911 MS Database Update Interval	Service Order updates	Panty Benchmark	result is percentage	1001	100
FL 200208	39	39.02	Database	E911/911 MS Database Update Interval	Direct Gateway Input		result is percentage		
FL 200208			Collocation	Time to Respond to a Collocation Request	Space availability request - Virtual Price and Schedule guote - Virtual		result is percentage	ő	
FL 200208	40	40 02 03	Collocation	Time to Respond to a Collocation Request	In nee one concedere quote - vintuar				

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20020	20020	200208	2002	
08 44	08 44	08 44	08 42	
44 03 Interfaces	44 02 Interfaces	44 01 Interfaces	42 02 Interfaces	
Center Responsiveness	Center Responsiveness	Center Responsiveness	Percent of Time Interface is Available	Annu exercit Drivid State
Repair Center Non-Designed	Repair Center Designed	Ordening Center	Ordering	Stranger Bouch Indraet - Bullon S Catholic Manager
Benchmark	Benchmark	Benchmark	Benchmark	Revealed and the second
result in seconds	panty by design	result in seconds	result is percentage	Resold Type
0	0	0	0	ALEC CLEO

Attachment	"∆"

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1866	<b>ma</b> 1	Muedee	Southern Balance #	linger	Metaboremens Deat rodice	(agegy any store		l ana ma	L Phillip	10 A
FL	200207	3	Socientessitt (2) \$10101	Pra-Ordee	Average Reports free to Pre-Order Quenes	Adoness ViothcasoryUlspace Required - All Electronic	Sentonera	Kenter in seconds	3	<u>(3</u>
	200207	1	01_02_01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	result in seconds	0	07
	200207		01 03 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Simple - All Electronic	Benchmark	result in seconds	0	57
	200207			Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Complex - All Electronic	Benchmark	result in seconds	0	10
	200207			Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Availability - All Electronic	Benchmark	result in seconds	0	66
	200207			Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Appointment Scheduling - All Electronic	Benchmark	result in seconds	0	
	200207			Pre-Order	Average Reponse Time to Pre-Order Quenes	Rejected/Failed Inquines - All Electronic	Benchmark	result in seconds	0	1.3
	200207			Pre-Order	Average Reponse Time to Pre-Order Quenes	Facility Availability - All Manual (FAX)	Benchmark	result in hours	0	4 8
	200207			Pre-Order		Loop Pre-Qualification - All Manual	Benchmark	result is percentage	0	
	200207			Order	Average FOC/LSC Notice Interval Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	result in hours	0	- 03
	200207			Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS All Electronic - UNE Loops - xDSL Provisioned	Benchmark	result in hours		01
	200207			Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark Benchmark	result in hours		0
	200207			Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	result in hours		64
	200207			Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	result in days	0	10 2
	200207			Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	result in hours	ő	02
	200207			Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	result in hours	0	
	200207			Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	result in hours	0	11 5
	200207			Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	result in hours	0	
	200207			Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - PBX	Benchmark	result in hours	0	22
	200207			Order	Average FOCALSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Provisioned	Benchmark	result in hours	0	
	200207			Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	result in hours	0	21
	200207			Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	result in hours		65
FL	200207	2	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	Benchmark	result in hours	0	76
	200207			Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNP	Benchmark	result in hours	0	25
	200207			Order	Average FOC/LSC Nolice Interval	Electronic/Manual Mix - Projects	Benchmark	result in hours	0	36
	200207			Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	result in hours	0	84
	200207				Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	result in hours	0	78
	200207		03 03 02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	result in hours	0	6.9
	200207	5			Percentage of Orders Jeopardized	Residential POTS	Panty	result is percentage	29	
	200207	5			Percentage of Orders Jeopardized	Business POTS	Panty	result is percentage	53	
FL	200207	5		Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Panty	result is percentage	29	
	200207	5		Provisioning	Percentage of Orders Jeopardized	Centrex	Panty	result is percentage	0	
	200207	5		Provisioning	Percentage of Orders Jeopardized Percentage of Orders Jeopardized	PBX UNE Loops - xDSL Provisioned	Panty Panty	result is percentage result is percentage	_22 5	
	200207	5		Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Panty	result is percentage	12 3	
	200207	5		Provisioning	Percentage of Orders Jeopardized	UNE Platform	Panty	result is percentage	32	
	200207			Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Panty	result is percentage	12 3	
	200207				Average Jeopardy Notice Interval	Residential POTS - Assignment	Panty	result in days	51	
	200207				Average Jeopardy Notice Interval	Residential POTS - Installation	Panty	result in days	04	0.3
	200207				Average Jeopardy Notice Interval	Business POTS - Installation	Panty	result in days	04	0
	200207				Average Jeopardy Notice Interval	UNE Loops - Designed - Installation	Panty	result in days	Ō	03
	200207	6	06 101 01		Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Assignment	Panty	result in days	6	14
FL	200207		06 101 02	Provisioning	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Installation	Parity	result in days	04	0
	200207				Average Jeopardy Notice Interval	UNE Platform - Installation	Panty	result in days	04	0
	200207				Average Jeopardy Notice Interval	EELS - Installation	Parity	result in days	0	c
	200207			Provisioning	Average Completed Interval	Residential POTS - Field Work	Panty	result in days	28	31
	200207				Average Completed Interval	Residential POTS - No Field Work	Panty	result in days	13	21
	200207				Average Completed Interval	Business POTS - Field Work	Panty	result in days	35	2.5
	200207					Business POTS - No Field Work	Panty	result in days		26
	200207			Provisioning	Average Completed Interval	ISDN BRI - Field Work	Panty	result in days	14.2	6
	200207				Average Completed Interval	Centrex - Field Work UNE Loops - Designed - Field Work	Panty Panty	result in days result in days	47	
	200207				Average Completed Interval	UNE Loops - Designed - Field Work	Panty	result in days	56	
	200207			Provisioning	Average Completed Interval Average Completed Interval	UNE Loops - XDSL Provisioned - Field Work UNE Loops - XDSL Provisioned - No Field Work	Panty	result in days	44	<u> </u>
	200207					UNE Loops - XUSL Provisioned - No Field Work	Panty	result in days	36	45
	200207			Provisioning		UNE Loops - Non-designed - No Field Work	Panty	result in days		4
	200207			Provisioning	Average Completed Interval	UNE Platform - Field Work	Panty	result in days	3	
	200207			Provisioning		UNE Platform - No Field Work	Panty	result in days	1.3	
	200207			Provisioning		UNE Sub-Loops - Voice - Field Work	Panty	result in days	36	
	200207	7	07 17 01			Projects - Field Work	Panty	result in days	51	24
	200207					Projects - No Field Work	Panty	result in days	25	1
	200207	8			Percent Orders Completed within Standard Interval	Residential POTS	Panty	result is percentage	97.4	95 9
	200207	8				Business POTS	Panty	result is percentage	93.4	947

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		spernement is percentage	(Lanty	NAE Loops - Designed	Percentage of Troubles within 5 days for New Orders	Provisioning	01 871	e21 20200	07.1
·	0	result is percentage	Panty	AGE/D20	Percentage of Troubles within 5 days for New Orders	BUINOISIVOIA	60 PZL	P21 20200	
	0		Panty Panty	NUSU/ISO	Percentage of Troubles within 5 days for New Orders	DUILIOISIACU J	20 821	P21 20200	
	0	epernement a percentage	Panty .	X9d	Percentage of Troubles within 5 days for New Orders	BUINOISIVOIA	50 #ZL	P21 20200	
	0	egeinemeq el flueen	Auea	xəquəj	Percentage of Troubles within 5 days for New Orders	Provisioning	128 04	P21 20200	
	80		Panty Canty	IX8 NOSI	Percentage of Troubles within 5 days for New Orders	6uiuoisivoi 4	E0 #2L	P21 202002	
	90	ecenter percentage	- Chine 4		Percentage of Troubles within 5 days for New Orders	BUIUDISIADIJ	20 871	P21 20200	
	28	epetnected at fluxer	Panty	STO9 stepsing	Percentage of Troubles within 5 days for New Orders	Buluoisivora	10 021	PZ1 202002	
9	34	apainacrad si liusar	Рапту	Residential POTS		50100151/00/3	20 20 21 9		
	0	egainement si fluser	Kine 9	LNP - Not out of service	Percent Provisioning Trauble Reports				
	0	egetnemer, percentage	Panty	LUP - Out of service	Percent Provisioning Trouble Reports	pninoisivoi9	10 90 91 9		
	20	Spetnacting at fluxer	Panty	UNE Loops Non-Designed and Subloops - Not out of service	Percent Provisioning Trouble Reports	Provisioning	20 20 21 2		
	2	epetnament er husen	Panty	UNE Loops Non-Designed and Subloops - Out of service	Percent Provisioning Trouble Reports	Provisioning	10 60 81 8		
	10	eperinsonaq si flusar	Panty	Resale Res POTS and Bus POTS - Not out of service	Percent Provisioning Trouble Reports	Provisioning	5 15 01 02		
	13	eperinement is fluxen	Panty	Resale Res POTS and Bus POTS - Out of service	Percent Provisioning Trouble Reports	Provisioning	10 10 51 5		
	155	skep ui jinsau	Vinsq	interconnection Trunks	Heid Order Interval	pninoisivor9 81 41	4		
	135	skep ur unsau	Panty	DALE Loops - Non-designed	leviatri tati older interval	Provisioning	4		
	9 01	skep uj jinsaj	Ajued	DALE Loops - Designed	Held Order Interval	prinoizivor9 1 41	4	4 202002	32
	13	skep uj jinsej	Panty	050/749/	Held Order Interval	DUINOISINDI 60 71	4	1 202002	150
	211	sAep u jinsəj	Lanty	NA NOSVI SO	Held Order Interval	SUIUOISIAOUd 20 PL	4	1 202003	oz
	281	skep u jinsa	Panty	Business POTS	levialni nabro biah	14 02 Provisioning	4		JZ
		skep uj jinsaj	Ajuea	Residential POTS	Heki Order Interval	prinoisivory 10 11	4		
	163	SVED OI BUSAT	Fanty	NE Loops - Non-degrade 1 - 30 days held	Delay order interval to completion date	DUIUOISIAOJa	1011212		
	98				Delay order interval to completion date		3 13 101 01		
	23	skep vi jinsəj	Fanty -	UNE Loops - xDSL Provisioned - 1 - 30 days held	Delay order mierval to completion date	DUIDOISIACIA	10 10 11 1		
	78	skep uj jinsa.	Panty	Residential POTS - 1 - 30 days held	Percent of Due Dates Missed Due to Lack of Factines	12 133 Provisioning	2 13 01 01		
	21	result is percentage	Party	UNE SUB-LOOPS - VOICE		DUINOISINOI 121 21	5		
	90	egeinemeq si lluser	Panty	ING PLATFORM	Percent of Due Dates Missed Due to Lack of Facilities	601001SIV013 11 21		1 200000	
	21	eperneoned a fluxer	Panty	UNE LOOPS - NON-DESIGNED	Percent of Due Dates Missed Due to Lack of Facilities		5	202002	
5	90	esult is percentage	Panty .	UNE LOOPS - XDSL Provisioned	Percent of Due Dates Missed Due to Lack of Facilities	12 101 Provisioning	5		
	0	result is percentade	Panty	UNE LOOPS - DESIGNED OTHER	Percent of Due Dates Missed Due to Lack of Facilities	BUIUOISIAOJ   1 21	2	1 202002	
	0	result is percentage	Vined	VGPL/050	Percent of Due Dates Missed Due to Lack of Facilities	12 09 Provisioning	2		
	0	apeinamaq si ilusah	Party	ING NOSI/LSC	Percent of Due Dates Missed Due to Lack of Facilities	Provisioning	2	1 202002	
	0	esuit s percentage	Panty	X8d	Percent of Due Dates Missed Due to Lack of Facilities	12 05 Provisioning	2	4 202002	
	<u>9</u> 0	esult is percentage	Ajued	CENTREX	Percent of Due Dates Missed Due to Lack of Facilities	12 04 Provisioning	Z		
	80	result is percentage	Panty	ISBN BSI	Percent of Due Dates Missed Due to Lack of Facilities	Provisioning E0 S1	2	1 202002	30
	80	egennemed zi lluzen	Aued	BUGINESS POTS	Percent of Due Dates Missed Due to Lack of Facilities	12 02 Provisioning	2	L 202002	JZ
	<u>50</u>	spernanaq zi fluzar	Panty	RESIDENTIAL POTS	Percent of Due Dates Missed Due to Lack of Facilities	Provisioning 10.21	5		57
	611	apsinected at fluesh	Party.	UNE Sub-Loops - Voke - Field Work	Percent of Due Dates Missed	6utuoisivoi 9	1 11 133 01	L 202002	az 🗌
		epetrement is percentage	- Aines	NAE Pistom - No Field Work	Fercent of Due Dates Missed	Provisioning	1 11 131 05	1 202002	
	*0		Panty	UNE Platform - Field Work	Percent of Due Dates Missed		10 121 11 1		
	2 21	egetnemer je percentage	Panty	ULE Loops - Non-designed - No Field Work	Percent of Due Dates Missed	BUILIOISINOI	1 11 11 05		
	0	result is percentage		Now biai - biggissbrook - zone Law	Percent of Due Dates Missed	BUILIOISINOI	10.11 11 1		
	611	egetnemeg at fluzen	Panty		Percent of Due Dates Missed		1 11 101 05		
	6.0	esult is percentage	Panty	UNE Loops - xOSL Provisioned - No Field Work	Percent of Due Dates Missed				
	12	egane percentage	Panty	UNE Loops - XDSL Provisioned - Field Work		Princisivoia			
	16	apelnameq si fluser	Panty	NUE Loops - Designed - Field Work	Percent of Due Dates Missed		10 01 11 1		
	5.51	egetneoned at thusen	Panty	VGPL/DS0 - Field Work	Percent of Due Dates Missed	Eninolsivor9	10 60 11 1		
	110	eguinemeq si iluser	Panty	DS 1/ISDN PRI - Field Work	Percent of Due Dates Missed	Provisioning	10 20 11 1		
	29	ออุธากอวารด 21 ที่บรรา	Panty	PBX - No Field Work	Percent of Due Dates Missed	Provisioning	1 11 02 05		
	19	apeinecned a fluger	Panty	Centex - Field Work	Percent of Due Dates Missed	Provisioning	104011		
	515	abejuacuad si jinsau	Panty	Mow beil - Field Work	Percent of Due Dates Missed	Provisioning	10 20 11 1		
	21	esuit is percentage	Aue	Pusiness POTS - No Fleid Work	Percent of Due Dates Missed	Provision	1 11 05 05		
	611	speinsoneg zi Kuzen	Ainey	Business POTS - Field Work	Percent of Due Dates Missed	Provisioning	1 11 02 01	1 202002	SC
	20	result is percentage		Residential POTS - No Field Work	Percent of Due Dates Missed	Provisioning	1 11 01 05		
	<u>50</u> 981	result is percentage	Party.	Residential POTS - Field Work	Percent of Due Dates Missed	6uuoisivoi 9	1010111		
		apelnameq ei fluzer	Hanty -		LUP Network Provisioning	DUIUOISIAOJ 01	0		
	0		Benchmark		Coordinated Customer Conversion as a Percentage On-Time	DUILIOISIADI ( 20 6			
	0	reșuit is percentage		r Ab Brainess	Coordinated Customer Conversion as a Percentage On-Time	60100isiA012 20 6	-		
	0	againachag a liusan	Benchmark	Business		princisivora 11 8	6		
	£ 96	epetnecred a fluzen	Panty		Percent Orders Completed within Standard Interval		8		
	98	esult is percentage	Panty	900- sqob-Loops - Voice	Percent Orders Completed within Standard Interval	8 133 Provisioning	8	20202	
	46	egetnemeq ai husen	Panty	UNE Platform	Percent Orders Completed within Standard Interval	Provisioning 151 8	8	20202	
	98	result is percentage	Panty	Dangeseb-nov - zops	Percent Orders Completed within Standard Interval	prinoizivor9 11 8	8	202002	
	8 56	agetnemeq at Ruser	Panty	banoisivor9 Loops - xDSL Provisioned	Percent Orders Completed within Standard Interval	Provisioning 101 6	8	202002	
1	0	aperneoried a fluxen	Ajued	DAE Loops - Designed	Percent Orders Completed within Standard Interval	DUIUOISIADJA 1 8	8	200202	
	5.86	result is percentage	Party	Xenney	Percent Orders Completed within Standard Interval	Prinoisivo19 40.8	8	202002	
	8 36	sectors a percentage	484	500H 965	Percention Completed with Standard Interval	8 03 STATEMENT	18	1070X	स्र
in a second	า้าอังสามอากส		lunna milit	and the second	analiste feeting and a second s	SURUCESCOLOR ED B	•••••••		() i i
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1000	Year T. Hurshar	Submeasure ID	1	Microsoften (Turcatolica	Claugyregolices		Contractoria (Contractoria)		
FL	200207 275	17a 101	****	Percentage of Tradics within 5 days for New Orses	UNE LOODS - JUSE PROBINER	Perry	coscit is percentage	12	14,8
FL	200207 17a	17a 11	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Panty	result is percentage	75	
	200207 17a 200207 17a	17a 131 17a 133	Provisioning	Percentage of Troubles within 5 days for New Orders Percentage of Troubles within 5 days for New Orders	UNE Platform UNE Sub-Loops - Voice	Panty Panty	result is percentage	75	
	200207 17a	17a 147	Provisioning	Percentage of Troubles within 5 days for New Orders	IEELS	Panty	result is percentage	, , , , , , , , , , , , , , , , , , , ,	
E-	200207 17a	17a 16	Provisioning	Percentage of Troubles within 5 days for New Orders	INP	Panty	result is percentage	0	0
FL	200207 18		Provisioning	Average Completion Notice Interval	All Electronic	Benchmark	result in minutes	Ō	41
FL	200207 18	18 03	Provisioning	Average Completion Notice Interval	Electronic/Manual Mix	Benchmark	result is percentage	0	63 6
FL	200207 19	19 01	Maintenance	Customer Trouble Report Rate	Residential POTS	Panty	result is percentage	24	
FL	200207 19		Maintenance	Customer Trouble Report Rate	Business POTS	Panty	result is percentage	14	08
FL	200207 19		Maintenance	Customer Trouble Report Rate	ISDN 8RI	Panty	result is percentage	0.2	
FL	200207 19		Maintenance	Customer Trouble Report Rate	Centrex	Panty	result is percentage	02	05
FL	200207 19		Maintenance	Customer Trouble Report Rate	PBX	Panty Panty	result is percentage result is percentage	29	
FL_	200207 19		Maintenance		DS1/ISDN PRI	Panty	result is percentage	05	
E-	200207 19 200207 19		Maintenance Maintenance	Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Panty	result is percentage	46	
FL	200207 19		Maintenance	Customer Trouble Report Rate	UNE Loops - Non-designed	Panty	result is percentage	1	12
FL	200207 19		Maintenance	Customer Trouble Report Rate	UNE Platform	Panty	result is percentage	0	0
FL	200207 19		Maintenance	Customer Trouble Report Rate	EELS	Panty	result is percentage	12	
FL	200207 19	19 15	Maintenance	Customer Trouble Report Rate	Interconnection Trunks	Panty	result is percentage	0	0
FL	200207 19		Maintenance	Customer Trouble Report Rate	LNP	Panty	result is percentage	0	
FL		20 01 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Panty	result is percentage	31	22
FL		20 01 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Panty	result is percentage	12 5 25 5	3.7
FL	200207 20	20 02 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Panty	result is percentage result is percentage	25 5	22.9
FL		20 02 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch ISDN BRI - Dispatch	Panty	result is percentage	616	
		20 03 01	Maintenance Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Panty	result is percentage	24.4	ő
E I		20 04 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - No Dispatch	Panty	result is percentage	40	50
E		20 05 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	PBX - Dispatch	Panty	result is percentage	267	0
E.		20 07 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time		Panty	result is percentage	55.7	22 2
	200207 20	20 09 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	VGPL/DS0 - Dispatch	Panty	result is percentage	60 6	100
FL		20 101 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Panty	result is percentage	53 6	48 2
FL		20 11 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Panty	result is percentage	30 2	26.2
FL		20 11 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Panty	result is percentage	13 2 30 2	50 25 6
FL		20 131 01	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Panty	result is percentage	30 2	256
<u>FL</u>		20 131 02	Maintenance	Percentage of Customer Trouble Not Resolved within Estimated Time Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch EELS - Dispatch	Panty	result is percentage	57 1	50
E-		21 01 01	Maintenance Maintenance	Average Time to Restore	Residential POTS - Dispatch	Panty	result in hours	21.1	15 5
6-4	200207 21	21 01 02	Maintenance	Average Time to Restore	Residential POTS - No Dispatch	Panty	result in hours	9.9	
FL		21 02 01	Maintenance	Average Time to Restore	Business POTS - Dispatch	Panty	result in hours	25	176
FL		21 02 02	Maintenance	Average Time to Restore	Business POTS - No Dispatch	Parity	result in hours	25 4	8
FL		21 03 01	Maintenance	Average Time to Restore	ISDN BRI - Dispatch	Panty	result in hours	35 5	48
FL	200207 21	21 04 01	Maintenance	Average Time to Restore	Centrex - Dispatch	Panty	result in hours	31 1	117
FL		21 04 02	Maintenance	Average Time to Restore	Centrex - No Dispatch	Panty	result in hours	32.8	<u>61</u> 451
FL		21 05 01	Maintenance	Average Time to Restore		Panty	result in hours	207	451
IFL I		21 07 01	Maintenance	Average Time to Restore		Panty	result in hours	52	13.4
FL		21 09 01	Maintenance Maintenance	Average Time to Restore Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Panty	result in hours	30.5	30 1
E -		21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Panty	result in hours	16 3	
R I		21 11 02	Maintenance	Average Time to Restore		Panty	result in hours	75	11.2
FL		21 131 01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Panty	result in hours	22 1	18
FL	200207 21	21 131 02	Maintenance	Average Time to Restore		Panty	result in hours	96	5.9
FL	200207 21	21 147.01	Maintenance	Average Time to Restore		Panty	result in hours	56	72
FL -	200207 22		Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Panty	result is percentage	83 5	92 6 91 5
FL	200207 22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Panty	result is percentage	63 8 88 7	<u>915</u> 84 1
FL	200207 22		Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed Residential POTS	Panty Panty	result is percentage result is percentage	18.2	16 1
FL	200207 23 200207 23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days Frequency of Repeat Trouble Reports in 30 Days	Residential POTS Business POTS	Panty	result is percentage	20	197
FL FL	200207 23 200207 23		Maintenance Maintenance	Frequency of Repeat Trouble Reports in 30 Days		Panty	result is percentage	25	50
FL	200207 23		Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Panty	result is percentage	16 7	28.6
	200207 23		Maintenance		PBX	Panty	result is percentage	Ó	100
	200207 23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Panty	result is percentage	34 3	22.2
	200207 23	23 09	Maintenance	Frequency of Repeat Trouble Reports in 30 Days		Panty	result is percentage	22 1	50
FL	200207 23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Panty	result is percentage	19.5	33 3

