TENNESSEE REGULATORY AUTHORITY

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

NOTICE OF EXTENSION OF TIME TO FILE COMMENTS AND TO INTERVENE

IN RE: **Docket to Establish Generic Performance Measurements, Benchmarks and Enforcement Mechanisms for BellSouth Telecommunications, Inc.**

DOCKET NO.: **01-00193**

DATE: **March 30, 2001**

At a regularly scheduled Authority Conference held on February 21, 2001, the Directors of the Tennessee Regulatory Authority ("TRA") opened this docket to develop a common set of performance measurements, benchmarks and enforcement mechanisms to ensure that BellSouth Telecommunications, Inc. provides nondiscriminatory access to its network elements as required by the Telecommunications Act of 1996.

Concurrent with the establishment of the above referenced docket, the TRA adopted as a base the performance measurements, benchmarks and enforcement mechanisms that were ordered in the ITC^DeltaCom arbitration (Docket No. 99-00430).[1]

[1] Docket No. 99-00430 is styled *Petition for Arbitration of ITC^DeltaCom Communications, Inc. with BellSouth Telecommunications, Inc. Pursuant to The Telecommunications Act of 1996.* The specific documents which comprise the Tennessee Plan as it currently exists are as follows: (1) the Performance Measures adopted by the Arbitrators on April 4, 2000 (available on-line at the TRA website at www.state.tn.us/tra/fileroom.htm under the above mentioned docket number as attachment 1 to the Direct Testimony of David A. Coon filed on October 15, 1999); (2) the revisions to attachment 1 to the Direct Testimony of David A. Coon as adopted by the Arbitrators on August 11, 2000 (available on-line at the TRA website at www.state.tn.us/tra/fileroom.htm under the above mentioned docket number as "Interim Order of Arbitration Award" filed on August 11, 2000); (3) the Benchmark/Standards adopted by the Arbitrators on February 6, 2001 (available on-line at the TRA website at www.state.tn.us/tra/fileroom.htm under the above mentioned docket number as The Final Best Offer of ICT^DeltaCom filed on October 2, 2000); and (4) the Additional Texas Measures adopted by the Arbitrators on April 4, 2000 (attached hereto).

On March 12, 2001, a Notice of Filing was issued in which interested parties were invited to submit comments regarding the following:

1. Should the performance measurements, benchmarks and enforcement mechanisms as adopted be revised? If so, specify what changes should be made and provide supporting rationale.

2. Should a change control process be considered in this docket? If so, provide supporting rationale and details of the process you recommend.

The Notice of Filing issued on March 12 required that the comments on these issues and all motions to intervene be submitted by March 30, 2001.

The filing dates for Comments on Issues 1 and 2 and for Motions to Intervene are hereby extended until **2:00 p.m. on Friday, April 6, 2001.**

FOR THE TENNESSEE REGULATORY AUTHORITY

H. Lynn Greer, Jr., Pre-Hearing Officer

Original Notice in Docket File

5. Measurement:

Percent Firm Order Confirmations (FOCs) Returned

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected (manual and electronic) orders.
- SWBT only Disconnect orders.
- Orders involving major projects mutually agreed upon by CLECs and SWBT.
- Upon implementation of Performance Measurement 94, LNP and LNP With Loop will be excluded from this measure.

Business Rules:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m.-5:30p.m, excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours. For UNE Loop and Port combinations, orders requiring N, C, and D orders; the FOC is sent back at the time the last order that establishes service is distributed In the event of a post-FOC reject, the originally recorded duration to return the first FOC will not be included in the Measurement No. 5 reported date.

LEX/EDI

For LEX and EDI originated LSRs, the start date and time is the receive date and time that is automatically populated by the interface (EDI or LEX) with the system date and time.. The end date and time is recorded by both LEX and EDI and reflect the actual date and time the FOC is **available** to the CLEC. This data is extracted daily from LEX and EDI and passed to the DSS (Decision Support System), where the end date and time are populated and are used to calculate the FOC measurements. For LSRs where FOC times are negotiated with the CLEC, the ITRAK entry on the SORD service order is used in the calculation. The request type from the LSR and the Class of Service tables are used to report the LSRs in the various levels of disaggregation. The Class of Service tables are based on the Universal Service Order practice.