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1000		Nonber tub	a and a subsection	A NAME OF	Measuremant Description	Disage sector		New Million	C. Parcing	
IFL	200207			1 Hexidenance	Prequency of Repost Trouble Reports in 30 Days	UPIE LOUES - NUN-SSENARED	1000	result is percentage	95.4	20.5
FL	200207	23	23 13	1 Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Panty	result is percentage	18 5	20
FL	200207	23	23 14	7 Maintenance		EELS	Panty	result is percentage	30 8	25
FL	200207	24	24 9	9 Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	result is percentage	_0	0
FL	200207	25		5 Network		Percent Trunk Blockage	Panty	result is percentage	0	0
FL	200207	27		1 Network	Network Outage Notification	Switching	Panty	esult in Hour	0	04
FL,	200207	28	28 0	1 Billing	Usage Timeliness	Resale	Panty	result in days	16	04 16 17
FL	200207	28	28 0	2 Billing	Usage Timeliness	UNE	Panty	result in days	16	17
FL	200207	28	28.0	3 Billing	Usage Timeliness	Switched Access	Benchmark	result is percentage	0	91.1
FL	200207	30		1 Billing		Resale	Benchmark	result is percentage	0	100
FL .	200207	30 30		2 Billing	Wholesale Bill Timeliness	UNE	Benchmark	result is percentage	0	100
FL	200207	30	30.0	4 Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	result is percentage	0	100 99 7
FL	200207	31	310	1 Billing	Usage Completeness	Resale	Panty	result is percentage	8 99	99 7
FL	200207	31		4 Billing	Usage Completeness	Facilities/Interconnection	Benchmark	result is percentage	0	94 5
FL	200207	32	32 0	1 Billing		Resale	Panty	result is percentage	98 9	95 3 17 8
FL	200207	32	32.0	2 Billing	Recurring Charge Completeness	UNE	Benchmark	result is percentage	0	17 8
FL.	200207	33		1 Billing		Resale	Panty	result is percentage	996	100
FL	200207	33		2 Billing		UNE	Benchmark	result is percentage	0	22 9
FL	200207	34 34 01		Billing		Resale - Usage	Panty	result is percentage	93 9	95 8
FL	200207	34 34.01.	02	Billing	Billing Accuracy	Resale - Recurring Charge	Panty	result is percentage	99.4	97 7
FL	200207	34 34 01	03	Billing	Billing Accuracy	Resale - Non-recumng Charge	Panty	result is percentage	95 9	96 5 99 8 93 8
FL	200207	34 34 02		Billing		UNE - Recumng Charge	Benchmark	result is percentage	0	99.8
FL	200207	34 34 02	03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	result is percentage	0	93 8
FL	200207	34 34 04	01	Billing		Facilities/Interconnection - Usage	Benchmark	result is percentage	0	95 4
FL	200207	37		1 Database		Service Order updates	Panty	result is percentage	993	97 4
FL	200207	38 38 01		Database		911 Database - Service Order updates	Panty	result is percentage	100	100
FL	200207	38 38 01				911 Database - Direct Gateway Input	Benchmark	result is percentage	0	100
FL	200207	38 38 02		Database		DA/Listing Database - Service Order updates	Panty	result is percentage	99 9	99.8
FL	200207	39		1 Database		Service Order updates	Panty	result is percentage	100	100
FL	200207	39		2 Database		Direct Gateway Input	Benchmark	result is percentage	0	100
FL	200207	40 40 01				Space availability request - Physical Cageless	Benchmark	result is percentage	0	100
FL	200207	40 40 02				Price and Schedule quote - Physical Cageless	Benchmark	result is percentage	0	100
FL	200207	41 41 04		Collocation		Augment service request - Physical Caged	Benchmark	result is percentage	0	100
FL	200207	41 41 04		Collocation		Augment service request - Physical Cageless	Benchmark	result is percentage	0	0
FL	200207	42		2 Interfaces		Órdenng	Benchmark	result is percentage	0	0
FL	200207	44		1 Interfaces		Ordering Center	Benchmark	result in seconds	0	0
FL	200207	44		2 Interfaces		Repair Center Designed		panty by design	0	0
FL	200207	44	44 0	3 Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	result in seconds	0	

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R 1	133	skep ui ijnsav	Parity	ISDN BBI - Eield Work	Isverage Completed Interval			500206	٦,
	81	skep ut jinsaa	Party	Business POTS - No Field Work	fevnetet for the second s			200200	٦
	82	skep ur ynsar	Parity	Business POTS - Field Work	levated forget of the second s			500206	
	71	skep ur ynsau	Party	Residential POTS - No Field Work	fevrage Completed Interval	07 01 02 Provisioni		200206	1
	56	sveb ni fluxer	Panty.	Residential POTS - Field Work	Isvatate Completed Interval			500206	1 7
	0	sAep ui jinsəj	Party	EELS - Installation	isvietage Jeoppardy Notice Interval	06 147 02 Provisioni		500506	· · ·
	<u>50</u>	skep ur inser	Auer	UNE Platform - Installation	Average Jeopardy Notice Interval	06 131 02 Provisional	9	500206	-
	70	skep ut linset	Panty.	nodelision - bangicab-nov - sport	Isvnetrage Jeoppardy Motice Interval	06 11 02 Provisionii	9	500506	1
	23	skep ui jinsəj	Panty	NUM LOOP - NOV - 2001 - 2001 - 2001	Isvialni ebitov Volice Interval	Inoisivora 10 11.30	9	500506	
	<u>59</u> 50	result in days	Party	UNE Loops - xOSL Provisioned - Installation	Average Jeopardy Motice Interval			200206	
	2.9	Lesult in days	Banty	Insmingread - banoisivoral J20x - agood 3NU	Isviatri epitok Notice Interval			200200	
		skep ui jinsəl	Panty	noileileiani - bengised - aqoo J BNU	Isvising Money Money Internal		9	200Z00Z	1
	0		Panty	UNE Loops - Designed Assignment	Average Jeopardy Notice Interval			500506	
	0	skep ur jinsər skep ur jinsər		Business POTS - Installation	levisini soitoli ybreqosi. spersva			500506	
	7.0		Party	InsmrtpiszA - 2TOS szerisus	Isvietage Jeopardy Motion Internation			500500	
	5.2	SVED II JUUSEN	Panty		Average Jeopardy Notice Interval			500506	-
	<b>9</b> 0	skeb ni liuzan	Panty	Residential POTS - Installation	Average Jeopardy Notice Interval			200206	
90	68	syshin days	Panty	tnamngisza - 2109 Isilnabizaß				5002002	
)	6	result is percentage	Panty	UNE Sub-Loops - Voice	Percentage of Orders Jeopardized			2002002 2002002	-
)	58	result is percentage	Panty	UNE Watom	Percentage of Orders Jeopardized				
)	6	result is percentage	Panty	bangisab-nov - zgoo - BNU	Percentage of Orders Jeopardized			500506	
2	52 9	result is percentage	Banty	DINE Loops - XDSL Provisioned	Percentage of Orders Jeopardized			500206	
	0	result is percentage	Party	peugised - ago J BNU	Percentage of Orders Jeopardized			500206	
) 1	92	spercentage	Panty	X84	Percentage of Orders Jeopardized			500206	
	20	result is percentage	Panty	Септех	Percentage of Orders Jeopardized			500206	
	1	result is percentage	Party	IN I	Percentage of Orders Jeopardized			500506	
0	ç i	result is percentage	Party	Business POTS	Percentage of Orders Jeopardized			500206	
	52	result is percentage	Parity	Residential POTS	Percentage of Orders Jeopardized			902002	
	0	result in hours	Benchmark	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Average Reject Notice Interval	03 03 03 05 05 Order		2002002	
5	ň – – 1	result in hours	Benchmark	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Average Reject Motice Interval	03 03 03 03 01   Order	3	200206	
5	ň	sunou ui jinsəl	Benchmark	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Average Reject Notice Interval	03.03 01 01 Order	£ 3	S00206	
<u> </u>	<u>.</u>	result in hours	Renchmark	Electronic/Manual Mix - Projects	Average FOC/LSC Notice Interval	02.03 17 Order	5	500206	-
7	<u> </u>	sunoų ui jinsaz	Benchmark	Electronic/Manuel Mix - LNP	Average FOC/LSC Notice Interval	05 03 16 Order		500206	-
	0	result in hours	Benchmark	Electronic/Manual Mix - EELS	Average FOC/LSC Notice Interval	05 03 141 Order	Z	500206	<b>•</b>
	<u> </u>	sunoy ur linses	Benchmark	Electronic/Manual Mix - UNE Platform	Average FOC/LSC Notice Interval	03.03 131 Order		200200	
9	0	sinod ni flusar	Benchmark	Electronic/Manual Mix - UVE Loops - Non-designed	Average FOC/LSC Notice Interval	05.03 11 Order		500206	†
3	0	result in hours	Benchmark	Electronic/Manual Mix - UNE Loops - xDSL Provisioned	Average FOC/LSC Notice Interval	05:03:101 Order		500506	1
2	0	stuch in fluser	Benchmark	Electronic/Manual Mix - UNE Loops - Designed	Average FOC/LSC Notice Interval	03.03 10 Order		500500	1
9	0			Electrono/Manual Mix - ISDN BRI	Average FOC/LSC Notice Interval	05 03 03 Order		500500	
8	0	result in hours	Benchmark		Average FOC/LSC Notice Interval	05.03 02 Order		500500	+
2	0	result in hours	Benchmark	Electronic/Manual Mix - Busice POTS	Average FOC/LSC Notice Interval	03/03/03/04 Order		500500	
ς 	0	result in hours	Benchmark	Electronic/Manual Mix - Residential POTS				5002002	
0	0	result in hours	Benchmark	All Electronic - LNP	Average FOC/LSC Notice Interval				
	0	sysh ni fluzar	Benchmark	All Electronic - Interconnection Trunks	Average FOC/LSC Notice Interval	02.01 15 Order		500206	
<b>۱</b> ۹	0	result in hours	Benchmark	All Electronic - UNE Dedicated Transport	Average FOC/LSC Notice Interval	02.01 14 Order		500206	_
	0	result in hours	Benchmark	monter UNE Platform	Average FOC/LSC Notice Interval	02.01.131 Order		500506	
)	0	sunoų ui jinsau	Benchmark	All Electronic - UNE Loops - Non-aggined	Average FOC/LSC Notice Interval	02.01.11 Order		500506	
	0	result in hours	Benchmark	benoisvor9 J20x - 2005 - 2001 END - 2012 Electronic	Isverage FOC/LSC Notice Interval	02 01 101 Order		500506	
	0	sinon ni fiuser	Benchmark	bengised - adool SUC - provided	Average FOC/LSC Notice Interval	02.01.10 Order		200200	
	0	result in hours	Benchmark	ISB NO2I - Sinotsel3 IIA	Average FOC/LSC Notice Interval	02.01 03 Order		200206	1
	ō	sinon ni fluser	Benchmark	All Electronic - Business POTS	Average FOC/LSC Notice Interval	02.01 02 Order		500206	
	õ	sunoų ur linser	Benchmark	All Electronic - Residential POTS	Average FOC/LSC Notice Interval	02 01 01 Order	5	500206	
6	ň ·	result is percentage	Benchmark	Loop Pre-Qualification - All Manual	Average Reponse Time to Pre-Order Quenes		1	500206	
°	ň	Lesnit in hours	Renchmark	(XAR) IsunsM IIA - VilidelisvA viliceT	Average Reponse Time to Pre-Order Quenes	1901.07 02 Pre-Order	lt i	500506	
	ň	result in seconds	Benchmark	Rejected/Failed Inquiries - All Electronic	Average Reponse Time to Pre-Order Quenes			500206	<b>—</b>
	0	spucces ur inser	Benchmark	Service Appointment Scheduling - All Electronic	Average Reponse Time to Pre-Order Quenes			500206	
	0	result in seconds	Benchmark Benchmark	Service Availability - All Electronic	Average Reponse Time to Pre-Order Queries			2002002	1
			Benchmark	Request For Customer Service Record Complex - All Electronic	Average Reponse Time to Pre-Order Queries			200206	1
۱	<u>v</u>	spuoses in fluser		Request For Customer Service Record Simple - All Electronic	Average Reports Time to Pre-Order Queries			5002002	-
	U	result in seconds	Benchmark		Average Reports Time to Pre-Order Queries			500206	
	0	result in seconds	Benchmark	Kednest For Telephone Mumber - MI Electronic					Ļ
	0	SDROOM IN BOSH	4960423065	A A A A A A A A A A A A A A A A A A A	Average Reponse Tyrne to Pre-Order Quenes		Surgeon St	82012 3 <b>3578 36969</b> 3	
1	3. Sec. 9. Sec. 3.	ACT 74447	38 <b>88</b> 84.03		ecodrated menerates	Sedéu j te		33339 <i>4</i> 33332.33	633
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	1	skep u jinsəj	Aue	DUE Loops - Non-designed to the device the d	Provisionin Delay order interval to completion date	10 11 51	21	1902002	13
	68		Party Party		Provisioniri Delay order interval to completion date	13,101,01		500200	1
	72	skep ur jinsər	Party Party	DNE Foods - Designed - 1 - 30 days held	Provisioniri Delay order interval to completion date	10 01 21		500206	٦.
	0	sveb ni iluser		bled sysh OE - 1 - 30 days held	Provisionin Delay order interval to completion date	10 20 21		500206	1 i
	88	skep ur jinsər	Panty	Residential POTS - 1 - 30 days held	Provisioning Delay order interval to completion date	13 01 01		500500	t i
	18	sveb ni ilusan	Panty		Provisionint Percent of Due Dates Missed Due to Lack of Facilities			200206	t i
100	0	result is percentage	Parity	DIRE DEDICATED TRANSPORT	Provisionin/Percent of Due Dates Missed Due to Lack of Equilities			500500	t i
0	96	result is percentage	Panty	NAE SUB-LOOPS - VOICE	Provisioning Percent of Due Dates Missed Due to Lack of Eaclines			200306	1
0	2.8	result is percentage	Panty					500306	τ
34	96	result is percentage	Panty	DNE FOODS - NON-DESIGNED	Provisioning Percent of Due Dates Missed Due to Lack of Facilities			902002	1
22	\$	result is percentage	Party		Provisionin Percent of Due Dates Missed Due to Lack of Facilities				
13.3	ō	result is percentage	Parity	NNE FOODS - DESIGNED OTHER	Provisionin Percent of Due Dates Missed Due to Lack of Facilities	121		500206	1
	66	result is percentage	Panty	CENTREX	Provisioning Percent of Due Dates Missed Due to Lack of Facilities			300206	٦.
	11	result is percentage	Party.	ISON BKI	Provisioning Percent of Due Dates Missed Due to Lack of Facilities		21	302002	ר
	29	esnit is percentage	Panty	BUSINESS POTS	Provisioning Percent of Due Dates Missed Due to Lack of Facilities			200206	٦
7	18	aberceurade	Aught	RESIDENTIAL POTS	Provisionin Percent of Due Dates Missed Due to Lack of Facilities		15	200206	٦
29	0	econit is percentage	Aued	UNE Dedicated Transport - Field Work	Provisionin Percent of Due Dates Missed	11 14 01	11	902002	٦
	58	Lesult is percentage	Lauty	UNE Sub-Loops - Voice - Field Work	Provisionin Percent of Due Dates Missed	11 133 01	11	500206	<u>٦</u> :
		apeinacreation	Augh		Provisionin Percent of Due Dates Missed	11 131 05	11	902002	ī.
	10	abeivaouad si jinsau	- Aue	UNE Platform - Field Work		11 131 01	11	902002	ī
	77	apercentage	Party	UNE Coops - Non-designed - No Field Work	Provisionin Percent of Due Dates Missed	20.11 11		902002	L I
15.6	0				Provisionin Percent of Due Dates Missed	10 11 11		500206	1
128	58	result is percentage	Party		Provisionin Percent of Due Dates Missed	20 101 11		500500	1
586	9.0	result is percentage	Parity		Provision in Percent of Due Dates Missed	10 101 11		500208	1 1
921	22	result is percentage	Parity			10 101 11		3003002	1
1 21	0	result is percentage	Panty		Provisionin Percent of Due Dates Missed			902002	
0	83	egetneoned at flusen	Parity		Provisionin Percent of Due Dates Missed	10 20 11			7:
0	7 67	result is percentage	Parity		Provisionin Percent of Due Dates Missed	11 02 01		200206	7:
0	29	apeineorad zi fluzer	Party	Centrex - Field Work	Provisionin Percent of Due Dates Missed	11 04 01		500206	1:
0	24	result is percentage	երեր	ISDN BRI - No Field Work	Provisionin Percent of Due Dates Missed	11 03 05		500206	ן ו
0	761	result is percentage	Panty	ISDA BBI - Field Work	Provisionin Percent of Due Dates Missed	10 60 11		902002	1.
	91	sesult is percentage	Ajued		Provisionin Percent of Due Dates Missed	11 05 05		2002002	) l.
	58	ecoli is becceurade	Aned		Provisionin Percent of Due Dates Missed	11 02 01		500200	3:
70	120	egenneored ar huser	Parity	Residential POTS - No Field Work	Provisioning Percent of Due Dates Missed	201011	ίι.	200200Z	ר
	112	result is percentage	Lany	Residential POTS - Field Work	Provisioning Percent of Due Dates Missed	11 01 01	11	200206	- ר
£ 26	10	result is percentage	Benchmark	ssaussa	Provisionin Coordinated Customer Conversion as a Percentage On-Time	Z0 6	6	500206	٦;
	0	result is percentage	Alue	Projects	Provisionin Percent Orders Completed within Standard Interval		8	500206	٦.
100	06	result is percentage	- Alne	Interconnection Trunks	Provisionin Percent Orders Completed within Standard Interval		8	90200Z	٦.
0	100	result is percentage	Aued	UNE Sub-Loops - Voice	Provisionin Percent Orders Completed within Standard Interval		8	500206	٦:
0	1 26		Alne9		Provisionin Percent Orders Completed within Standard Interval			500200	7.
0	86	result is percentage		UNE Loops - Mon-designed	Provisionin Percent Orders Completed within Standard Interval			300200	1 - i
2 98	1 26	result is percentage	Panty		Provisioning Percent Orders Completed within Standard Interval			902002	1
E 22	S 96	result is percentage	Panty		Provisionin Percent Orders Completed within Standard Interval			902002	t i
6 92	0	result is percentage	Parity		Provisioning Percent Orders Completed within Standard Interval			300306	1
0	5 26	eganary percentage	Panty						
100	9 96	egeineoneg al flusen	Panty		Provisionin Percent Orders Completed within Standard Interval			200206	1
100	17 88	result is percentage	Panty		Provisionin Percent Orders Completed within Standard Interval			500506	1
Þ 96	S S6	result is percentage	Panty		Provisionin Percent Orders Completed within Standard Interval			500206	1
	9 86	esult is percentage	Panty	Residential POTS	Provisioniri Percent Orders Completed within Standard Interval			200206	٦
	92	skep ui tinsai	Panty	Projects - No Field Work	Provisioniri Average Completed Interval			500206	٦. ا
10	99	skep ui jinsəj	Lanty .	Projects - Field Work	Provisionin Average Completed Interval	10 21 20		200206	1
i	82	skep ur jinsar	Alued		Provisionir/Avetage Completed Interval	10 661 20		500206	1
ă	171	skep ui ynsau	Aued		Provisionir Average Completed Interval	20 131 02	2	500506	٦
	112	skep ur jinsau	Lanty		Provisionin Average Completed Interval	10 151 20	2	500206	1
		skep ur jinser	Alue		Provisionin Average Completed Interval	201120		3002002	1
	0	skep ur tinser	Banty	UNE Loops - Non-designed - Field Work	Provisionin Average Completed Interval	10 11 20		200200Z	1
69	82	skep ul tinsat	Aued	UNE Loops - xDSL Provisioned - No Field Work	Provisioniri Average Completed Interval	20 101 20		902002	i
15	84			UNE Loops - xDSL Provisioned - Field Work	Provisionin Average Completed Interval	10 101 20		300308	t i
	75	result in days	Panty	UNE Loops - Designed - Field Work	Provisioning Average Completed Interval	10 01 20		5005002	Hi
89	0	result in days	Panty		Provisionin Average Completed Interval	10 50 20		1902002	1 1
0	45	result in days	Panty	PBX - Field Work					
£	38	result in days	Panty	Centrex - Freid Work	Provisioning Average Completed Interval	10 10 20		500206	1-1
0	85	skep us wreak	(9 <b>%</b> )	ANN SAR I AN I NIGSI	ISV79/01 (MARKUS ALABARA) INDIRIVIT	01 02 CS	200000000000000000000000000000000000000	50202	
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1888 B			50000000000 50				Banctona K		Compation	Appropriate
100 A IC	Month Year	Heardser	0	Doom	Mitansistamente Desecription	Disaggregation	Portey	Result Type	Results	Resulta
IFL T	200206	13	13.14.01	Frovisionin	Delay order external to completion date	UNE Deacated Transport - 1 - 30 days held	Party	present in days	0	9
FL	200206	14	14 01	Provisionin	Held Order Interval	Residential POTS	Panty	result in days	9.3	
FL	200206	14	14 02	Provisionin	Heid Order Interval	Business POTS	Panty	result in days	14 4	
FL.	200206	14			Heid Order Interval	D\$1/ISDN PRI	Panty	result in days	51 2	113
FL,	200206	14			Held Order Interval	UNE Loops - Designed	Panty	result in days	0	3
FL	200206	14			Held Order Interval	UNE Loops - xDSL Provisioned	Panty	result in days	89	
FL	200206	14			Held Order Interval	UNE Dedicated Transport	Parity	result in days	0	
FL	200206				Held Order Interval	Interconnection Trunks	Parity	result in days	14	
FL	200206	15	15 01 01		Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Out of service	Parity	result is percentage	02	
FL	200206		15 01 02		Percent Provisioning Trouble Reports	Resale Res POTS and Bus POTS - Not out of service	Parity Parity	result is percentage result is percentage	34	
FL	200206		15 03 01		Percent Provisioning Trouble Reports	UNE Loops Non-Designed and Subloops - Out of service	Parity	result is percentage	06	
FL	200206		15 03 02			UNE Loops Non-Designed and Subloops - Not out of service	Parity	result is percentage	00	
FL	200206		15 05 01		Percent Provisioning Trouble Reports	LNP - Out of service	Parity	result is percentage		- ő
FL	200206		15 05 02		Percent Provisioning Trouble Reports	LNP - Not out of service	Parity	result is percentage	35	
FL	200206 17		17a 01			Residential POTS	Parity	result is percentage	39	
FL	200206 17		17a 02 17a 03		Percentage of Troubles within 5 days for New Orders Percentage of Troubles within 5 days for New Orders	ISDN BR!	Parity	result is percentage	26	
	200206 17		17a 03 17a 04				Panty	result is percentage	20	
FL FL	200206 17		17a 04 17a 05			PBX	Panty	result is percentage	i î	ő
FL	200206 17		17a 05 17a 07			DS1/ISDN PRI	Parity	result is percentage	26	0
FL	200206 17		17a 09			VGPL/DS0	Parity	result is percentage	0	
FL	200206 17		17a 10			UNE Loops - Designed	Panty	result is percentage	0	0
FL	200206 17		17a 101		Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Provisioned	Parity	result is percentage	38	6 8
FL	200206 17		17a 11		Percentage of Troubles within 5 days for New Orders	UNE Loops - Non-designed	Parity	result is percentage	7	15 1
FL	200206 17		17a.131		Percentage of Troubles within 5 days for New Orders	UNE Platform	Parity	result is percentage	3.6	0
FL FL	200206 17		17a 133		Percentage of Troubles within 5 days for New Orders	UNE Sub-Loops - Voice	Parity	result is percentage	7	0
FL	200206 17		17a 16		Percentage of Troubles within 5 days for New Orders	LNP	Parity	result is percentage	0	0
FL	200206	18	18 01	Provisionia	Average Completion Notice Interval	All Electronic	Benchmark	result in minutes	0	16 1
FL	200206	18			Average Completion Notice Interval	Electronic/Manual Mix	Benchmark	result is percentage	0	53 25 07
FL	200206	19			Customer Trouble Report Rate	Residential POTS	Parity	result is percentage	2	25
FL	200206	19	19 02	Maintenan		Business POTS	Parity	result is percentage	12	07
FL	200206	19				ISDN BRI	Parity	result is percentage	02	04
FL	200206	19				Centrex	Parity	result is percentage	0.1	01
FL	200206	19				PBX	Panty	result is percentage	01	0
FL	200206	19				DDS	Parity	result is percentage	02	
FL	200206	19				DS1/ISDN PRI	Parity	result is percentage	01	02
FL	200206	19				VGPL/DS0	Panty Panty	result is percentage	4	
FL	200206	19			Customer Trouble Report Rate	UNE Loops - xDSL Provisioned	Panty Panty	result is percentage	0.8	
FL	200206	19	19 11	Maintenar	Customer Trouble Report Rate	UNE Loops - Non-designed	Panty	result is percentage	00	
H-+-	200206	19			Customer Trouble Report Rate	UNE Platform	Parity	result is percentage		
FL	200206	19			Customer Trouble Report Rate	EELS	Panty	result is percentage	1352 2	07
	200206	19			Customer Trouble Report Rate		Parity	result is percentage	0	0
FL FL	200206		20 01.01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Parity	result is percentage	25	171
FL	200206		20 01.01		Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Parity	result is percentage	10 9	6.6
	200206		20 01 02		Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Panty	result is percentage	19 2	
FL	200206		20 02 01		Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Panty	result is percentage	21 5	21 2
FL	200206		20 02 02		Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Panty	result is percentage	55	
FL	200206		20 04 01	Maintenar	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Panty	result is percentage	17,7	0
FL	200206		20.07 01	Maintenar	Percentage of Customer Trouble Not Resolved within Estimated Time	DS1/ISDN PRI - Dispatch	Panty	result is percentage	57 7	50 50 0
FL	200206		20 101 01	Maintenar	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Panty	result is percentage	41 7	50
FL	200206		20 101 02	Maintenar	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - No Dispatch	Parity	result is percentage	84	0
FL	200206		20 11.01		Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Panty	result is percentage	23 2	37 3
FL	200206		20 11 02		Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Parity	result is percentage	13	
FL	200206	20	20 131 01		Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Panty	result is percentage	24 1	
FL	200206	20	20 131 02	Maintenar	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - No Dispatch	Parity	tresult is percentage	11.2	0
FL	200206	20	20 147 01		Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Dispatch	Parity	result is percentage	55 6	0
FL	200206		21 01 01		Average Time to Restore	Residential POTS - Dispatch	Parity	result in hours	19.1	
FL	200206		21 01.02	It down to make	Average Time to Restore	Residential POTS - No Dispatch	Panty	result in hours	: 85	

			Subreauer Ri	Type	Measurement Description		ne const Part	Preud Type	ILEC CLEC Comparente Appropriete Restuite Pertuite
FL	200.006				Antropy Tone to Restore	Desegregation Enteres POIS - Deset-	Panty	Kessel in hours	213 10.5
	200206		1 21 02 02		Average Time to Restore	Business POTS - No Dispatch	Panty	result in hours	24.4 81
FL	200206		1 21 03 01		Average Time to Restore	ISDN BRI - Dispatch	Panty	result in hours	28 1 40 8
FL	200206		1 21 04 01		Average Time to Restore	Centrex - Dispatch	Parity	result in hours	20 4 22 7
FL	200206		1 21.07 01		Average Time to Restore	DS1/ISDN PRI - Dispatch	Parity	result in hours	54 22
FL	200206		1 21 101.01		Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Parity	result in hours	26 4 29 7
FL	200206		1 21.101.02		Average Time to Restore	UNE Loops - xDSL Provisioned - No Dispatch	Panty	result in hours	26 2 21 1
FL	200206		1 21 11 01		Average Time to Restore	UNE Loops - Non-designed - Dispatch	Parity	result in hours	14 8 22 4
FL	200206		1 21 11.02		Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Parity	result in hours	69 3
FL	200206	21	1 21 131 01		Average Time to Restore	UNE Platform - Dispatch	Panty	result in hours	198 194
FL	200206		1 21 131 02		Average Time to Restore	UNE Platform - No Dispatch	Parity	result in hours	83 109
FL	200206	21	1 21 147 01	Maintenan	Average Time to Restore	EELS - Dispatch	Parity	result in hours	53 67
FL	200206	22	2 22 01		POTS Out of Service Less Than 24 Hours	Residential POTS	Panty	result is percentage	88 4 95 6
FL	200206	22		Maintenan	POTS Out of Service Less Than 24 Hours	Business POTS	Parity	result is percentage	67 8 92 6
FL	200206	22	2 22 11		POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Parity	result is percentage	91 9 67 2
FL	200206	23	3 23 01		Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Parity	result is percentage	146 115
FL	200206	2	3 23 02		Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Panty	result is percentage	19 4 15.1
FL	200206	23	3 23 03		Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Panty	result is percentage	14.6 0
FL	200206	23			Frequency of Repeat Trouble Reports in 30 Days	Centrex	Parity	result is percentage	16.3 0
FL	200206	23			Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Parity	result is percentage	22.4 50
FL.	200206	23			Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	result is percentage	18 1 36 8 15.2 20 9
FL	200206	_23			Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Parity	result is percentage	
FL	200206	23			Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	result is percentage	15 5 16 7 21 2 50
FL	200206	23			Frequency of Repeat Trouble Reports in 30 Days	EELS	Parity	result is percentage	0 0
FL	200206	24			Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	result is percentage	
FL	200206	25		Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Panty	result is percentage	0 01
FL	200206	27		Network	Network Outage Notification	Switching	Panty Panty	esult in Hour	17 16
FL	200206	28		Billing	Usage Timeliness	Resale	Panty	result in days	17 16
FL	200206	28		Billing	Usage Timeliness	UNE	Benchmark	result is percentage	0 99.9
FL	200206	28		Billing	Usage Timeliness	Switched Access	Benchmark	result is percentage	0 333
FL	200206	30		Billing	Wholesale Bill Timeliness	Resale	Benchmark	result is percentage	0 100
FL	200206	30		Billing	Wholesale Bill Timeliness	UNE Facilities/Interconnection	Benchmark	result is percentage	0 100
EL	200206	30		Billing	Wholesale Bill Timeliness	Resale	Panty	iresult is percentage	99 9 99 99 9
FL	200206	31		Billing	Usage Completeness	Facilities/Interconnection		result is percentage	0 99 2
FL	200206	31		Billing	Usage Completeness	Resale	Panty	result is percentage	94 8 98 5
	200206	32		Billing	Recurring Charge Completeness Recurring Charge Completeness	UNE	Benchmark	result is percentage	0 77
FL	200206	33		Bilkna	Non-Recurring Charge Completeness	Resale	Parity	result is percentage	99 6 99 5
FL	200206	33		Billing	Non-Recuming Charge Completeness	UNE	Benchmark	result is percentage	0 76.6
FL 1	200206		4 34 01.01	Billing	Billing Accuracy	Resale - Usage	Panty	result is percentage	92 4 90 9
FL 1	200206		34 01.02	Billing	Billing Accuracy	Resale - Recuming Charge	Panty	result is percentage	99 4 97 8
FL	200206		1 34 01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	result is percentage	96 97
FL 1	200206		1 34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	result is percentage	0 98.2
FL 1	200206		1 34 02 03	Bilkna	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	result is percentage	0 94.4
FL	200206		1 34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	result is percentage	0 93 1
FL I	200206	37			Database Update Timeliness	Service Order updates	Panty	result is percentage	99 6 99 6
FL	200206		3 38 01.01		Percent Database Accuracy	911 Database - Service Order updates	Panty	result is percentage	0 100
FL	200206	39			E911/911 MS Database Update Interval	Service Order updates	Panty	result is percentage	100 100
FL	200206	39			E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	result is percentage	0 100
FL	200205		40 01 02		Time to Respond to a Collocation Request	Space availability request - Physical Cageless	Benchmark	result is percentage	0 100
FL	200206		40 02 02		Time to Respond to a Coliocation Request	Price and Schedule guote - Physical Cageless	Benchmark	result is percentage	0 100
FL	200206		41 04 02		Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	result is percentage	0 100
FL	200206	42			Percent of Time Interface is Available	Ordenng	Benchmark	result is percentage	0 0
FL	200206	43	43 01	Interfaces	Average Notification of Interface Changes	Pre-ordering	Benchmark	result is percentage	0 0
FL	200206	43			Average Notification of Interface Changes	Ordering	Benchmark	result is percentage	0 0
FL	200206	44			Center Responsiveness	Ordening Center	Benchmark	result in seconds	0 0
FL	200206	44			Center Responsiveness	Repair Center Designed	Benchmark	panty by design	
FL	200206	44	44.03	Interforec	Center Responsiveness	Repair Center Non-Designed	isenchmark	result in seconds	VI 01

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State	iceall, Year,		i hre	Measurement Description	Druggregation		Result i ype	. Arsuns	Resume
FL 1	200205	1 01 01 61		Average Reporce Time to Pre-Order Quenes	Address Verbusion/Deports Respond - All Electronic	Renchmark	(result in seconds)	3	
FL	200205	1 01 02 01		Average Reponse Time to Pre-Order Quenes	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	
FL	200205	1 01 03 01		Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	
FL	200205	1 01 031 01		Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	
FL	200205	1 01.04 01		Average Reponse Time to Pre-Order Queries	Service Availability - All Electronic	Benchmark	(result in seconds)	0	
FL	200205	1 01 05 01		Average Reponse Time to Pre-Order Quenes	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	
FL	200205	1 01 06 01		Average Reponse Time to Pre-Order Quenes	Rejected/Failed Inquines - All Electronic	Benchmark	(result in seconds)	0	
FL	200205	1 01 07 02	Pre-Order	Average Reponse Time to Pre-Order Quenes	Facility Availability - All Manual (FAX)	Benchmark	(result in hours)	0	144 9
FL	200205	1 01 08 02	Pre-Order	Average Reponse Time to Pre-Order Quenes	Loop Pre-Qualification - All Manual	Benchmark	(result is percentage)	0	97 9
FL	200205	2 02.01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	0
FL	200205	2 02 01 02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	Ö	0
FL	200205	2 02 01 03	Order	Average FOC/LSC Notice Interval	All Electronic - ISDN BRI	Benchmark	(result in hours)	0	0
FL	200205	2 02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Provisioned	Benchmark	(result in hours)	0	02
FL	200205	2 02.01.11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	0
FL	200205	2 02 01.131	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Platform	Benchmark	(result in hours)	0	0
FL	200205	2 02 01 14	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Dedicated Transport	Benchmark	(result in hours)	0	89
FL	200205	2 02.01 15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in days)	0	39.8
FL	200205	2 02 01.16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	01
Fi	200205	2 02.01 17	Order	Average FOC/LSC Notice Interval	All Electronic - Projects	Benchmark	(result in hours)	ō	89
FL	200205	2 02 03 01		Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	- o	
FI	200205	2 02 03 02	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential + 070	Benchmark	(result in hours)		
FT	200205	2 02 03 03	Order	Average FOC/LSC Notice interval	Electronic/Manual Mix - ISDN BR	Benchmark	(result in hours)		
in the second se	200205	2 02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed	Benchmark	(result in hours)		
FL	200205	2 02 03 10	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed	Benchmark	(result in hours)	0	
FL	200205	2 02.03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - XUSL Provisioned	Benchmark	(result in hours)	0	
	200205	2 02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	63
	200205	2 02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	Benchmark	(result in hours)		2.2
	200205	2 02 03 147	Order	Average FOC/LSC Notice Interval Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS	Benchmark	(result in hours)		2.2
	200205	2 02 03 16	Order	Average FOC/LSC Notice Interval Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)		49
	200205	3 03 03 02.01	Order	Average FOC/LSC Notice Interval Average Reject Notice Interval		Benchmark	(result in hours)		75
	200205		Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	<u>v</u>	44
	200205				Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports			1 44	03
FL				Percentage of Orders Jeopardized	Residential POTS	Panty	(result is percentage)	3 73	1.2
FL	200205				Business POTS	Panty	(result is percentage)	0 96	1.2
FL	200205	5 503	Provisionin	Percentage of Orders Jeopardized	ISDN BRI	Panty	(result is percentage)		0
FL	200205	5 04	Provisionin	Percentage of Orders Jeopardized	Centrex	Parity	(result is percentage)	1 54	0
FL	200205				PBX	Panty	(result is percentage)	5 56	
발	200205			Percentage of Orders Jeopardized	UNE Loops - Designed	Panty	(result is percentage)	0	0
FL	200205	5 5 101	Provisionin	Percentage of Orders Jeopardized	UNE Loops - xDSL Provisioned	Panty	(result is percentage)	23 25	19
FL	200205	5 511	Provisionin	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	6.29	<u> </u>
FL	200205	5 5 131	Provisionin	Percentage of Orders Jeopardized	UNE Platform	Рапту	(result is percentage)	1 66	0
FL	200205			Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Parity	(result is percentage)	6 29	0
FL	200205	6 06 01 01		Average Jeopardy Notice Interval	Residential POTS - Assignment	Parity	(result in days)	5 38	22
FL	200205	6 06.01 02		Average Jeopardy Notice Interval	Residential POTS - Installation	Panty	(result in days)	0 47	14
FL	200205	6 06.02 01		Average Jeopardy Notice Interval	Business POTS - Assignment	Parity	(result in days)	35	48
FL	200205				Business POTS - Installation	Panty	(result in days)	0 29	0.8
FL	200205	6 06.03.02			ISDN BRI - Installation	Panty	(result in days)	0 58	15
FL	200205	6 06 10 02			UNE Loops - Designed - Installation	Panty	(result in days)	0	39
FL	200205	6 06.101 01	Provisionin	Average Jeopardy Notice Interval	UNE Loops - xDSL Provisioned - Assignment	Panty	(result in days)	6 24	48
FL	200205	6 06 101 02			UNE Loops - xDSL Provisioned - Installation	Panty	(result in days)	0 39	53
FL	200205			Average Jeopardy Notice Interval	UNE Loops - Non-designed - Assignment	Panty	(result in days)	3 47	24
FL	200205	6 06 11 02	Provisionin	Average Jeopardy Notice Interval	UNE Loops - Non-designed - Installation	Panty	(result in days)	0 29	28
FL	200205			Average Jeopardy Notice Interval	UNE Platform - Installation	Panty	(result in days)	0.43	08
		6 06 147 02	Drosocionin	Average Jeopardy Notice Interval	EELS - Installation	Panty	(result in days)	Ó	29
FL	200205	010014102 1	FIOVISION					2 45	38

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33	21 01	(result is percentage)	Panty	BUSINESS POTS	12 12 02 Provisionin Percent of Due Dates Missed Due to Lack of Facilities	502002
	10 13	(result is percentage)	Panty	STO9 JAITUA STO9 JAITUA	12 12 01 Provisioning Percent of Due Dates Missed Due to Lack of Facilities	200202 200202 200202
19	0	(result is percentage)	Panty	UE Dedicated Transport - Field Work	11 11 14 01 Percent of Due Dates Missed	500206
	58.9	(result is percentage)	hanty Party	ULE Sub-Loops - Voice - Field Work	11 133 01 Provisioninf Percent of Due Dates Missed	50202
0	0 56	(esult is percentage)	Гапуу	DNE Platform - No Field Work	11 11 131 02 Provisionin Percent of Due Dates Missed	500502 500502
0	19 7	(ecenti is percentage)	Kime4	UKE Platform - Field Work	11 11 131 01 Provisionin Percent of Due Dates Missed	50205
59	10	(aperueoned si flueen	Awed	UNE Loops - Non-designed - No Field Work	11 11 02 Provisionin Percent of Due Dates Missed	500502
	58.9	(result is percentage)	Кшед	UNE Loops - Non-designed - Field Work	11 11 01 Provisionin Percent of Due Dates Missed	500502 500502
13.3	28 9	(esequenced si ginsed)	Lough I	UNE Loops - xDSL Provisioned - No Field Work	bessiM sets of Due Descent of Due Descent and the Descent of the Descent of Due Descent of the D	502002
	90 9	(result is percentage)	Louid Hand	UNE Loops - xDSL Provisioned - Field Work	11 101 01 Percent of Due Dates Missed	C07007
513		(result is percentage)	Aued		11 11 00 1 Erovisionin Percent of Due Dates Missed	500202 500202 500202
P	0	(result is percentage)	Party.	DS I/ISDN PRI - Field Work	11 11.07.01 Provisionin Percent of Due Dates Missed	500202
0	0		Party		11 11 05 01 Percent of Due Dates Missed	500502
10	942	(result is percentage)		Centrex - No Field Work	11.04 02 Provisioning Percent of Due Dates Missed	500502
0	9Z Z	(egetneoned si fluzen)	Party	Centrex - Field Work	11 11 04 01 Frowsionin Percent of Due Dates Missed	500502
0	17	(result is percentage)	Panty		11 11 03 02 Provisioninf Percent of Due Dates Missed	500502 500502
0	1 48	(result is percentage)	Panty	No Field Work		500502
0	12 82	(eguit is percentage)	Party	ISDN BBI - Eield Work		500202
80	60 L	(result is percentage)	Panty	Business POTS - No Field Work		1506006
52	58 9	(egenecnec si fluzen)	Panty	Business POTS - Field Work	11 11 05 01 Provisioning Percent of Due Dates Missed	500202 500202 500202
0	610	(result is percentage)	Parity	Residential POTS - No Field Work	11 11 01 02 Provisionin Percent of Due Dates Missed	200202
11	91 12	(result is percentage)	Party	Residential POTS - Field Work	11 11 01 01 Percent of Due Dates Missed	500202
12 GL	0	(esult is percentage)	Ращу	AN	10 Provisionin LUP Network Provisioning	50202
1001	0	(esuit is percentage)	Benchmark	[[Nb	9 03 Provisionin/Coordinated Customer Conversion as a Percentage On-Time	200205
116	0	(esult is percentage)	Benchmark	ssausng	9 9 02 Provisionin/Coordinated Customer Conversion as a Percentage On-Time	500202
	21 56	(esult is percentage)	Party	Projects	8.17 Provisioning Percent Orders Completed within Standard Interval	500202
0	1001	(result is percentage)	եթանչ	Interconnection Trunks	8 15 Provisioning Percent Orders Completed within Standard Interval	200205
ō	111 86	(esult is percentage)	Panty	UNE Sub-Loops - Voice	8 133 Provisionin Percent Orders Completed within Standard Interval	500202 500202
0	8 86	(usenți is bercentage)	Party	UNE Platform	8 131 Provisional Prevent Orders Completed within Standard Interval	500202
6 99	11 66	(esult is percentage)	үте9	DAE Loops - Non-degination	8 8 11 Provisioning Percent Orders Completed within Standard Interval	200205
1 62	81 26	(result is percentage)	Party	UNE Loops - xDSL Provisioned	8 101 Provisioning Percent Orders Completed within Standard Interval	5000202 500202 500202 500202 500202
	0	(aperuaciad si jinsai)	Amed	UNE Loops - Designed	8 8 8 1 Provisionin/Percent Orders Completed within Standard Interval	200205
	26	(eany is beccourage)	Panty	X84	8 8 05 Provisionin Percent Orders Completed within Standard Interval	500205
	22.96	(ecentian percentage)	Party	Centex	8 04 Provisionin Percent Orders Completed within Standard Interval	200202
001	26 56	(apennanaq ei fluean)	Party		8 8 8 03 Provisionin Percent Orders Completed within Standard Interval	200205
	171 96	(usenit is percentage)	Party	STO9 scenes	8 22 Provisionin/Percent Orders Completed within Standard Interval	50202
1 66	1 66	(esequenced si jinser)	Aued	Residential POTS	8 01 Provisionin Percent Orders Completed within Standard Interval	50202
	59 6	(skep ui insai)	-Auer	Projects - No Freid Work	7 07 17 02 Provisionin Average Completed Interval	500205
44		(skep ul tinsol)	Party.	Projects - Field Work	7 07 17.01 Provisionin Average Completed Interval	500205
43	4 59	(skep ur unsau)	Lanty -	UNE Sub-Loops - Voice - Field Work	7 07 133 01 Provisionin Average Completed Interval	500202
0	5 96	(skep ul tinsa)	Party	NNE bistom - No Field Work	7 07 131 02 Provisionin Average Completed Interval	200202
0	991	(skep ur tiusen)	Panty	UNE Platform - Fleid Work	7 07 131 01 ProvisionirkAverage Completed Interval	200202
<u>.</u>	5 22	(skep ur tinsar)	Party	UNE Loops - Non-designed - No Field Work	7 07 11 02 ProvisioninAverage Completed Interval	502002
88	0		Party	UNE Loops - Non-designed - Frield Work	7 07 11 01 Provisionin Average Completed Interval	200302
	96 Z	(skep ui iinsai)		UNE Loops - XDSL Provisioned - No Field Work	To T	200202
	4 83	(result in days)	Рапу	UNE Loops - x0SL Provisioned - No Eveld Work	7 07 101 101 Personal Provision Average Completed Interval	300302
	96 7	(skep ui ynsau)	Lanty Control	UNE Loops - Designed - Field Work	For the formation of th	500202 200202
	0	(skep ui yinsəi)	Party	PBX - Field Work	7 07 05 01 Provisionin Average Completed Interval	500302
	S 38	(skep ui ynsau)	Party			200202
	3 33	(skep ur ihusau)	Panty	Centex - No Field Work		
97	60 7	(skep ur fluzen)	Panty -	Centex - Field Work		500205
0	ZL 9	(skep ui ginsai)	Panty	No Field Work	7 07 03 02 Provisionin Average Completed Interval	500202
101	Z9 01	(skep ui ginsai)	Panty	ISDN BKI - Field Work	7 07 03 01 Provisionin Average Complete Alterval	500502
86	Z0 Z	(sveb ni flusen)	Ращу	Business POTS - No Field Work	7 07 02 02 Provisionirh Average Completed Interval	500205
94	96 Z	(sveb ni husen)	Panty	Anow biel - 2TOS search	7 02 02 01 Provisionin/Average Completed Interval	500206
53	1 23	(skep ur yerko)	1010d	Alow 1994 S 1994 Selfnebics	20102 D102 Provisioni Average Compared Interval	\$0202
39909499		ady't Busak	X4476	geraddi sdagou		eamon turey shoot less
1.08x0000	gospieduog	1	Service string		eutseaugis jueu	ianarah
89198	Sonani 🥯		{			

888 B	Month Yes Manag	nens Submeasure					Benchmark		Comparison .	CLEC Agenerat
235#{}	Month Year 😳 Munda	9 } XXX 10 XXXX	S Type:	Measurement Description		Disaggregation	I Parry III	Керий Туре	A Rewler	Republic
-	200205{	12 12 03	Promisioni	Percent of 050 Doxy Missed Due to Lack of Facilities	ISON I	281	Party	(result is percentage)	1	~~~~~~
	200205		Provisioni	Percent of Due Dates Missed Due to Lack of Facilities	UNE L	LOOPS - DESIGNED OTHER	Panty	(result is percentage)	0	
L	200205	12 12 101	Provisionii	Percent of Due Dates Missed Due to Lack of Facilities	UNE L	LOOPS - XDSL Provisioned	Panty	(result is percentage)	6 52	6
L	200205	12 12 11	Provisional	Percent of Due Dates Missed Due to Lack of Facilities	UNE L	LOOPS - NON-DESIGNED	Panty	(result is percentage)	13 9	2
L I	200205			Percent of Due Dates Missed Due to Lack of Facilities		PLATFORM	Panty	(result is percentage)	10 12	
L	200205	12 12 133	Provisional	Percent of Due Dates Missed Due to Lack of Facilities	UNE S	SUB-LOOPS - VOICE	Panty	(result is percentage)	13 9	
1	200205	12 12 14		Percent of Due Dates Missed Due to Lack of Facilities		DEDICATED TRANSPORT	Panty	(result is percentage)	0	10
L	200205	13 13 01 01		Delay order interval to completion date		entral POTS - 1 - 30 days held	Parity	(result in days)	8 75	
ĩ.	200205	13 13 02 01		Delay order interval to completion date		ess POTS - 1 - 30 days held	Panty	(result in days)	10 56	
L	200205	13 13 101 01		Delay order interval to completion date		Loops - xDSL Provisioned - 1 - 30 days held	Panty	(result in days)	6 27	7
Ë.	200205	13 13.11 01		Delay order interval to completion date		Loops - Non-designed - 1 - 30 days held	Panty	(result in days)	10 9	
ī	200205	13 13 14 01		Delay order interval to completion date		Dedicated Transport - 1 - 30 days held	Panty	(result in days)		
1	200205			Held Order Interval		ential POTS	Panty	(result in days)	9 35	6
	200205			Heki Order Interval		ess POTS	Panty	(result in days)	18.8	0
1.	200205			Held Order Interval	ISDN 8		Panty	(result in days)	30 78	4
	200205			Heid Order Interval		SDN PR	Panty	(result in days)	57 91	
1	200205			Held Order Interval			Panty	(result in days)	5/ 91	
<u>L</u>	200205					coops - Designed				
				Held Order Interval		coops - xDSL Provisioned	Panty	(result in days)	13 13	6
L	200205			Held Order Interval		coops - Non-designed	Panty	(result in days)	12 78	
<u> </u>	200205			Held Order Interval		Dedicated Transport	Panty	(result in days)	0	20
L	200205			Percent Provisioning Trouble Reports		e Res POTS and Bus POTS - Out of service	Panty	(result is percentage)	2 05	0
L	200205	15 15 01.02		Percent Provisioning Trouble Reports		e Res POTS and Bus POTS - Not out of service	Panty	(result is percentage)	0 25	
L	200205			Percent Provisioning Trouble Reports		oops Non-Designed and Subloops - Out of service	Panty	(result is percentage)	2 54	0
L	200205	15 15 03 02		Percent Provisioning Trouble Reports		oops Non-Designed and Subloops - Not out of service	Panty	(result is percentage)	034	
L	200205			Percent Provisioning Trouble Reports		Out of service	Panty	(result is percentage)	0	
L	200205			Percent Provisioning Trouble Reports		Not out of service	Panty	(result is percentage)	0	
L	200205 17a	17a 01	Provisionin	Percentage of Troubles within 5 days for New Orders	Reside	entral POTS	Panty	(result is percentage)	2 84	4
1	200205 17a	17a 02	Provisionir	Percentage of Troubles within 5 days for New Orders	Busine	ess POTS	Panty	(result is percentage)	3 81	5
L	200205 17a	17a 03	Provisionin	Percentage of Troubles within 5 days for New Orders	ISDN 8	BRI	Panty	(result is percentage)	11	
L	200205 17a	17a 04		Percentage of Troubles within 5 days for New Orders	Centre	ex construction of the second s	Panty	(result is percentage)	0 39	
i l	200205 17a	17a 05		Percentage of Troubles within 5 days for New Orders	PBX		Panty	(result is percentage)	0	
1	200205 17a	17a 07		Percentage of Troubles within 5 days for New Orders		SDN PRI	Panty	(result is percentage)	1 68	
7	200205 17a	17a 09		Percentage of Troubles within 5 days for New Orders			Panty	(result is percentage)	0 36	
i l	200205 17a			Percentage of Troubles within 5 days for New Orders		.oops - Designed	Parity	(result is percentage)	14 29	
	200205 17a	17a 101		Percentage of Troubles within 5 days for New Orders		oops - xDSL Provisioned	Panty	(result is percentage)	4 43	8
<u></u>	200205 17a	17a 11		Percentage of Troubles within 5 days for New Orders		oops - Non-designed	Panty	(result is percentage)	6 47	15
-	200205 17a	17a 131		Percentage of Troubles within 5 days for New Orders		Platform	Panty	(result is percentage)	2 94	
	200205 17a	17a 133		Percentage of Troubles within 5 days for New Orders		Sub-Loops - Voice	Panty	(result is percentage)	647	
	200205 17a	17a 16		Percentage of Troubles within 5 days for New Orders			Panty	(result is percentage)	04/	
	200205 178			Average Completion Notice Interval	Ali Elec		Benchmark	(result is percentage) (result in minutes)		403
	200205			Customer Trouble Report Rate		ential POTS	Parity	(result is percentage)	1 52	403
	200205								1 08	2
	200205			Customer Trouble Report Rate			Panty	(result is percentage)	0 16	
					ISDN E		Parity	(result is percentage)		0
<u> </u>	200205	19 19 04	Maintenan	Customer Trouble Report Rate	Centre	ex	Parity	(result is percentage)	0 11	0
-	200205	19 19 05	Maintenan	Customer Trouble Report Rate	PBX_		Panty	(result is percentage)	0 07	
	200205			Customer Trouble Report Rate	DDS		Panty	(result is percentage)	0	
	200205			Customer Trouble Report Rate		SDN PRI	Panty	(result is percentage)	06	0
L	200205			Customer Trouble Report Rate	VGPL/		Panty	(result is percentage)	0 06	
L	200205			Customer Trouble Report Rate		coops - xDSL Provisioned	Panty	(result is percentage)	3 69	0
L	200205	19 19 11	Maintenan	Customer Trouble Report Rate	UNE LO	oops - Non-designed	Panty	(result is percentage)	0 69	1
	200205	19 19 12	Maintenan	Customer Trouble Report Rate	UNE P	Port - Designed	Panty	(result is percentage)	0	
L	200205			Customer Trouble Report Rate		latiom	Panty	(result is percentage)	0	
-	200205			Customer Trouble Report Rate		ub-Loops - Voice	Parity	(result is percentage)	0	
	200205			Customer Trouble Report Rate	EELS		Panty	(result is percentage)	1317 39	

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	Mossuroment Submeasur				Baris herara		Comparison	CLEC
State Month Yes	Mumber ID	1000	Measurement Description	Disaggregation	Party	Result Type	Resuge	
[FL   200205			Customer Towerk Record Rate	8 NP	Parky	(resold is percentage)	0.01	2.27 <b>79.27</b> 52
FL 200205	20 20 01 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Panty	(result is percentage)	15.91	84
FL 20020	20 20 01 02	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Panty	(result is percentage)	10.56	13
FL 200205		Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Panty	(result is percentage)	12 78	10 1
FL 200205		Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Panty	(result is percentage)	14 14	42
FL 200205		Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Panty	(result is percentage)	43.84	100
FL 200205		Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Panty	(result is percentage)	21 21	66 7
FL 200205		Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	DS1/ISDN PRI - Dispatch	Panty	(result is percentage)	39 48	60
FL 200205		Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Panty	(result is percentage)	39 49	48 4
FL 200205		Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Panty	(result is percentage)	15 68	21.1
FL 200205		Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Panty	(result is percentage)	4.96	0
FL 200205			Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Panty	(result is percentage)	15 45	0
FL 200205			Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops - Voice - Dispatch	Panty	(result is percentage)	15 68	
FL 200205			Average Time to Restore	Residential POTS - Dispatch	Panty	(result in hours)	15 96	12 2
FL 200205			Average Time to Restore	Residential POTS - No Dispatch	Panty	(result in hours)	8 44	82
FL 200205			Average Time to Restore	Business POTS - Dispatch	Panty	(result in hours)	20 84	16 3
FL 200205		Maintenan	Average Time to Restore	Business POTS - No Dispatch	Panty	(result in hours)	20 08	95
FL 200205		Maintenan	Average Time to Restore	ISDN BRI - Dispatch	Panty	(result in hours)	26 83	23 1
FL 200205			Average Time to Restore	Centrex - Dispatch	Panty	(result in hours)	20 56	21 6
FL 200205			Average Time to Restore	DS1/ISDN PRI - Dispatch	Panty	(result in hours)	4 24	5 5
FL 200205			Average Time to Restore	UNE Loops - xDSL Provisioned - Dispatch	Panty	(result in hours)	25 57	22 6
FL 200205		Maintenani	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Panty	(result in hours)	12 63	15 6
FL 200205			Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Panty	(result in hours)	7 86	7 2
FL 200205		Maintenani	Average Time to Restore	UNE Platform - Dispatch	Panty	(result in hours)	17.32	10 2
FL 200205		Maintenáni	Average Time to Restore	UNE Sub-Loops - Voice - Dispatch	Panty	(result in hours)	12 63	17 8
FL 200205	22 22 0	Maintenan	POTS Out of Service Less Than 24 Hours	Residential POTS	Panty	(result is percentage)	92 81	97 6
FL 200205			POTS Out of Service Less Than 24 Hours	Business POTS	Panty	(result is percentage)	69 55	92 4
FL 200205			POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Panty	(result is percentage)	94 68	914
FL 200205 FL 200205		Maintenan	POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Panty	(result is percentage)	94 68	100
			Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Panty	(result is percentage)	14 23	15 5
FL 200205 FL 200205			Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Panty	(result is percentage)	18 75	21 2
FL 200205		Maintenan	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Panty	(result is percentage)	19.23	100
FL 200205	23 23 0- 23 23 0	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	Centrex	Panty	(result is percentage)	11 41	16 7
FL 200205		Maintenan	Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Panty	(result is percentage)	24 46	40
FL 200205	23 23 10	Maimenan	Frequency of Repeat Trouble Reports in 30 Days Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Panty	(result is percentage)	19 36	32 3
FL 200205	23 23 13	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Panty	(result is percentage)	13 09	26 1
FL 200205			Frequency of Repeat Trouble Reports in 30 Days Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Panty	(result is percentage)	15 17	25
FL 200205			Percent Blocking on Common Trunks	UNE Sub-Loops - Voice Percent Trunk Blockage	Panty Benchmark	(result is percentage) (result is percentage)	13 09	100
FL 200205			Percent Blocking on Common Trunks	Percent Trunk Blockage		(result is percentage)		
FL 200205			Network Outage Notification	Switching	Panty Panty	(result is percentage) Result in Hours	0	0 1
FL 200205			Usage Timeliness	Resale	Panty	(result in days)	1 57	15
FL 200205 FL 200205 FL 200205			Usage Timeliness		Panty	(result in days)	157	1.4
FL 200205			Usage Timeliness	Switched Access	Benchmark	(result is percentage)	0	99.3
FL 200205			Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
FL 200205			Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)		100
FL 200205			Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)		100
FL 200205			Usage Completeness	Resale	Panty	(result is percentage)	99 94	99.9
FL 200205			Usage Completeness	Facilities/Interconnection	Benchmark	(result is percentage)		98 3
FL 200205			Recurring Charge Completeness	Resale	Panty	(result is percentage)	98 08	99.2
FL 200205			Recurring Charge Completeness	UNE		(result is percentage)		69 5
FL 200205			Non-Recurring Charge Completeness	Resaie	Panty	(result is percentage)	99 24	99.7
FL 200205			Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)		65 9
	34 34 01 01		Billing Accuracy	Resale - Usage		Ween when a second and a t		91 2

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					16.222		Contraction of the second s	10/12/200		LEQ CLEC
1866	Month Year	Number	940		1.1.2	Material and and first confige	Disaggregation	CHICKNER COMMENS		Compension   Aggregate
FL	200205	34	3481	52 - 52	288ng	Billing Acourses	Fieszie - Reputting Charme	Bardy	Cossid is percentable	99.18 97.7
FL	200205	34	34 01	03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Parity	(result is percentage)	96 5 97 3
FL	200205		34 02		Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0 92 5
FL	200205		34 02			Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0 764
FL	200205		34 04			Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0 916
FL	200205	37				Database Update Timeliness		Panty	(result is percentage)	99 77 97 6
FL	200205		38 01				911 Database - Service Order updates	Panty	(result is percentage)	0 100
FL	200205	39				E911/911 MS Database Update Interval	Service Order updates	Panty	(result is percentage)	100 100 0 100
FL	200205	39				E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0 100
FL	200205		40 01				Space availability request - Physical Caged	Benchmark	(result is percentage)	0 100
FL	200205		40 01				Space availability request - Physical Cageless	Benchmark	(result is percentage)	0 100
FL	200205		40 02			Time to Respond to a Collocation Request	Price and Schedule quote - Physical Caged	Benchmark	(result is percentage)	0 100
FL	200205		40 02			Time to Respond to a Collocation Request	Price and Schedule quote - Physical Cageless	Benchmark	(result is percentage)	0 100
FL	200205		41 03			Time to Provide a Collocation Arrangement	New service request - Physical Cageless	Benchmark	(result is percentage)	0 100
FL	200205		41 04			Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	(result is percentage)	0 100
FL	200205		41 04			Time to Provide a Collocation Arrangement	Augment service request - Virtual	Benchmark	(result is percentage)	0 100
FL	200205	42					Ordening	Benchmark	(result is percentage)	0 0
FL	200205	44				Center Responsiveness	Ordering Center	Benchmark	(result in seconds)	0 0
FL	200205	44				Center Responsiveness	Repair Center Designed	Benchmark	(panty by design)	0 0
FL	200205	44		44.03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0 0

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32	5 22	(skep ur ynsau)	Leanty	Residential POTS - Field Work	rovisionin/Average Completed Interval	a 10102012	500204	1
61	0	(skep ur ynsau)	Vineal	EELS - Installation				
	91 1	(skep ur ynsau)	Lanty	UNE Platform - Assignment	Isvarial control votes and the control of the contr			
52			Kine H					
	96.0	(skep ui iinsai)		UNE Loops - Non-designed - Installation				13
14	345	(skep ui ¥nsəi)	Party	Institution - Action				
52	68.0	(skep ui ynsai)	Panty	UNE Loops - xDSL Provisioned - banoizvorg Loops - zdou	Isvieline Solido Volice Internal			
6	187	(result in days)	Panty	InsmngiszA - banoizworg JSDx - zgooj SVU	Isviston ybreqosL spensyAhinoistvon			
17	0	(skep ur jinsar)	Party	UUE Loops - Designation - Desi	Isvietni ebitovi ybragoel egaleva/hinoisivot	d 20 01 90 9	500504	
80	96.0	(skep uj ynsai)	Panty	Business POTs - Protection	levialni hotege Jeopardy Notes Interval	d Z0 Z0 90 9	200204	LΓ
51	3 28	(skep ur ynsar)	hand	Insing - STO4 search	isvisionin Average Jeopardy Notice Interval	dl 10.20 90 9	500504	11
90	670	(skep ut ynsai)	Parity	Residential POTS - Installation	Isviaini Average Jeopardy Votice Interval	al Z01090		
	43	(skep uj jinsa)	Lanty	Residential POTS - 2TO9 Istnabise	rovisionin Average Jeopardy Notice Interval			
0	585	(result is percentage)	Рату	UNE Sub-Loops - Voice	rovisionin Percentage of Orders Jeopardized		500504	<del></del>
<u> </u>	191	(acentacina si flucar)	Party	OVE Elstown	bezibregoel zretrig of Orect and the provision		500504	<u></u>
0			Parity					
PL.	28.2	(apenacian en internacional en internacional en		UNE Loops - Non-designed	rovisionin Percentage of Orders Jeopardized			
0	11 11	(egetnecned si fluzar)	Parity	DATE Loops - xDSL Provisioned	rovisioning Percentage of Orders Jeopardized		500504	
0	0	(egetnemed at flueen)	Panty	DAE Loops - Designed	rovisioning Percentage of Orders Jeopardized			
0	28	(result is percentage)	Panty	X8d	rovisioning Percentage of Orders Jeopardized		200204	
0	66 G	(sesult is percentage)	Рану	zentre.	rovisionint Percentage of Orders Jeopadized		500204	٦J
0	2	(spensing repeated and the second sec	Panty	IN BURNES	rovisioning Percentage of Orders Jeopardized	2 2 0 3 b	500504	Ŀ٢
10	3.58	(result is percentage)	Parity	STO9 ssensus	rovisioning Percentage of Orders Jeoppardized	2 05 6	200204	
50	1 45	(result is percentage)	Рану	Residential POTS	rovisioning Percentage of Orders Jeopardized		200204	
62	0	(sinoų ui tinsai)	Benchmark	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Ider Average Reject Notice Interval	3 03 03 05 05 05	500504	
59	0	(sunoų ui yinsai)		Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Inder Average Reject Notice Interval			
6 7	lõ—	(stroq ui jinsəi)	Benchmark	Electronic/Manual Mix - Syntax (edit engine) - UNE Loops and Ports	Inder Average Reject Notice Interval			
	10	(sinoy ul yinsai)	Benchmark	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	hder Average Reject Notice Interval			
	0	(using ur thuser)	Benchmark	All Electronic - Content Errors (other edits) - UNE Loops and Ports				
111	<b>*</b>						200204	٦J
	0	(result in hours)	Benchmark	Electronic/Manual Mix - Projects	Arder Average FOC/LSC Notice Interval			<u>דר</u> דר
98	0	(result in hours)	Benchmark	Sherronchail and Sherro	order Average FOC/LSC Notice Interval			13
69	0	(result in hours)	Benchmark	Electronic/Manual Mix - EELS	Arder Average FOC/LSC Notice Interval			٦J
	0	(result in hours)	Benchmark	mother9 SUV - xiM leuneMonorbal3	Inder Average FOC/LSC Notice Interval			
97	0	(result in hours)	Benchmark	Electronic/Manual Mix - UNE Loops - Non-designed	htter Average FOC/LSC Notice Interval	5 05 03 11 C	500504	13
99	0	(sinod ni thuser)	Benchmark	Electronic/Manual Mix - UNE Loops - xDSL Provisioned	Ider Average FOC/LSC Notice Interval	2 02 03 101	500204	13
43	0	(sinod ni flusen)	Benchmark	bengrand Mix - UNE Loops - Designed	Ider Average FOC/LSC Notice Interval	01 E0 Z0 Z	200204	
121	lo	(result in hours)	Benchmark	Electronic/Manual Mix - XM Isuns/Monochal	hter Average FOC/LSC Notice Interval			11
1	0	(usanti in hours)	Benchmark	Electronic/Manual Mix - Business POTS	Inder Average FOC/LSC Notice Interval			
<u><u><u></u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u></u>	0	(usanti in hours)	Benchmark	Electronic/Manual Mix - Residential POTS	order Average FOC/LSC Notice Interval		500504	- <u>-</u>
	0	(sinoų ur ynsei)	Benchmark	All Electronic - LNP	Dider Average FOC/LSC Notice Interval			
	0	(using ur unser)	Benchmark	All Electronic - Interconnection Trunks	Vider Average FOC/LSC Notice Interval			
								11
	0	(sinoų ui įnsai)	Renchmark		Inder Average FOC/LSC Notice Interval			٦J
20	0	(reșult în hours)	Benchmark	All Electronic - UNE Loops - Non-designed	Ider Average FOC/LSC Notice Interval			<u> </u>
0	0	(sunoų ui ynsai)	Benchmark	All Electronic - UNE Loops - xDSL Provisioned	Ider Average FOC/LSC Notice Interval			
0	0	(result in hours)	Benchmark	All Electronic - ISDN BRI	Ider Average FOC/LSC Notice Interval		200204	1
0	0	(sinoq ui tiusai)	Benchmark	All Electronic - Business POTS	Inter Average FOC/LSC Notice Interval		200204	13
	0	(ຮາມດາ ຖາ ກັບຂອງ)	Benchmark	All Electronic - Residential POTS	Ider Average FOC/LSC Notice Interval		500504	13
100	0	(set in percentage)	Benchmark	Loop Pre-Qualification - All Manual	re-Order Average Reponse Time to Pre-Order Quenes	1 01.08 02	200204	11
135 4	0	(sunoų ur tinsar)	Benchmark	Facility Availability - YillidalisevA yritice1	re-Order Average Reponse Time to Pre-Order Quenes		500204	
14	0	(spucces ui jinsei)	Велсілтанк	Rejected/Failed Inquines - All Electronic	re-Order Average Reponse Time to Pre-Order Quenes		500504	
53	0	(spuoces ui jinsei)	Benchmark	Service Appointment Scheduling - Bill Electronic	re-Order Average Reportse Time to Pre-Order Quenes		500204	
	0	(spuoses ui jinsei)	Benchmark	Service Availability - All Electronic	re-Order Average Reportse Time to Pre-Order Quenes		200204	
	0	(spucces ur unser)	Renchmark	Request For Customer Service Record Complex - All Electronic				
			Benchmark		re-Order Average Reportse Time to Pre-Order Quenes		500504	그
	0	(spuoces ur grise)		Request For Customer Service Record Simple - All Electronic	Pre-Order Average Reponse Time to Pre-Order Quenes		500504	1
20	0	(result in seconds)	Benchmark	Request For Telephone Number - All Electronic	re-Order Average Reponse Time to Pre-Order Quenes		500504	٦J
15	<u>8</u>	(spuosas ui kusai)	Benchmark	γγαγκάνου γαλάτου Καράκαα - Αβ Ειαστουα	re-Ories Average Reports Funds: Pre-Order Queries		200204	L 1J
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0	681	(eserus percentage)	Panty	INDER BY INDER IN THE INDER INTER IN	In Percent of Due Dates Missed Due to Lack of Facilities	NOISIVOI	12 03 1	15	500204	٦J
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69	91.11	(ecut is percentage)	Party	RESIDENTIAL POTS	In Percent of Due Dates Missed Due to Lack of Facilities	Inoi aivoi C	12 01	121	200204	ĿΓ
111	0	(ecent is percentage)	Panty	UNE Dedicated Transport - Field Work	In Percent of Due Dates Missed	UDISIAOL	11 14 01	111	200204	13
0	9972	(e6eguecued si yinseu)	Amed	UNE Sub-Loops - Voice - Field Work	In Percent of Due Dates Missed				500504	TH.
lõ.	100	(egenne percentage)		UNE Platform - No Field Work	in Percent of Due Dates Missed				500204	님
ő	90 9	(result is percentage)		UNE Platform - Field Work	in Percent of Due Dates Missed				500204	11
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0	15.2	(result is percentage)	Panty	PBX - Field Work	IntPercent of Due Dates Missed				500504	<u>ר דר</u> דר
<u>10</u>	15 2		Panty Panty		intPercent of Due Dates Missed				500204	13
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29	92.7	(result is percentage)	Panty	Anow biard work	In Percent of Due Dates Missed				500204	ΕΓ
10	20	(epeaneored si husen)	Panty	Residential POTS - No Field Work	In Percent of Due Dates Missed				500204	۲ <u>۲</u> ۲
99	42	(result is percentage)	Panty	Residential POTS - Field Work	In Percent of Due Dates Missed				500204	그
1.21	0	(result is percentage)	Panty	¥N	In LUP Network Provisioning			01	500204	11
9 96	0	(result is percentage)	Benchmark	ssousng	infCoordinated Customer Conversion as a Percentage On-Time			6	500204	74
001	ÞZ 68	(agentage)	Рапту	stoelor9	In Percent Orders Completed within Standard Interval			8	500204	;
100	1001	(egetneoned at fluzen)	Parity	skinn Tratection Tratection	In Percent Orders Completed within Standard Interval			8	500204	L T J
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£ 98	96 16	(apercentage)	Panty	Dengrading - Nun- ago - Nun-	In Percent Orders Completed within Standard Interval			8	500204	11
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001	0	(epsiling percentage)	Party	NAE Loops - Designed	In Percent Orders Completed within Standard Interval	noisivor	118	8	500204	<u>- 13</u>
2.99	79'76	(eberuecued si tinser)	Patty	Centex	In Percent Orders Completed within Standard Interval	Provision	8 04	8	500204	13
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0	1911	(skep uj unsau)	hanty	Projects - Field Work	In Average Completed Interval				500204	7-1
10	3.06	(skep ui unsai)	Panty	UNE Sub-Loops - Voice - Field Work	Invariation Completed Interval				500204	וור דר
10	90 8	(skep ul ynsau)	Party	UNE Platform - No Field Work	Interage Completed Interval				200204	
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32	90 6	(skep ui ginsu)	Party.	UNE Loops - Non-designed - Field Work	Interesting Completed Interval				500204	
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la	90 7		Panty	Centrex - Vio Eleid Work	int Average Completed Interval		10 00 20		500204	
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FL         20004         12         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21         21	FI									2.53	4
FIL         20208         T1         T131 [Proceed Proceed Due Data Marged Due Data Auf Proceed         UNE PART/POINT         PDM         Install a proceedings         0.08         D0           1         20208         T1         T131 [Proceed Proceedings         D16 table of Procedings											5.6
FL         20200         FT         12 (13) Proceeding Foot of food 10 best vision (but is use of reaches         OHE (SAC DEG)         FT         Party         Freed at processing)         11 BL         C           FL         20200         FT         10 (11 FT)         Proceeding Foot of freed 15 completion data         Section 14 (75) - 17.3 (Apr M4)         Perty         Freed and Party         8.6         8.6         7.6         2.000         FT         Perty         Freed and Party         8.6         8.6         7.6         7.6         Perty         Freed and Party         8.6         8.6         7.6         7.6         Perty         Freed and Party         8.6         8.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6											0
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PI         20024         (15) 52 (21)         Proceeding day order interval to completen date         Bacters (75) 1-37 days held         Prod         Press, mark marks         Press, mark mark         Pr	FI										92
FIL         20000         TSI 101 for         Provide (Darge voter interval to completen date)         UHE Loops -DSE Provide (Park Interval To completen date)         UHE Loops -DSE Provide (Park Interval To completen date)         UHE Loops -DSE Provide (Park Interval To completen date)         UHE Loops -DSE Provide (Park Interval To completen date)         UHE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Park Interval To completen date         UNE Park Interval To completen date         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Loops -DSE Provide (Park Interval To completen date)         UNE Dock And Park Interval To completen date         UNE Dock And Park Interval To Comple	<u> </u>										<u> </u>
FL         200204         151 101 02         Processon-Edge water stread to completen date         URE Logs: Non-degreed 1 - 30 days held         Print         (result a days)         0         353           FL         200204         153 151 01         Processon-Edge vater stread to completen date.         URE logs: Non-degreed 1 - 30 days held         Party         (result a days)         558         158           FL         200204         153 151 01         Processon-Edge Otter Iteration         Result and Party											8
FL         20204         Th 1 for the Prevention Deriv obsert interval to completion date         UHE (Entry - 1-2) days held         Party         Interval (num, days)         8.89         FL           20205         15 13 151.01         Prevention Derivation of the completion date         UHE (Entry - 1-2) days held         Party         Interval (num, days)         8.89         FL           20205         15 13 151.01         Prevention Object on the interval is completion date         UHE (Entry - 1-2) days held         Party         Interval (num, days)         8.81         8.91         FL         20205         FL         FL         7.02         FL         7											35
EL         200264         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         111         1111         1111         1111         1111         1111         1111         1111         11111         11111         11111											
FL         200024         15 (15 13:13)         Provisional Cells y out returned to completion date.         Unit Dia Logis, vices 1: 35 days Beld         Party         Treat in days         6.89         0           FL         200024         14         16 01         Provisional field Otter Internal         Biolisons POTS         Party         Freud in days         15 3 do 1         15 do 1         16 do 1											<u> </u>
PL         20000         141         140         Provision/Hed Order Interval         Research (PC)'S         Party         Pression (Hed Order Interval         Buanest PC)'S           FL         20004         141         1402         Processort/Hed Order Interval         SON HIGT         Party         Feed And Age         35         44           FL         20004         141         1402         Processort/Hed Order Interval         SON HIGT         Party         Feed And Age         35         44           FL         20000         141         1402         Processort/Hed Order Interval         SON HIGT         Party         Feed And Age         711         81           FL         20004         141         1410         Processort/Hed Order Interval         URE Loops - AOSL, Processord         Party         Feed And Age         0.7           FL         20004         141         1410         Processort/Hed Order Interval         URE Loops - AOSL, Processort/ And Age         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7         0.7<											<u> </u>
FL         20024         14         14 02 Provision/Vel Order Heronal         Hearts POTS         Party         (result, day)         19 38         44           FL         20024         14         14 02 Provision/Vel Order Heronal         (SIN BPI PL         Party         (result, day)         27 80         75           FL         20024         14         14 02 Provision/Vel Order Heronal         (DN Elosse)         Party         (result, day)         27 80         75           FL         20024         14         14 11 Provision/Vel Order Heronal         (DN Elosse)         Party         (result, day)         27 81         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75         75 <td>FL</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>cice - 1 - 30 days held</td> <td></td> <td></td> <td></td> <td></td>	FL						cice - 1 - 30 days held				
FL         300024         141         140         Provident Held Order Interval         OS1800A PRI           FL         20004         14         141         Provident Held Order Interval         UNE Loops - SDB Provident         Party         Interval in days)         27.80         10.8           FL         20004         14         141         Provident Held Order Interval         UNE Loops - SDB Provident         Party         Interval in days)         27.80         10.8           FL         20004         14         141         Provident Held Order Interval         UNE Loops - SDB Provident         Party         Interval in days)         28.0         10.8           FL         20004         14         141.3         Provident											
FL         300024         141         140         Provident Held Order Interval         OS1800A PRI           FL         20004         14         141         Provident Held Order Interval         UNE Loops - SDB Provident         Party         Interval in days)         27.80         10.8           FL         20004         14         141         Provident Held Order Interval         UNE Loops - SDB Provident         Party         Interval in days)         27.80         10.8           FL         20004         14         141         Provident Held Order Interval         UNE Loops - SDB Provident         Party         Interval in days)         28.0         10.8           FL         20004         14         141.3         Provident							· · · · · · · · · · · · · · · · · · ·				44
FL         20204         14         11 Provident Hard Order Interval         UNE Loops - Despreid         Party         Tetust in depol         0         222           FL         20204         14         14 10 ProvidentHad Order Interval         UNE Loops - XDS. Provident         Party         (result in dys)         221 7         61           FL         20204         14         14 11 ProvidentHad Order Interval         UNE Loops - Non-Averaged         Party         (result in dys)         221 7         61           FL         20204         13         150 10 1         ProvidentHad Order Interval         UNE Loops - Non-Averaged         Party         (result in dys)         228         0.3           FL         20204         15         150 10 1         ProvidentPercent Provident Providen											16
FL         20204         14         14 for 11 Provision/Hard Order Interval         UNE Loops - XDL Provision/A         Party         (result n days)         17.51         13.5           FL         20204         14         14 11 Provision/Hard Order Interval         UNE Deckaded Transport         Party         (result n days)         0         15           FL         20204         14         14 15 Provision/Hard Order Interval         UNE Deckaded Transport         Party         (result n days)         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0<										37 89	
PL         20209         14         14         14         14         Provide metrical         UNE Loops - Non-designed         Party         (result n dyg)         22.17         9.1           FL         20204         14         14.18         Provident Herod         UNE Loops - Non-designed         Party         (result n dyg)         1         0.7           FL         20204         15         15.01.0         Provident Herod         Non-designed         Party         (result n dyg)         1.07           FL         20204         15         15.01.0         Provident Herod         Non-designed         Party         (result n dyg)         0.22         0.3           FL         20204         15         15.01.0         Provident Herod         Non-designed         Party         (result n parcentage)         0.22         0.0           FL         20204         15         15.01.0         Provident Herod         Non-designed         Non-designed         Party         (result a parcentage)         0.0         0           FL         20204         15         15.00.0         Provident Herod         Non-designed         Party         (result a parcentage)         0.0         0         0         0         0         0         0										0	
FL         20004         14         114 15 Provision Hield Order Interval         UNE Deckaded Transport         Party         (test in days)         0         15           FL         20004         15         15         101         Provision Parcet Provisioning Touble Reports         Resale Orders - Not of service         Party         (test in servicing)         2.23         0.3           FL         20004         15         15         0.00         Provision Parcet Provisioning Touble Reports         Resale Orders - Not of service         Party         (test in servicing)         2.23         0.3           FL         20004         16         150.30         Provisioning Touble Reports         UNE Logis orly - Not of service         Party         (test in service)         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2         0.2											
FL         200004         151 50 101         Provision Percent Provision Trouble Reports         Reside Orders - Out of Service         Party         (result is percentage)         0.29         0.31           FL         200004         151 50 102         Provision Percent Provision Trouble Reports         (Result Orders - Not out of Service)         Party         (result is percentage)         0.28         0.11           FL         200004         151 50 02         Provision Percent Provision Trouble Reports         UNE Loops only - Out of Service         Party         (result is percentage)         0.72         0.0           FL         200004         151 50 502         Provision Treated Reports         UNP - Not Out Service         Party         (result is percentage)         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0 <t< td=""><td></td><td>200204</td><td></td><td></td><td></td><td>UNE Loops - Non-</td><td>lesigned</td><td>Parity</td><td></td><td></td><td>91</td></t<>		200204				UNE Loops - Non-	lesigned	Parity			91
FL         200004         151 50 101         Provision Percent Provision Trouble Reports         Reside Orders - Out of Service         Party         (result is percentage)         0.29         0.31           FL         200004         151 50 102         Provision Percent Provision Trouble Reports         (Result Orders - Not out of Service)         Party         (result is percentage)         0.28         0.11           FL         200004         151 50 02         Provision Percent Provision Trouble Reports         UNE Loops only - Out of Service         Party         (result is percentage)         0.72         0.0           FL         200004         151 50 502         Provision Treated Reports         UNP - Not Out Service         Party         (result is percentage)         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0 <t< td=""><td>FL</td><td>200204</td><td>14 14</td><td>14 Provision</td><td>nrr Held Order Interval</td><td>UNE Dedicated Tr</td><td>nsport</td><td>Panty</td><td>(result in days)</td><td>0</td><td>15</td></t<>	FL	200204	14 14	14 Provision	nrr Held Order Interval	UNE Dedicated Tr	nsport	Panty	(result in days)	0	15
FL         2002H         15 15 01 01         Provement Percent Provision Truckle Reports         Resale Orders - Cut of service         Party         (result is percentage)         C.29         0.3           FL         2002H         15 15 01 02         Provision Treater three Reports         Resale Orders - Not out of service         Party         (result is percentage)         C.29         0.3           FL         2002H         15 15 0.30         Provision Treater three Reports         UNE Loggs on Yr. Not out of service         Party         (result is percentage)         C.22         0.0           FL         2002H         15 15 0.50         Provision Treater three Networks may Truckle Reports         UNP - Not of service         Party         (result is percentage)         0.2         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         <	FL	200204	14 14	15 Provision	nın Held Order interval	Interconnection Tr	nks	Panty	(result in days)	1	07
FL         200204         15         15.01 02         Provescent Percent Provescent Transfer Provescent Provescent Provescent Transfer Provescent Transfer Provescent T	FL	200204				Resale Orders - Or	t of service	Panty	(result is percentage)	2 29	
FL         200204         15 [50 01         Provision Percent Provision Touche Reports         UNE Loops only - Not out of servee         Party         (result s percentage)         0.2 88         6.4           FL         200204         15 [50 01         Provision Percent Provision Touche Reports         UNE Loops only - Not out of servee         Party         (result s percentage)         0         0         0           FL         200204         15 [50 01         Provision Percentage of Toubles within 5 days for New Orders         Readental POTS         Party         (result s percentage)         3.44         56           FL         200204 (17a         17a 02         Provision Percentage of Toubles within 5 days for New Orders         Esuress POTS         Party         (result s percentage)         3.44         56           FL         200204 (17a         17a 02         Provision Percentage of Toubles within 5 days for New Orders         Esuress POTS         Party         (result s percentage)         0.47         0.9         0.9         0.7         0.9         0.5         0.7         0.9         0.9         0.9         0.7         0.9         0.9         0.9         0.9         0.9         0.9         0.9         0.9         0.9         0.9         0.9         0.9         0.9         0.9         0.9	FL					Resale Orders - No	t out of service	Panty	(result is percentage)	0 29	01
FL         200204         15 (15 30 2)         Provisioning Processing Processing Processing Trouble Reports         UNE Loops only - Not out of service         Party         (result as parcentage)         0         0           FL         200204         15 (15 05 01         Provisioning Processing Processing Trouble Reports         UNP - Not Out of Service         Party         (result as parcentage)         0         0           FL         200204         17a         17a </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>2 68</td> <td>64</td>										2 68	64
FL         200204         161 15 05 01         Provisionin Percent Provisioning Percent Provisioning Percent Provisioning Percentage)         0         0           FL         200204         173 01         Provisioning Percentage of Troubles within 5 days for New Orders         Residential POTS         Party         (result a percentage)         0         0           FL         200204         17a         17a 01         Provisioning Percentage of Troubles within 5 days for New Orders         Business POTS         Party         (result a percentage)         0.0           FL         200204         17a         17a 03         Provisioning Percentage of Troubles within 5 days for New Orders         Else New Context         Party         (result a percentage)         0.0         0           FL         200204         17a         17a 03         Provisioning Percentage of Troubles within 5 days for New Orders         Else New Context         Party         (result a percentage)         0.0         0           FL         200204         17a         17a 05         Provisioning Percentage of Troubles within 5 days for New Orders         DS1ISDN PRI         Party         (result a percentage)         0         0           FL         200204         17a         17a 00         Provisionin Percentage of Troubles within 5 days for New Orders         UVELOS0         Neinsin New Nei										0 72	
FL         202024         15         15         15         15         15         12         Proves on Presentage of Toubles withs 3 bys for New Orders         Public Netword         Party         (result s percentage)         0         0           FL         202024         17a         17a 02         Provision Presentage of Toubles withs 3 bys for New Orders         Business POTS         Party         (result s percentage)         0.46         4.9           FL         202024         17a         17a 02         Provision Presentage of Toubles withs 3 bys for New Orders         Elsenses POTS         Party         (result s percentage)         0.46         4.9         0.47         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.											
FL         20204         17a         17a <td></td>											
FL         20204         17a         17a <td></td>											
FL         20024 17s         17s 0.3         Provision Percentage 1 Troubles within 5 days for New Orders         ISDN BRI         Party         (tesult a percentage)         0.47         0.09           FL         200204 17s         17s 0.05         Provision Percentage 1 Troubles within 5 days for New Orders         Centres         Party         (tesult a percentage)         0         0         0           FL         200204 17s         17s 0.05         Provision Percentage 1 Troubles within 5 days for New Orders         DS1 (ISDN PRI         Party         (tesult a percentage)         0         0         0           FL         200204 17s         17s 0.05         Provision Percentage 1 Troubles within 5 days for New Orders         UNE Loops - Designed         Party         (tesult a percentage)         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>0 1</td></t<>											0 1
FL         200303         17a         17a 04         Provision Percentage of Toubles within 5 days for New Orders         Centrex         Party         (result is percentage)         0.69         0           FL         200304         17a         17a 05         Provision Percentage of Toubles within 5 days for New Orders         DS1/ISDN PRI         Party         (result is percentage)         0         0         0           FL         200304         17a         17a 05         Provision Percentage of Toubles within 5 days for New Orders         DS1/ISDN PRI         Party         (result is percentage)         2 15         3 7           FL         200304         17a         17a 09         Provision Percentage of Toubles within 5 days for New Orders         UDE Loops - Cesigned         Party         (result is percentage)         0         0           FL         200304         17a         17a 10         Provision Percentage of Toubles within 5 days for New Orders         UDE Loops - Cesigned         Party         (result is percentage)         0         0           FL         200304         17a         17a 11         Provision Percentage of Toubles within 5 days for New Orders         UDE Loops - None designed         Party         (result is percentage)         3 15         0           FL         200304         17a         17											
FL         200204         17a         17a.05         Provisionin Percentage of Troubles within 5 days for New Orders         PDX         Party         (result is percentage)         0         0           FL         200204         17a         17a         77a         Provisionin Percentage of Troubles within 5 days for New Orders         DS 1/ISDN PRI         Party         (result is percentage)         2.15         3.7           FL         200204         17a         17a.00         Provisionin Percentage of Troubles within 5 days for New Orders         UNE Loops - Designed         Party         (result is percentage)         0         0         0           FL         200204         17a         17a.10         Provisionin Percentage of Troubles within 5 days for New Orders         UNE Loops - DSS. Provisioned         Party         (result is percentage)         4.75         1.8           FL         200204         17a         17a <td></td> <td>ň</td>											ň
FL         200204         17a         17a 07         Provision         Periodials of Troubles withins 5 days for New Orders         DS1/ISDN PRI         Periodial         Party         (result is percentage)         2.15         3.7           FL         200204         17a         0         Provision         Periodials         VGPL/DS0         Party         (result is percentage)         0         0         0           FL         200204         17a         17a         101         Provision         Percentage         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0											
FL         200204         17a         17a         9         Provision Percentage of Troubles within 5 days for New Orders         UNE Loops - Designed         Party         (result is percentage)         0         0           FL         200204         17a         17a         10         Provision Percentage of Troubles within 5 days for New Orders         UNE Loops - Designed         Party         (result is percentage)         4.75         1.6           FL         200204         17a         17a         11         Provision Percentage of Troubles within 5 days for New Orders         UNE Loops - Non-designed         Party         (result is percentage)         4.75         1.6           FL         200204         17a											
FL         200204         17a         17a.10         Provisionin/Percentage of Troubles within 5 days for New Orders         UNE Loops - Designed         Panty         (result is percentage)         0         0           FL         200204         17a         17a.101         Provisionin/Percentage of Troubles within 5 days for New Orders         UNE Loops - XDSL Provisioned         Panty         (result is percentage)         4.73         18           FL         200204         17a         17a.11         Provisionin/Percentage of Troubles within 5 days for New Orders         UNE Loops - Nord-Signed         Panty         (result is percentage)         4.75         18           FL         200204         17a         17a.131         Provisionin/Percentage of Troubles within 5 days for New Orders         UNE Eloops - Nord-Signed         Panty         (result is percentage)         3.15         00           FL         200204         17a         17a.131         Provisionin/Percentage of Troubles within 5 days for New Orders         UNE Sub-Loops - Voice         Panty         (result is percentage)         3.15         00           FL         200204         17a         17a.18         Provisionin/Percentage of Troubles within 5 days for New Orders         UNE Sub-Loops - Voice         Panty         (result is percentage)         0.68         00         00											
FL         200204         17a         17a 101         Provision Percentage of Troubles within 5 days for New Orders         UNE Loops - xDSL Provisioned         Parity         (result is percentage)         4 75         18           FL         200204         17a         17a 11         Provision Percentage of Troubles within 5 days for New Orders         UNE Loops - Non-designed         Parity         (result is percentage)         6 68         15.6           FL         200204         17a         17a 131         Provision Percentage of Troubles within 5 days for New Orders         UNE Sub-Loops - Voice         Parity         (result is percentage)         6 68         0           FL         200204         17a         17a 16         Provision Percentage of Troubles within 5 days for New Orders         UNE Sub-Loops - Voice         Parity         (result is percentage)         0 68         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>											
FL         200204         17a         17a </td <td></td> <td>0</td>											0
FL         200204         17a         17a </td <td></td> <td>18</td>											18
FL         200204         17a         17a         133         Provision         Percentage of Troubles within 5 days for New Orders         UNE Sub-Loops - Voice         Party         (result is percentage)         6 68         0           FL         200204         17a         17a         16         Provision         Percentage of Troubles within 5 days for New Orders         LNP         Party         (result is percentage)         0         0         0           FL         200204         18         18 01 Provision         Provision         Vergage Completion Notice Interval         All Electronic         Benchmark         0         342.22           FL         200204         19         19 01         Maintenan         Customer Trouble Report Rate         Residential POTS         Party         (result is percentage)         156         28           FL         200204         19         19 02         Maintenan         Customer Trouble Report Rate         Residential POTS         Party         (result is percentage)         108         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>esigned</td> <td></td> <td></td> <td></td> <td></td>							esigned				
FL         200204         17a         17 a 16         Provisionir Percentage of Troubles within 5 days for New Orders         LNP         Party         (result a percentage)         0         0           FL         200204         18         16 01         Provisionir Average Completion Notice Interval         All Electronic         Benchmark         (result in minutes)         0         342.2           FL         200204         19         19 off Maintenan Customer Trouble Report Rate         Residential POTS         Party         (result a percentage)         16         28           FL         200204         19         19 02         Maintenan Customer Trouble Report Rate         Business POTS         Party         (result a percentage)         106         08           FL         200204         19         190 20         Maintenan Customer Trouble Report Rate         Business POTS         Party         (result a percentage)         107         01           FL         200204         19         190 40         Maintenan Customer Trouble Report Rate         Centrex         Party         (result a percentage)         01         0.2           FL         200204         19         190 60         Maintenan Customer Trouble Report Rate         DDS         Party         (result a percentage)         03											0
FL         200204         18         18         19         10         Martenan Customer Trouble Report Rate         All Electronic         Benchmark         (result in minutes)         0         342.2           FL         200204         19         19         19         Martenan Customer Trouble Report Rate         Residential POTS         Party         (result is percentage)         156         28           FL         200204         19         19         00         Maintenan Customer Trouble Report Rate         Business POTS         Party         (result is percentage)         0         166         08           FL         200204         19         19.03         Maintenan Customer Trouble Report Rate         Business POTS         Party         (result is percentage)         0.17         01           FL         200204         19         19.04         Maintenan Customer Trouble Report Rate         Centrex         Party         (result is percentage)         0.1         0.2           FL         200204         19         19.06         Maintenan Customer Trouble Report Rate         PBX         Party         (result is percentage)         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0							oice				0
FL         200204         19         19 01         Maintenan Customer Trouble Report Rate         Residential POTS         Party         (result is percentage)         156         28           FL         200204         19         19 02         Maintenan Customer Trouble Report Rate         Business POTS         Party         (result is percentage)         108         08           FL         200204         19         19 03         Maintenan Customer Trouble Report Rate         ISDN BRI         Party         (result is percentage)         017         01           FL         200204         19         19.04         Maintenan Customer Trouble Report Rate         Centrex         Party         (result is percentage)         01         0.2           FL         200204         19         19.05         Maintenan Customer Trouble Report Rate         Centrex         Party         (result is percentage)         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0         0.0	FL		17a 16	Provision	nin Percentage of Troubles within 5 days for New Orders						
FL         200204         19         19 02         Mantenan Customer Trouble Report Rate         Busness POTS         Party         (result is percentage)         108         0.8           FL         200204         19         19.03         Mantenan Customer Trouble Report Rate         ISDN BRI         Party         (result is percentage)         0.1         0.2           FL         200204         19         19.04         Mantenan Customer Trouble Report Rate         Centrex         Party         (result is percentage)         0.1         0.2           FL         200204         19         19.06         Mantenan Customer Trouble Report Rate         PBX         Party         (result is percentage)         0.0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 <td>FL</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>342.2</td>	FL										342.2
FL         200204         19         19.03         Mantenan         Customer Trouble Report Rate         ISDN BRI         Party         (result is percentage)         0.17         0.1           FL         200204         19         19.04         Mantenan         Customer Trouble Report Rate         Centrex         Party         (result is percentage)         0.1         0.2           FL         200204         19         19.05         Mantenan         Customer Trouble Report Rate         PBX         Party         (result is percentage)         0.1         0.2           FL         200204         19         19.05         Mantenan         Customer Trouble Report Rate         DDS         Party         (result is percentage)         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0 </td <td></td> <td></td> <td></td> <td>01 Maintena</td> <td>an Customer Trouble Report Rate</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>28</td>				01 Maintena	an Customer Trouble Report Rate						28
FL         200204         19         19 0.04 Maintenan Customer Trouble Report Rate         Centrex         Panty         (result is percentage)         0.1         0.2           FL         200204         19         19 0.05 Maintenan Customer Trouble Report Rate         PBX         Panty         (result is percentage)         0.3         0           FL         200204         19         19 0.05 Maintenan Customer Trouble Report Rate         DDS         Party         (result is percentage)         0.3         0           FL         200204         19         19 0.07 Maintenan Customer Trouble Report Rate         DDS         Party         (result is percentage)         0.8         0.5           FL         200204         19         19.07 Maintenan Customer Trouble Report Rate         DDS         Party         (result is percentage)         1.58         1.5           FL         200204         19         19.07 Maintenan Customer Trouble Report Rate         VGPU/DSO         Party         (result is percentage)         1.58         1.5           FL         200204         19         19.00 Maintenan Customer Trouble Report Rate         UNE Loops - xDSL Provisioned         Party         (result is percentage)         3.61         0.3           FL         200204         19         19.11 Maintenand Cust	FL										
FL         200204         19         19.04         MantenanCustomer Trouble Report Rate         Centrex         Party         (result s percentage)         0.1         0.2           FL         200204         19         19.05         MaintenanCustomer Trouble Report Rate         PBX         Party         (result s percentage)         0.0         0         0           FL         200204         19         19.05         MaintenanCustomer Trouble Report Rate         DDS         Party         (result s percentage)         0.0         0           FL         200204         19         19.07         MaintenanCustomer Trouble Report Rate         DDS         Party         (result s percentage)         0.8         0         0           FL         200204         19         19.07         MaintenanCustomer Trouble Report Rate         DDS NPRI         Party         (result s percentage)         1.8         1.5           FL         200204         19         19.07         MaintenanCustomer Trouble Report Rate         VCPUDSO         Party         (result s percentage)         1.8         1.5           FL         200204         19         19.101         MaintenanCustomer Trouble Report Rate         UNE Loops - ND:L Provisioned         Party         (result s percentage)         3.61	FL	200204									
FL         200204         19         19 05         Maintenan         Customer Trouble Report Rate         PBX         Party         (result is percentage)         0 03         0           FL         200204         19         19 06         Maintenan         Customer Trouble Report Rate         DDS         Party         (result is percentage)         0         0         0           FL         200204         19         19 07         Maintenan         Customer Trouble Report Rate         DS1/SDN PRI         Party         (result is percentage)         0         0           FL         200204         19         19 07         Maintenan         Customer Trouble Report Rate         DS1/SDN PRI         Party         (result is percentage)         0.2         0           FL         200204         19         19 0.01         Maintenan         Customer Trouble Report Rate         VGPL/DS0         Party         (result is percentage)         0.2         0           FL         200204         19         19.11         Maintenan         Customer Trouble Report Rate         UNE Loops - NDSL Provisioned         Party         (result is percentage)         3.81         0.3         1.5           FL         200204         19         19.11         Maintenan/Customer Trouble Rep	FL.	200204	19 19	04 Maintena	an Customer Trouble Report Rate						
FL         200204         19         19 07 Maintenan Customer Trouble Report Rate         DS1/ISDN PRI         Party         (result is percentage)         1.58         1.5           FL         200204         19         19 09 Maintenan Customer Trouble Report Rate         VGPL/DS0         Parity         (result is percentage)         0.2         0           FL         200204         19         19.101 Maintenan Customer Trouble Report Rate         VGPL/DS0         Parity         (result is percentage)         0.2         0           FL         200204         19         19.101 Maintenan Customer Trouble Report Rate         UNE Loops - xDSL Provisioned         Parity         (result is percentage)         0.66         1.6           FL         200204         19         19.11 Maintenan Customer Trouble Report Rate         UNE Loops - Non-designed         Parity         (result is percentage)         0.66         1.6           FL         200204         19         19.11 Maintenan Customer Trouble Report Rate         UNE Platform         Parity         (result is percentage)         0.66         1.6           FL         200204         19         19.11 Maintenan Customer Trouble Report Rate         UNE Platform         Parity         (result is percentage)         0.66         1.6         0.0         0         0	FL	200204	19 19	05 Maintena	an Customer Trouble Report Rate	PBX					
FL         200204         19         19 07         Maintenan         Customer Trouble Report Rate         DS1/ISDN PRI         Party         (result is percentage)         1.58         1.5           FL         200204         19         19.09         Maintenan         Customer Trouble Report Rate         VCPL/DS0         Parity         (result is percentage)         0.2         0           FL         200204         19         19.101         Maintenan         Customer Trouble Report Rate         UNE Loops - xDSL Provisioned         Parity         (result is percentage)         0.3           FL         200204         19         19.11         Maintenan         Customer Trouble Report Rate         UNE Loops - xDSL Provisioned         Parity         (result is percentage)         0.66         1.5           FL         200204         19         19.11         Maintenan         Customer Trouble Report Rate         UNE Platform         Parity         (result is percentage)         0.66         1.5           FL         200204         19         19.11         Maintenan         Customer Trouble Report Rate         UNE Platform         Parity         (result is percentage)         0.66         1.5	FL	200204	19 19	06 Maintena	an Customer Trouble Report Rate	DDS					
FL         200204         19         19:09         Maintenan         Customer Trouble Report Rate         VGPL/DS0         Parity         (result is percentage)         0.2         0           FL         200204         19         19:101         Maintenan         Customer Trouble Report Rate         UNE Loops - XDSL Provisioned         Parity         (result is percentage)         3.81         0.3           FL         200204         19         19:11         Maintenan         Customer Trouble Report Rate         UNE Loops - NDSL Provisioned         Parity         (result is percentage)         3.61         0.3           FL         200204         19         19:11         Maintenan         Customer Trouble Report Rate         UNE Loops - NDSL Provisioned         Parity         (result is percentage)         0.66         1.6           FL         200204         19         19:11         Maintenan         Customer Trouble Report Rate         UNE Platform         Parity         (result is percentage)         0.66         1.6           FL         200204         19         19:131         Maintenan         Customer Trouble Report Rate         UNE Platform         Parity         (result is percentage)         0.60         0         0         0         0         0         0         0	FL					DS1/ISDN PRI		Parity	(result is percentage)		
FL         200204         19         19.101         Maintenan Customer Trouble Report Rate         UNE Loops - xDSL Provisioned         Parity         (result is percentage)         3.81         0.33           FL         200204         19         19.11         Maintenan Customer Trouble Report Rate         UNE Loops - Non-designed         Parity         (result is percentage)         0.66         1.6           FL         200204         19         19.11         Maintenan Customer Trouble Report Rate         UNE Loops - Non-designed         Parity         (result is percentage)         0.66         1.6           FL         200204         19         19.131         Maintenan Customer Trouble Report Rate         UNE Platform         Parity         (result is percentage)         0.60         0.0	FL					VGPL/DS0		Parity	(result is percentage)	0 2	
FL         200204         19         19 11         Maintenan Customer Trouble Report Rate         UNE Loops - Non-designed         Parity         (result is percentage)         0.66         1.6           FL         200204         19         19 131         Maintenan Customer Trouble Report Rate         UNE Platform         Parity         (result is percentage)         0         0         0	FL					UNE Loops - xDSI.	Provisioned		(result is percentage)	381	
FL         200204         19         19 131         Maintenan Customer Trouble Report Rate         UNE Platform         Panty         (result is percentage)         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0											
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		Measurement Submeasure				Bern forest.		LEC CLEC Comparison Appropriate Results Results
- ISGA	Month Year	Number ID	1908	Measurement Description	Draaggregsten	Parting	Result Type	Results Results
FL	200204			Customer Foxebo Report Rate	126LS	Parity	(result is percentage)	2430 2
FL	200204			Customer Trouble Report Rate	LNP	Panty	(result is percentage)	0 0
FL	200204			Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - Dispatch	Panty	(result is percentage)	23 08 13 7
FL	200204	20 20 01 02	Maintenani	Percentage of Customer Trouble Not Resolved within Estimated Time	Residential POTS - No Dispatch	Panty	(result is percentage)	10 62 4 5
FL	200204	20 20 02 01	Maintenani	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - Dispatch	Panty	(result is percentage)	15 81 18.1
FL	200204	20 20.02 02	Maintenani	Percentage of Customer Trouble Not Resolved within Estimated Time	Business POTS - No Dispatch	Panty	(result is percentage)	10 73 7 7
FL	200204	20 20 03 01	Maintenani	Percentage of Customer Trouble Not Resolved within Estimated Time	ISDN BRI - Dispatch	Panty	(result is percentage)	55 26 100
FL	200204			Percentage of Customer Trouble Not Resolved within Estimated Time	Centrex - Dispatch	Panty	(result is percentage)	28 57 0
FL	200204				DS1/ISDN PRI - Dispatch	Panty	(result is percentage)	50 27 50 42 67 35
FL	200204			Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - xDSL Provisioned - Dispatch	Panty	(result is percentage)	42 67 35
FL	200204			Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - Dispatch	Panty	(result is percentage)	20 51 24 7
FL	200204			Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Loops - Non-designed - No Dispatch	Panty	(result is percentage)	7 54 40
FL	200204	20 20 131 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Platform - Dispatch	Panty	(result is percentage)	21 57 0
FL	200204	20 20 133 01	Maintenan	Percentage of Customer Trouble Not Resolved within Estimated Time	UNE Sub-Loops - Voice - Dispatch	Panty	(result is percentage)	20 51 0
FL	200204	20 20 147.01		Percentage of Customer Trouble Not Resolved within Estimated Time	EELS - Dispatch	Panty	(result is percentage)	54 32 0
FL	200204	21 21 01 01			Residential POTS - Dispatch	Panty	(result in hours)	17 16 12 9
FL	200204				Residential POTS - No Dispatch	Parity	(result in hours)	864 65
FL	200204				Business POTS - Dispatch	Panty	(result in hours)	22 62 15 2
FL.	200204				Business POTS - No Dispatch	Panty	(result in hours)	15.53 13 4
FL	200204	21 21 03 01	Maintenan	Average Time to Restore	ISDN BRI - Dispatch	Parity	(result in hours)	21.66 69 7
FL	200204	21 21 04.01	Maintenan	Average Time to Restore	Centrex - Dispatch	Panty	(result in hours)	19 04 8 4
FL	200204	21 21 07 01	Maintenan		DS1/ISDN PRI - Dispatch	Panty	(result in hours)	4 16 10
FL	200204				UNE Loops - xDSL Provisioned - Dispatch	Panty	(result in hours)	26 95 21 8
FL	200204			Average Time to Restore	UNE Loops - Non-designed - Dispatch	Panty	(result in hours)	136 175
FL	200204				UNE Loops - Non-designed - No Dispatch	Panty	(result in hours)	6 65 7.1
FL	200204				UNE Platform - Dispatch	Panty	(result in hours)	18 44 16 9
FL	200204				UNE Sub-Loops - Voice - Dispatch	Panty	(result in hours)	136 169
FL	200204				EELS - Dispatch	Panty	(result in hours)	4 42 3 2
FL	200204				Residential POTS	Panty	(result is percentage)	91 19 96 4
FL	200204				Business POTS	Panty	(result is percentage)	72 51 91 4
FL	200204			POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Panty	(result is percentage)	93 54 86 7
FL	200204				UNE Sub-Loops - Voice	Panty	(result is percentage)	93 54 100
FL	200204				Residential POTS	Panty	(result is percentage)	15 47 16 9
FL	200204				Business POTS	Panty	(result is percentage)	20 83 23 5
FL	200204			Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Panty	(result is percentage)	18 07 100
FL	200204			Frequency of Repeat Trouble Reports in 30 Days	Centrex	Panty	(result is percentage)	11 19 0
FL,	200204	23 23 07	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	DS1/ISDN PRI	Panty	(result is percentage)	28 65 25
FL	200204		Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Provisioned	Parity	(result is percentage)	18 31 50
FL	200204	23 23 11	Maintenan	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Panty	(result is percentage)	15 05 19 6
FL	200204		Maintenan		UNE Platform	Panty	(result is percentage)	16 55 50 15.05 50
FL	200204				UNE Sub-Loops - Voice	Panty	(result is percentage)	26 34 0
FL	200204				EELS	Panty	(result is percentage)	
FL	200204				Percent Trunk Biockage	Benchmark	(result is percentage)	0 0
FL	200204				Percent Trunk Blockage	Panty	(result is percentage)	
FL	200204				Switching	Panty	Result in Hours	
FL	200204	28 28.01			Resale	Parity	(result in days)	154 15 154 15
FL	200204	28 28 02			UNE		(result in days)	0 100
FL	200204	28 28 03			Switched Access		(result is percentage)	
FL	200204				Resale	Benchmark	(result is percentage)	0 100
FL	200204				UNE	Benchmark	(result is percentage)	0 969
FL	200204	30 30 04			Facilities/Interconnection	Benchmark	(result is percentage)	99 89 99 9
FL	200204	31 31 01			Resale	Panty	(result is percentage) (result is percentage)	0 958
FL	200204	31 31 04		Usage Completeness	Facilities/Interconnection	Benchmark Panty	(result is percentage)	91 78 76 3
FL	200204	32 32 01	Billing	Recumng Charge Completeness	Resale	ic alliy	(result is percentage)	1 91/01 (03

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1666	Launa Vala			10,000	Heavingmand Description	Charles of the second		Result Lype	Consultation (
FL	200204	32	32 02	2 Stating	Recurring Charge Consciencess	198	Benchmark	(feault is percentage)	
FL	200204			Billing	Non-Recurring Charge Completeness	Resale	Panty	(result is percentage)	99 67
FL	200204	33	33 02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0
FL	200204	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Panty	(result is percentage)	90 57
FL	200204	34	34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge	Panty	(result is percentage)	99 32
FL	200204	34	34.01 03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Panty	(result is percentage)	96 67
FL	200204	34	34 02 02	Billing	Billing Accuracy	UNE - Recurring Charge	Benchmark	(result is percentage)	0
FL	200204	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0
FL	200204	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0
FL	200204	37	37 01	Database	Database Update Timeliness	Service Order updates	Panty	(result is percentage)	99 64
FL	200204	38	38 01 01	Database	Percent Database Accuracy	911 Database - Service Order updates	Panty	(result is percentage)	0
FL	200204	39			E911/911 MS Database Update Interval	Service Order updates	Panty	(result is percentage)	100
FL	200204	39		2 Database	E911/911 MS Database Update Interval	Direct Gateway Input	Benchmark	(result is percentage)	0
FL	200204	40	40 01 03	Collocation	Time to Respond to a Collocation Request	Space availability request - Virtual	Benchmark	(result is percentage)	0
FL	200204	40	40 02 03	Collocation	Time to Respond to a Collocation Request	Price and Schedule quote - Virtual	Benchmark	(result is percentage)	0
FL	200204	41	41 04 01	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Caged	Benchmark	(result is percentage)	0
FL	200204	41	41 04 02	Collocation	Time to Provide a Collocation Arrangement	Augment service request - Physical Cageless	Benchmark	(result is percentage)	0
FL	200204	42			Percent of Time Interface is Available	Ordenng	Benchmark	(result is percentage)	0
FL	200204	44			Center Responsiveness	Ordenng Center	Benchmark	(result in seconds)	0
FL	200204	44			Center Responsiveness	Repair Center Designed	Benchmark	(panty by design)	0
FL	200204	44	44 03	Interfaces	Center Responsiveness	Repair Center Non-Designed	Benchmark	(result in seconds)	0

		Manual Manual					Caraciman P		R.GC	CLEC Autorome
	North Year	Number	5 companys ID		Moasurement Description	Driagoregation		Res di Type	Reichs	e estina
E.	200203	01	61 01 01	Fre-Order	Average Reports fixer to Pre-Order Quenes	Address Variacators Travarch Required - All Enconsoc	Denchmark	(vesult in seconds)	8	25
		01	01.02.01	Pre-Order	Average Reponse Time to Pre-Order Queries	Request For Telephone Number - All Electronic	Benchmark	(result in seconds)	0	06
		01	01 03 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Simple - All Electronic	Benchmark	(result in seconds)	0	6
		01	01 031 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Request For Customer Service Record Complex - All Electronic	Benchmark	(result in seconds)	0	10 2
FL		01	01 04 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Availability - All Electronic	Benchmark	(result in seconds)	0	3
FL		01	01 05 01	Pre-Order	Average Reponse Time to Pre-Order Quenes	Service Appointment Scheduling - All Electronic	Benchmark	(result in seconds)	0	22
FL		01	01 06 01	Pre-Order	Average Reponse Time to Pre-Order Queries	Rejected/Failed Inquines - All Electronic	Benchmark	(result in seconds)	0	2.1
FL		01	01 07 02	Pre-Order	Average Reponse Time to Pre-Order Quenes	Facility Availability - All Manual (FAX)	Benchmark	(result in seconds)	0	22
FL		01	01 08 02	Pre-Order	Average Reponse Time to Pre-Order Queries	Loop Pre-Qualification - All Manual	Benchmark	(result in seconds)	0	14.4
IFI		02	02 01 01	Order	Average FOC/LSC Notice Interval	All Electronic - Residential POTS	Benchmark	(result in hours)	0	
FL		02	02.01.02	Order	Average FOC/LSC Notice Interval	All Electronic - Business POTS	Benchmark	(result in hours)	0	
FL		02	02 01 101	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	
FL		02	02.01.11	Order	Average FOC/LSC Notice Interval	All Electronic - UNE Loops - Non-designed	Benchmark	(result in hours)	0	0
		02	02.01.15	Order	Average FOC/LSC Notice Interval	All Electronic - Interconnection Trunks	Benchmark	(result in hours)	0	13 1
FL		02	02.01.16	Order	Average FOC/LSC Notice Interval	All Electronic - LNP	Benchmark	(result in hours)	0	02
FL		02		Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Residential POTS	Benchmark	(result in hours)	0	32
FL		02		Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Business POTS	Benchmark	(result in hours)	0	5
FL		02	02 03 03	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - ISDN BRI	Benchmark	(result in hours)	0	6
FL		02		Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - PBX	Benchmark	(result in hours)	0	
FL		02		Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Designed Other	Benchmark	(result in hours)	0	
FL		02		Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - xDSL Capable	Benchmark	(result in hours)	0	55
FI		02	02 03 11	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Loops - Non-designed	Benchmark	(result in hours)	0	29
FL		02	02 03 131	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - UNE Platform	Benchmark	(result in hours)	0	
FL		02	02 03 147	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - EELS - Loop	Benchmark	(result in hours)	0	
FL		02	02 03 16	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - LNP	Benchmark	(result in hours)	0	
FL		02	02 03 17	Order	Average FOC/LSC Notice Interval	Electronic/Manual Mix - Projects	Benchmark	(result in hours)	0	71
· -		03	03 01 02 01	Order	Average Reject Notice Interval	All Electronic - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	33 8
		03	03 03 01 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Benchmark	(result in hours)	0	67
FL		03	03 03.02 01	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Benchmark	(result in hours)	0	
FL		03	03 03.02 02	Order	Average Reject Notice Interval	Electronic/Manual Mix - Content Errors (other edits) - UNE Loops and Ports	Benchmark	(result in hours)	0	5.3
FL		05	05 01	Provisioning	Percentage of Orders Jeopardized	Residential POTS	Panty	(result is percentage)	1.4	
FL		05	05 02	Provisioning	Percentage of Orders Jeopardized	Business POTS	Panty	(result is percentage)	33	
	200203	05	05 03	Provisioning	Percentage of Orders Jeopardized	ISDN BRI	Panty	(result is percentage)	07	0
FL		05	05 05	Provisioning	Percentage of Orders Jeopardized	РВХ	Panty	(result is percentage)	0	0
FL		05	05 10	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Designed Other	Parity	(result is percentage)	0	0
<u> </u>		05	05 101	Provisioning	Percentage of Orders Jeopardized	UNE Loops - xDSL Capable	Panty	(result is percentage)	10 2	
		05	05 11	Provisioning	Percentage of Orders Jeopardized	UNE Loops - Non-designed	Parity	(result is percentage)	52	
FL		05	05 131	Provisioning	Percentage of Orders Jeopardized	UNE Platform	Panty	(result is percentage)	16	
FL		05	05.133	Provisioning	Percentage of Orders Jeopardized	UNE Sub-Loops - Voice	Panty	(result is percentage)	5 2	
FL	200203	06	06 01 01	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Assignment	Panty	(result in days)	41	
		06	06 01.02	Provisioning	Average Jeopardy Notice Interval	Residential POTS - Installation	Panty	(result in days)	04	
FL		06	06 02.01	Provisioning	Average Jeopardy Notice Interval	Business POTS - Assignment	Panty	(result in days)	26	
FL		06	06 02 02	Provisioning	Average Jeopardy Notice Interval	Business POTS - Installation	Panty	(result in days)	03	
<u> </u>		06	06 03 02	Provisioning	Average Jeopardy Notice Interval	ISDN BRI - Installation	Panty	(result in days)	0.1	15.9

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0	0	(result is percentage)	Leup (	UNE Loops - Designed Other - Field Work	Percent of Due Dates Missed	Provisioning	10 01 11	11	200203	1 7-1
6	0 2 91	(result is percentage)	Lenty Panty	D2-1/J2DN BBI - Eleid Work	Percent of Due Dates Missed	Provisioning			500503	1
0	291	(escination percentage)	Ajued	PBX - Field Work	Percent of Due Dates Missed	Provisioning	10 50 11	11	EOZOOZ	
0	99	(ageneration of theory)	Longy Party	Centex - Field Work	Percent of Due Dates Missed	BUILIOISIAOJ	10 90'11	11	200203	ี่ าม
-	611	(esultis percentage)	Party.	ISDN BKI - Evely Mork	Percent of Due Dates Missed	<b>BUILIOISIVOR</b>	10 50 11	11	200203	
	61	(lesult is percentage)	banky	Business POTS - No Field Work	Percent of Due Dates Missed	BUILLOISIAOU	20 20 11	L L	200203	13
	0 F	(epistrecred si fluzer)	Banty -	Business POTS - Field Work	Percent of Due Dates Missed	6uiuoisinoid	10 20 11	11	500503	1
· -		(eperior percentage)	Aued	Residential POTS - No Field Work	Sercent of Due Dates Missed	BUILLOISINOI	20 10 11	11	500203	1
10	03	(seallt is percentage)	Loup/	Residential POTS - Field Work	Percent of Due Dates Missed	BUILLOISIAOJ	101011	11	500203	1
	19	(secula is percentage)	Leaph.	AN \$000 bits 3100 bits and	LUP Vetwork Provisioning	BUIUOISIAOJ	01	01	500503	1
31	0	(apercentage)	Benchmark		Coordinated Customer Conversion as a Percentage On-Time	DUINOISIYOT	£0°60	60	500503	
100	0			SSBURSNB	Coordinated Customer Conversion as a Percentage On-Time	6uiuoisivoi4	20 60	60	502003	1
6 96	0	(abercenter)		Scolard	Percent Orders Completed within Standard Interval	BUIUDISIADI	L1 80	80	500503	
	£. <del>9</del> 6	(result is percentage)	Panty		Percent Orders Completed within Standard Interval	6UIUOISIAOJ	EEL 80	80	200303	1 13
	£06	(result is percentage)	Louty	UNE Sub-Loops - Voice		BUIUOISIAOJ	161 80	80	200303	
100	1 86	(result is percentage)	Panty		Percent Orders Completed within Standard Interval	BUIUOISIADIA	11.80	80	500503	<u> </u>
	£06	(result is percentage)	Lanty .		Percent Orders Completed within Standard Interval	BUILOISIADIA	101 80	80	200203	
	696	(estructure)	Panty		Percent Orders Completed within Standard Interval	Provisioning	01 80		200203 200203	נו ו
	0	(result is percentage)	Panty	UNE Loops - Designed Other	Percent Orders Completed within Standard Interval	Provisioning			500503	
	7 76	(result is percentage)	Panty .	bBX	Percent Orders Completed within Standard Interval	Buluoisikou	08 02			. 13 . 13
	8 176	(result is percentage)	Party	IND REAL	Percent Orders Completed within Standard Interval		£0 80	80	500503	1 1
	8 #6	(result is percentage)	Panty .	Business POTS	Percent Orders Completed within Standard Interval	BUILLOISIACI	08 05		500503	
9 86	9 86	(result is percentage)	Panty	Residential POTS	Percent Orders Completed within Standard Interval	Provisioning	10 80	80	500503	L J
128	41	(skeb ni fluse)	Panty	Projects - No Field Work		Brinoisivora	20 71.70		200203	Ы
0	<u> </u>	(Lesult in days)	Panty	Projects - Field Work	Average Completed Interval	Provisioning	10 21 20		500503	ਮ 1
0	6	(skep ui thusei)	Panty	UNE Sub-Loops - Voice - Field Work	Average Completed Interval	Provisioning	02 133 01		200203	
	2 L	(result in days)	6 sup	UNE Bistorm - No Field Work	Average Completed Interval	Provisioning			500503	٦J
5	56	(result in days)	Panty	UNE Platform - Field Work	Isvialni beleton Deneva	60100ISINOI			500503	EL I
43	0	(skep ur yinsər)	Banty	UNE Coops - Nan-designed - No Field Work	levialni batalqmo. ageravA	Princisivon9	2011.70	<u> </u>	500503	19
<u>ç</u>	3	(Lesuit in days)	Panty	UNE Loops - Non-designed - Field Work	Isvielní beletano Secret	Provisioning	101120	20	200203	EL I
98	67	(result in days)	Panty	UNE Loops - xDSL Capable - No Field Work	levietni betetmo egeneva	Provisioning			200203	L J
87	97	(skep ur tinsar)	Panty	UNE Loops - xDSL Capable - Field Work	levisini betelqmoO egenevA	Provisioning			200203	13
18	0	(result in days)	Panty	UNE Loops - Designed Other - Field Work	leviatin batalqmoO ageravA	Provisioning			200203	٦
0	55	(result in days)	- Panty	PBX - Field Work	levisini belelqmoD egesevA	Provisioning			200203	LL II
13 2	154	(result in days)	Panty	Kon BRI - Field Work	Isvation Development of the second se	Provisioning			200203	EC 1
85	81	(skep u ijnsai)	Panty	Anow blaif ow - 2109 seamers	lsvietid beleiding beneva	Provisioning		20	200203	Er l
52	£	(result in days)	Panty	Business POTS - Field Work	Average Completed Interval	Provisioning	10 20 20	20	200203	11
2	2 L	(result in days)	Panty	Residential POTS - No Field Work	tevrated intervation of the second seco	Provisioning	20 10 20		200203	11
5.9	52	(skep ui tinsar)	Panty	Residential POTS - Field Work	Isverage Completed Interval	BUINOISIYON	101020		200203	: 1J
53	0	(skep ui tiusen)	Panty	notelleteni - Russ	Isvietni epitereva	BUINOISIVON	20 147 02	90	200203	: <u></u> ]_
61	50	(skep ui ilusai)	Panty	UNE Loops - Non-designation	Average Jeopardy Nobice Interval	Provisioning	201105	90	200203	EL 1
22	56	(skep ui tiusen)	Panty	UNE Loops - Non-designeet - Assignment	İsvisini sudok yöneçəli əpasıya	Provisioning	10 11 01	90	200203	נר
7	03	(skep ui ijnsai)	Panty	UNE Loops - xDSL Capable - Installation	Isvnerge Jeopardy Nobre Intervel	Provisioning	00 101 05	90	200203	נר ו
90	12	(skep u ijnsəi)	Panty	INUE Loops - xDSL Capable - Assignment	Average Jeopardy Nobce Interval	Provisioning	10 101.90	90	200203	1
98	3	(\${\$\$ (\$\$ (\$\$ \$\$ \$\$ \$\$ \$\$))	AWRIS	nodellateni - 19450 bengkee3 - 6050 1 3MU	Average Jeodardy Mosee Interval	Bujuotswood			505.003	EL
******* **********		set ( antes	ALP ( SHEALBOOL	unjutos Biera;	andayi tani memputang	aris'i	Ul summersus.	Andreas Andreas	wert from	areas.

				20030000			Benchmark (	1	R.EC Concernent	CLFC Apprepate
	Moreh Year	Runder	Submeasure ID	Туре	Newsymmetry Description	Disagoregation	1	Round Type	Results	Basata
8883.	200203		11 101 02	Provisioning	Percent of the Dates Missed	UNE Lopos - x05L Capable - No Field Work	Fanty	(result is percentage)	0.6	28
L	200203		11 11 01	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - Field Work	Panty	(result is percentage)	94	8
1	200203		11 11 02	Provisioning	Percent of Due Dates Missed	UNE Loops - Non-designed - No Field Work	Panty	(result is percentage)	0	13
L	200203		11.131 01	Provisioning	Percent of Due Dates Missed	UNE Platform - Field Work	Panty	(result is percentage)	58	0
1	200203		11 131 02	Provisioning	Percent of Due Dates Missed	UNE Platform - No Field Work	Panty	(result is percentage)	04	0
<u> </u>	200203		11.133 01	Provisioning	Percent of Due Dates Missed	UNE Sub-Loops - Voice - Field Work	Panty	(result is percentage)	94	0
1			11 14 01	Provisioning	Percent of Due Dates Missed	UNE Dedicated Transport - Field Work	Panty	(result is percentage)	0	12 5
<u>-</u>	200203		12.01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	RESIDENTIAL POTS	Panty	(result is percentage)	10 3	98
<u> </u>	200203		12.01	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	BUSINESS POTS	Panty	(result is percentage)	96	0
<u> </u>	200203		12.03	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	ISDN BR!	Panty	(result is percentage)	27	0
	200203		12.00	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	CENTREX	Panty	(result is percentage)	52	0
L.	200203		12 05	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	PBX	Parity	(result is percentage)	10	0
L	200203		12 10	Provisioning	Percent of Due Dates Missed Due to Lock of Facilities	UNE LOOPS - DESIGNED OTHER	Panty	(result is percentage)	0	0
-	200203		12 101	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - XDSL CAPABLE	Panty	(result is percentage)	63	53
<u> </u>	200203		12 11	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE LOOPS - NON-DESIGNED	Panty	(result is percentage)	125	57
<u> </u>	200203		12 131	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE PLATFORM	Panty	(result is percentage)	10 1	0
<u> </u>	200203		12 133	Provisioning	Percent of Due Dates Missed Due to Lack of Facilities	UNE SUB-LOOPS - VOICE	Panty	(result is percentage)	12 5	0
<u>.</u>	200203		13 01 01	Provisioning	Delay order interval to completion date	Residential POTS - 1 - 30 days held	Panty	(result in days)	82	11 8
L	200203		13 01 02	Provisioning	Delay order interval to completion date	Residential POTS - 31 - 90 days held	Panty	(result in days)	44 8	43 5
	200203		13 10 01	Provisioning	Delay order interval to completion date	UNE Loops - Designed Other - 1 - 30 days held	Panty	(result in days)	0	0
	200203	-	13 101 01	Provisioning	Delay order interval to completion date	UNE Loops - xDSL Capable - 1 - 30 days held	Panty	(result in days)	79	75
	200203		13 11 01	Provisioning	Delay order interval to completion date	UNE Loops - Non-designed - 1 - 30 days held	Panty	(result in days)	94	83
<u> </u>	200203		14 01	Provisioning	Held Order Interval	Residential POTS	Panty	(result in days)	13 4	43
	200203		14 02	Provisioning	Held Order Interval	Business POTS	Panty	(result in days)	34 1	61
	200203		14 03	Provisioning	Held Order Interval	ISDN BRI	Panty	(result in days)	96 2	58
	200203		14 05	Provisioning	Held Order interval	PBX	Panty	(result in days)	57 8	0
-	200203		14 07	Provisioning	Held Order Interval	DS-1/ISDN PRI	Panty	(result in days)	40 3	19
L	200203		14 10	Provisioning	Held Order Interval	UNE Loops - Designed Other	Panty	(result in days)	0	67
	200203		14.101	Provisioning	Held Order Interval	UNE Loops - xDSL Capable	Panty	(result in days)	26	
- <u> </u>	200203		14.11	Provisioning	Held Order Interval	UNE Loops - Non-designed	Panty	(result in days)	21	8
ι	200203	14	14 14	Provisioning	Held Order Interval	UNE Dedicated Transport	Panty	(result in days)	0	11.5
- L	200203		15.01.01	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Out of service	Panty	(result is percentage)	26	04
<u>-</u>	200203		15 01 02	Provisioning	Percent Provisioning Trouble Reports	Resale Orders - Not out of service	Panty	(result is percentage)	03	0
 L			15 03 01	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Out of service	Panty	(result is percentage)	38	
 L	200203	15	15 03 02	Provisioning	Percent Provisioning Trouble Reports	UNE Loops only - Not out of service	Panty	(result is percentage)	03	11
	200203	15	15 05 01	Provisioning	Percent Provisioning Trouble Reports	LNP - Out of Service	Panty	(result is percentage)	0	0
 L	200203	15	15.05.02	Provisioning	Percent Provisioning Trouble Reports	LNP - Not Out of Service	Parity	(result is percentage)	0	0
	200203	17a	17a 01	Provisioning	Percentage of Troubles within 5 days for New Orders	Residential POTS	Panty	(result is percentage)	32	·
= L	200203	17a	17a 02	Provisioning	Percentage of Troubles within 5 days for New Orders	Business POTS	Panty	(result is percentage)	45	
Ξ L	200203		17a 03	Provisioning	Percentage of Troubles within 5 days for New Orders	ISDN BRI	Panty	(result is percentage)	2.3	
	200203		17a 04	Provisioning	Percentage of Troubles within 5 days for New Orders	Centrex	Panty	(result is percentage)	04	0
<u>-</u>	200203		17a 05	Provisioning	Percentage of Troubles within 5 days for New Orders	РВХ	Panty	(result is percentage)	0	0
L	200203	17a	17a 10	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - Designed Other	Panty	(result is percentage)	60	
	200203		17a 101	Provisioning	Percentage of Troubles within 5 days for New Orders	UNE Loops - xDSL Capable	Panty	(result is percentage)	4	82

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	1			impederational international i	andseR of amiT aperavA	Maintenance	10:50 12		E0200	بر آخ
56.8	5 62	(result in hours)	Panty	Participation and the second s	erotaes of emit episodo	Maintenance	51 04 05	51		-
45	541	(result in hours)	Panty	Centex - No Dispatch Centex - No Dispatch	Professor of ending of an endin	Maintenance	51 01 03	51		-
33	53 4	(result in hours)	Panty		endpage of	Waintenance	51 03 01	51		-
53	303	(result in hours)	Panty	ISON BRI - Dispatch	endang of emit epeneval	Maintenance	51 03 01	51	00503	_
97	S 53 8	(result in hours)	Panty	Business POTS - No Dispatch	evolve R of emit approve	Maintenance	51 03 03	12	00503	
9.91	524	(result in hours)	Panty	Business POTS - Dispatch		Maintenance	21 01.02	51		
86	76	(result in hours)	Panty	Residential POTS - No Dispatch	Stored in a sum second se	Maintenance	101012	51	<u>i</u>	
13 4	2.21	(sauti n hours)	Panty	Residential POTS - Dispatch	Average of among a store			50		
33.3	S 87	(result is percentage)	Panty	EELS - Loop - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	20.147 01			
0	53 C	(agetnacnag zi fluzan)	Panty	UNE Sub-Loops - Voice - Dispatch	Percentage of Customer Trouble Not Resolved writin Estimated Time	Maintenance	50 133 01	50		_
0	11	(result is percentage)	Panty	UNE Platform - No Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	20.131 02	50	60203	
0	53 4	(result is percentage)	Party	UNE Platform - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	10.151.05	50	00503	
0	£01	(result is percentage)	Panty	UNE Loops - Non-designed - No Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	20 11 0S	50	60203	
39 S	53.6	(result is percentage)	Panty	UNE Loops - Non-designed - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Asintenance	10 11 01	02	00503	
33.3	912	(result is percentage)	Panty	UNE Loops - xDSL Capable - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	10 101 01	50	00503	
8.65	1.94	(result is percentage)	Panty	ndeqrid - 1/1920 PRI- 1015/1-20	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	10.70 02	50	£0Z003	
001	09	(result is percentage)	Panty	rbispatch - X89	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	50 02 01	50		
0	9 97	(iesult is percentage)	Panty	Centrex - No Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	50 0 <del>1</del> 05	50		
92	9 97	(result is percentage)	Panty	Centrex - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Aaintenance	20.04 01	50	00503	ะ วะ
0	Z ZS	(usanji is bercentage)	Panty	ISDN BRI - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	50 03 04	50	00503	ר ז:
0	8 11	(result is percentage)	Panty	fblsqsiD oV - 2TO9 ssaniau	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	50 05 05	50	00503	ר ז
142	2 61	(result is percentage)	Panty	Rusiness POTS - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	50 02 04	50	00503	Z 7:
18	84	(apenceoned si Nuser)	Panty	Residential POTS - No Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	20.01 02	50	00203	ר  2
611	54 4	(result is percentage)	hanty	Residential POTS - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	50 01 01	50	00503	ד וצ
0	0	(result is percentage)	Lanty	ГИЬ	Customer Trouble Report Rate	Maintenance	91.61	61	00503	Z 75
89	3420	(usenit is percentage)	Panty	doop - 5133	Customer Trouble Report Rate	Maintenance	27L 6L	61	00503	z 7:
10 <del>-</del>	3460	(Lesnij is becceupade)	Aueau	UNE Sub-Loops - Yoice	Customer Trouble Report Rate	Maintenance	16 133	61	00503	Z 7-
0	0	(esequecued si jinsei)	Auea	UNE Platform	Customer Trouble Report Rale	Maintenance	181.81	61	00503	ר ז
0	70	(result is percentage)	Aueau	Danpine Loop - Root - Root - Root - Root - Root - NU	Cusiomer Trouble Report Rate	Maintenance	11 61	61	00503	z 7:
20	98	(result is percentage)	Ajueal	UNE Loops - xDSL Capable	Customer Trouble Report Rate	Maintenance	101 61	61	00503	ר וז
20	20	(usenit is percentage)	Loup?	AGP/D50	Customer Trouble Report Rate	Maintenance	60 61	61	£0Z00	z 1:
<u> </u>	81	(result is percentage)	Aue A		Customer Trouble Report Rate	Maintenance	20.61	61	60200	
1.1		(ecenit is percentage) (ecenit is percentage)	Land A	Saa	Customer Trouble Report Rate	Maintenance	90 61	61	EOZOO	_
	03	(ecentracial si fluser)	Eanly Fank	883	Customer Trauble Report Rate	Maintenance	50.61	61		
1.0	0	(result is percentage)	Lanty Panty	Ceutex	Customer Trouble Report Rate	Maintenance	10 61	61	00503	
03	10		Panty Panty	IN NOSI	Customer Trouble Report Rate	Maintenance	10 03	61		
10	20	(result is percentage)	Party	STOR RESULTS	Customer Trouble Report Rate	Maintenance	20 61	61	£0200	
S 0	1.1	(result is percentage)		Residential POTS	Customer Trouble Report Rate	Sonsnetniem (	10 01	61	00503	
3	S L	(abeucauad si jinsai)	Panty	All Electronic	Average Compton Notoce Interval	BUIUOISIAOJA	10.81	81	00303	-
329.4	0	(result in minutes)	Benchmark		Percentage of Troubles within 5 days for New Orders	Duiuoisivoia	91 671	8/1 8/1	00303	_
0	10	(result is percentage)	Party			Provisioning	241 671		00303	· .
0	0	(result is percentage)	Party	EERS - Foob	Percentage of Troubles within 5 days for New Orders			e71	00503	
0	99	(result is percentage)		UNE Sub-Loops - Voice	Percentage of Troubles within 5 days for New Orders	BUILIOISIAOJA	EEL 871	8/1		
100	34	(result is percentage)	Fanty	UNE Platiom	Percentage of Troubles within 5 days for New Orders	BUINOISIVOIA	151 131	571 571	00503	
2.2	98	(result is porcentage)	hued in the second s	trangisab-noN - 64003 3493	Percentage of Troubles within 5 tays for New Divident	6uinoizivor?	\$1 E71	811a	80203	i kan manana sa
BAR GON AMOLOGY SITO	Street Contectors STX	egy i Bureau	848 4 38-04 2040	(and in a figure a	noinn seal manaalaasii	#d/1	() secondod	Balana ana ang ang ang ang ang ang ang ang	1999, species	

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	North Year	Measurement National	Submeasure (C	Туре	Searcharter Lear Article	Disaggregation	Banenanana, P wika	Result Type	R.EC Compartson Results	CLEQ Appropriate Results
			21 07 01	Maritenshoe	Average Time to Restore	DS-1//SON FRI - Dispatch	Farky	(insort in houre)	42	38
-		21	21 101 01	Maintenance	Average Time to Restore	UNE Loops - xDSL Capable - Dispatch	Panty	(result in hours)	26 1	32
			21 11 01	Maintenance	Average Time to Restore	UNE Loops - Non-designed - Dispatch	Panty	(result in hours)	14.7	22 8
			21 11.02	Maintenance	Average Time to Restore	UNE Loops - Non-designed - No Dispatch	Panty	(result in hours)	11.1	8
			21 131 01	Maintenance	Average Time to Restore	UNE Platform - Dispatch	Panty	(result in hours)	19	16
	200203	21	21.131 02	Maintenance	Average Time to Restore	UNE Platform - No Dispatch	Panty	(result in hours)	97	25
		21	21.133 01	Maintenance	Average Time to Restore	UNE Sub-Loops - Voice - Dispatch	Panty	(result in hours)	14 7	17
			21 147 01	Maintenance	Average Time to Restore	EELS - Loop - Dispatch	Panty	(result in hours)	46	39
		22	22 01	Maintenance	POTS Out of Service Less Than 24 Hours	Residential POTS	Panty	(result is percentage)	914	96 6
		22	22 02	Maintenance	POTS Out of Service Less Than 24 Hours	Business POTS	Panty	(result is percentage)	70 3	87 5
	200203	22	22 11	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Loops - Non-designed	Panty	(result is percentage)	93 5	81 6
-	200203	22	22 133	Maintenance	POTS Out of Service Less Than 24 Hours	UNE Sub-Loops - Voice	Panty	(result is percentage)	93 5	100
	200203	23	23 01	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Residential POTS	Panty	(result is percentage)	15 8	13.8
		23	23 02	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	Business POTS	Panty	(result is percentage)	21 1	21.8
-	200203	23	23 03	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	ISDN BRI	Panty	(result is percentage)	11 7	0
	200203	23	23 04	Maintenance		Centrex	Panty	(result is percentage)	14 3	20
	200203	23	23.05	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	PBX	Panty	(result is percentage)	0	0
	200203	23	23 07	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	DS-1/ISDN PRI	Panty	(result is percentage)	22 6	0
	200203	23	23 101	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - xDSL Capable	Panty	(result is percentage)	22 3	67
	200203	23	23 11	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Loops - Non-designed	Panty	(result is percentage)	14 7	20.3
<u>د</u>	200203	23	23 131	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Platform	Parity	(result is percentage)	16 9	33 3
	200203	23	23.133	Maintenance	Frequency of Repeat Trouble Reports in 30 Days	UNE Sub-Loops - Voice	Panty	(result is percentage)	14 7	0
	200203	23	23 147	Maintenance		EELS - Loop	Panty	(result is percentage)	214	33 3
	200203	24	24 00	Network	Percent Blocking on Common Trunks	Percent Trunk Blockage	Benchmark	(result is percentage)	0	0
-	200203	25	25.00	Network	Percent Blocking on Interconnection Trunks	Percent Trunk Blockage	Panty	(result is percentage)	0	0
a -	200203	28	28 01	Billing	Usage Timeliness	Resale	Panty	(result in days)	14	14
1 1	200203	28	28 02	Billing	Usage Timeliness	UNE	Panty	(result in days)	14	13
	200203	28	28 03	Billing	Usage Timeliness	Switched Access	Benchmark	(Result is Percentage)	0	99 7
	200203	30	30 01	Billing	Wholesale Bill Timeliness	Resale	Benchmark	(result is percentage)	0	100
ъ., Г		30	30 02	Billing	Wholesale Bill Timeliness	UNE	Benchmark	(result is percentage)	0	100
		30	30 04	Billing	Wholesale Bill Timeliness	Facilities/Interconnection	Benchmark	(result is percentage)	0	100
<u>د</u>		31	31 01	Billing	Usage Completeness	Resale	Parity	(result is percentage)	99 9	99.9
<u>-</u>	200203	31	31.04	Billing	Usage Completeness	Facilities/interconnection	Benchmark	(result is percentage)	0	96.2
<u>ะ</u> เ	200203	32	32 01	Billing	Recumng Charge Completeness	Resate	Panty	(result is percentage)	96.2	99 1
	200203	32	32 02	Billing	Recumng Charge Completeness	UNE	Benchmark	(result is percentage)	0	77
<u>е</u> П	200203	33	33 01	Billing	Non-Recurring Charge Completeness	Resale	Panty	(result is percentage)	99 5	991
1	200203	33	33 02	Billing	Non-Recurring Charge Completeness	UNE	Benchmark	(result is percentage)	0	80 3
	200203	34	34 01 01	Billing	Billing Accuracy	Resale - Usage	Panty	(result is percentage)	89.1	90 8
-	200203	34	34 01 02	Billing	Billing Accuracy	Resale - Recurring Charge	Panty	(result is percentage)	99 3	97 9
	200203	34	34 01.03	Billing	Billing Accuracy	Resale - Non-recurring Charge	Panty	(result is percentage)	96.6	97 7
<u> </u>	200203	34	34 02 02	Billing	Billing Accuracy	UNE - Recumng Charge	Benchmark	(result is percentage)	0.	913
<u>.</u>	200203	34	34 02 03	Billing	Billing Accuracy	UNE - Non-recurring Charge	Benchmark	(result is percentage)	0	75 5
<u>د</u> ال	200203	34	34 04 01	Billing	Billing Accuracy	Facilities/Interconnection - Usage	Benchmark	(result is percentage)	0	88 6
ц.	200203		37 01	Database	Database Update Timeliness	Service Order updates	Panty	(result is percentage)	99.8	98 3

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0	0	(spuoses ur tinser)	Benchmark		Ceuter Responsiveness	Interfaces	44 03	44	500203	
0	0	(beuty by design)	Benchmark	Repair Center Designed	Center Responsiveness	Interfaces	44 05	44	200203	
0	0	(result in seconds)	Benchmark	Ordenng Center	Center Responsiveness	Interfaces	44 01	44	200203	Er
0	0	(result is percentage)	Benchmark	grnebro	Percent of Time Interface is Available	Interfaces	45 05	45	200203	ד ד
001	0	(result is percentage)	Benchmark	Price and Schedule quote - Physical Cageless	Time to Respond to a Collocation Request	Collocation	40.02.02	40	500503	FL
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	62	(result in days)		UNE Loops - xDSL Capable - Installation	Average Jeopardy Notice Interval		00 101 05	90	200202	
	20	(result in days)	Panty				10 101 90	90	200202	
	6	(Lesult in days)	Panty	UNE Loops - Designed Other - Installation		DUILLOISIAOJ	20 01:90	90	202002	
<b>96</b>	0	(skep un jinsen)	Panty		Average Jevenin entropy voice interest	6uiuoisivai3	20 60 90	90	ZOZOOZ	
-	80	(Lesnit in gave)	Panty Party	Business POTS - Installation ISDN BRI - Installation	Average Jeopson Voice interval	Provisioning	00 03 03	901	200505	
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	ç	(teenir in days)	Panty		Percentage of Orders Jeopardized	-	EEL 50	50	Z02002	
	6'9	(result is percentage)	Panty	UNE Sub-Loops - Voice	Percentage of Orders Jeopardized	-	121 30	50	Z02002	
	2 F	(result is percentage)	Panty		Percentage of Order, Jeopardized	BUILIOISIAOJA	11 50	50	200303	
	65	(result is percentage)	Panty			BUILIOISIAOJa	101 30	50	202002	
2 ¥	11	(result is percentage)	Panty Party		Percentage of Orders Jeopardized	Brinoisivora		96	20202	
	0	(result is percentage)	Panty	NUE Loops - Designed Other	Percentage of Orders Jeopardized	-	01 50	50	Z0Z002	
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99	0	(sunoų urynsau)	Benchmark	Electronic/Manual Mix - Content Errors (other edits) - Resale Orders	Average Reject Notice Interval	Order	03-03 05 01	60	500505	
9 681	0	(sinori ni huusei)	Benchmark	Electronic/Manual Mix - Syntax (edit engine) - Resale Orders	Average Reject Notice Interval	Order	10.10 60 60	03	\$00505	
96	0	(result in hours)	Benchmark	Electronic/Manual Mix - Projects	Average FOC/LSC Notice Interval	Order	21 60 20	05	20202	
52	0	(result in hours)	Benchmark	Electronic/Manual Mix - LNP	Average FOC/LSC Notice Interval	Очдек	05 03 16	Z0	202002	
7 L	0	(sanoy ui yinsəi)	Benchmark	Electronic/Manual Mix - EELS - Loop	Average FOC/LSC Notice Interval	Order	02 03 147	0 <u>5</u>	20200Z	
9	0	(result in hours)	Benchmark	Electronc/Manual Mix - Line Shanng	Average FOC/LSC Notice Interval	Order	05 03 141	05	200202	
12 17	0	(resolt in hours)	Benchmark	Electronic/Manual Mix - UNE Platform	Average FOCALSC Notice Interval	Order	151 50 20	20	202002	Ъ
53	0	(result in hours)	Benchmark	Electronic/Manual Mix - UNE Loops - Non-designed	Average FOC/LSC Notice Interval	Order	11 20303	0S	202002	
33	0	(result in hours)	Benchmark	Electronic/Manual Mix - UNE Loops - xDSL Capable	Average FOC/LSC Notice Interval	Order	05 03 101	05	200202	
55	0	(result in hours)	ຊຸຍມະນຸມອອ		Average FOC/LSC Notice Interval	Order	05 03 10	05	202002	
79	0	(result in hours)	Renchmark	Electronic/Manual Mix - Business POTS	Average FOCA.SC Notice Interval	nethO.	05 03 05	05	200202	٦J
85	0	(result in hours)	Benchmark	Electronic/Manual Mix - Residential POTS	Average FOC/LSC Notice Interval	Order	02 03.01	05	202002	
90	0	(result in hours)	Benchmark		Average FOCALSC Notice Interval	Order	05 01 16	05 20	200202	ы
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0	0	(result in hours)	Benchmark	All Electronic - Residential POTS	Average FOC/LSC Notice Interval	Order	05 01 01	20	200202	
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6 ¥L	0	(spucces ur tiuser)	Benchmark	Factility Availability - All Manual (FAX)	Average Reponse Time to Pre-Order Quenes	Pre-Order	01 01 05	01	500202	ъ
56	0	(result in seconds)	Benchmark	Rejected/Failed inquines - All Electronic	Average Reponse Time to Pre-Order Quenes	Pre-Order	10 90 10	04	20202	
53	0	(spucces ur seconds)	Benchmark	Service Appointment Scheduling - All Electronic	Average Reports Time to Pre-Order Quenes	Pre-Order	10 50 10	10	200202	Ъ
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Panty	Pontu	Ponty	Danty	Danty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Benchmark	Benchmark	Panty	Panty	Panty	Panty	Panty	Panty	Party	Pany	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Panty	Very Harrison											
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<u>76</u>	0	(Result is Percentage)	Benchmark	Sterod Access		Bulling	28.03	58	500505	L
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	0	(egetnecneq zi fluzen)	Panty	Percent Trunk Blockage		Network	55.00	SS	200202	Ĺ
	0	(egeinecneq 21 fluxen)	Benchmark	Percent Trunk Blocksge	Percent Blocking on Common Trunks	Network	54 00	54	500505	-
<u>.</u>	52.7	(esult is percentage)	Panty Party	doo1 - \$133	Frequency of Repeat Trouble Reports in 30 Days		23 142	53	500505	L
61	9.91	(ecentracied si fluzer)	Panty	DAE Loops - Non-designed	Frequency of Repeat Trouble Reports in 30 Days	Maintenance	53 11	53	200202	i
97	2 61	(egainecned ai huzer)	Panty	UNE Loops - xDSL Capable	Frequency of Repeat Trouble Reports in 30 Days	Maintenance	23 101 23	53	500505	Ĺ
	512	(result is percentage)	Panty	VGPL/DS0	Frequency of Repeat Trouble Reports in 30 Days	Maintenance	53 0 <del>0</del>	53	20202	Ĺ
:	232	(ecenters percentage)	Panty	IN NOSVI-SO	Frequency of Repeat Trouble Reports in 30 Days	Maintenance	20 82	53	20202	
	6 01	(ecenic is percentage)	Panty	Селтех	Frequency of Repeat Trouble Reports in 30 Days	eonsnetnisM	53 04	53	200202	<b>—</b>
4	212	(ecenter percentage)	Party	STO9 ssensug	Frequency of Repeat Trouble Reports in 30 Days	Maintenance	23.02	S3	500202	í T
4	9 91	(Leang is becceutage)	Panty .	Residential POTS	Frequency of Repeat Trouble Reports in 30 Days	eonenetnieM	53 04	53	500505	Г
98	9 86	(eanit is percentage)	Panty	Dengiseb-nov - sqood BNU	POTS Out of Service Less Than 24 Hours	Maintenance	55 11	22	200202	$\square$
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56	06	(e6equecued si ginseu)	Fanty	Residential POTS	POTS Out of Service Less Than 24 Hours	Maintenance	55 01	55	500505	$\square$
8	G	(sunoų ui jinsau)	Auea	EELS - Loop - Dispatch	enoteeR of emil egeneva	Maintenance	21.147.01	51	200202	<b></b>
<u>ē</u>	19	(sunoų ur jinseu)	Panty	UNE Loops - Non-designed - No Dispatch	Average Time to Restore	Maintenance	21 11 05	54	500505	( T
Ži	971	(result in hours)	Lanty	UNE Loops - Non-designed - Dispatch	evolge Time to Residee	Maintenance	1011.12	54	200202	<b>—</b>
62	8 #2	(sunoų ui ijnsau)	hand	UNE Loops - xDSL Capable - Dispatch	Average Time to Restore	Maintenance	10 101.12	51	500505	<u>_</u>
uc L	890	(sunoų ur įjasau)	hand your	ACHLORO - Dispatch	Average Time to Restore	Maintenance	51 09 01	51	202002	1
<u>е</u>	6 3	(sinon ni iluser)	Land	Disparation PRISE	Average Time to Restore	Maintenance	10 40 12	54	500505	
ε ∠	09	(sinoy ui liusei)	Aued	Centex - No Dispatch	Average Time to Restore	Maintenance	51 04 05	51	500202	-
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	1617	(esult is percentage)	Panty	DS-1/ISDN PRI - Dispatch	Percentage of Customer Trouble Not Resolved within Estimated Time	Maintenance	50 02 04	50	200202	1
	563	(egeineoreq si fluser)	Panty	Centrex - No Dispatch		Maintenance	50 04 05	50	200202	-
	2 92	(egenneored si llusen)	Panty	Centrex - Dispatch		Aantenance	20 04 01	50	200202	1
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