10. Measurement	
Percent Mechanized Rejects Returned Within one hour of receipt of reject in LASR	
Definition:	
Percent mechanized rejects returned within one hour of the receipt of the reject in LASR.	
Exclusions:	
None	
Business Rules:	
The start time used is the date and time the reject is available to LASR; and the end time is the date and time the reject notice is provided to EDI or LEX and is available to the CLEC. A mechanized reject is any reject returned electronically (without manual intervention) to the CLEC via LASR.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# mechanized rejects returned within 1 hour ÷ total rejects) * 100	Reported for CLEC and all CLECs for the electronic interfaces (EDI and LEX).
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97% within 1 hour of the receipt of a reject in LASR	

VERBAL or MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by telephone, fax, or other manual methods (i.e. courier). The receive date and times are recorded and input on the SM-FID on each service order in SORD for each FOC opportunity. The end times are the actual dates and times the paper faxes are sent back to the CLEC. Fax end times are recorded and input into the DSS systems via an internal Web application. Each FOC opportunity is dynamically established on the Web application via our interface to SORD. The LSC must provide an end date and time for each entry, which depicts the date and time the FOC was actually faxed back to the CLEC. If a CLEC elects to accept an on line FOC and does not require a paper fax the FOC information is provided over the phone. In these instances, the order distribution time is used in the FOC calculation on the related SORD service order to the appropriate SM-FID entry. These scenarios are identified by data populated on the ITRAK-FID of the service order. The ITRAK-FID is also used when FOC times are negotiated with the CLEC. The LSC will populate the ITRAK-FID with certain pre-established data entries that are used in the FOC calculation.

Levels of Disaggregation:

Manually submitted:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- Switch Ports < 24 Hours

Electronically submitted via LEX or EDI:

- Simple Res. And Bus. < 5 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 5 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- Switch Ports < 5 Hours

Calculation:	**Report Structure:**
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC and all CLECs. This includes mechanized from EDI and LEX and manual (FAX or phone orders).

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95%, the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

15. Measurement	
Percent of Accurate and Complete Formatted Mechanized Bills	
Definition:	
The percent of monthly bills sent to the CLECs via the mechanized EDI process that are accurate and complete.	
Exclusions:	
None	
Business Rules:	
EDI Billing accuracy is based upon three factors: totaling, formatting, and syntax. In other words, does the bill total up correctly, does the EDI Billing data conform to the format outlined in the SWB Electronic Commerce Guide for EDI Billing, and is the EDI Billing data syntactically correct? For completeness, EDI checks that the sum of all itemized calls equals the total for the itemized calls bill section, and the sum of all OC&C charges should equal the total for the OC&C section. Similar audits are performed for total current charges and the amount due.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Count of accurate and complete formatted mechanized bills via EDI ÷ total # of mechanized bills via EDI.) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
99%	

17. Measurement
Billing Completeness
Definition:
Percent of service orders completed within the billing cycle that post in the CRIS or CABS billing systems prior to the customer's bill period.
Exclusions:
Access Service Orders billed through CABS.
Business Rules:
The Billing Completeness Measure includes all orders and is created from the Posted Service Order Database (PSOD). PSOD includes copies of all posted service orders for both the CRIS and CABS. PSOD includes the Bill Period, Completion Date, and Post Date for each Service Order as well as an On-Time/Late indicator created based on these dates. This On-Time/Late indicator is calculated as follows: 1. Determine the Bill Date, Completion Date, and Post Date for any order that has an OCN number regardless of order type. 2. Calculate the Bill Date minus one month by subtracting one month from the Bill Date. 3. Determine the Bill Render Date by using the Bill Date to look up the Bill Render Date on the Bill Period Calendar. 4. Compare the Completion Date, Bill Date, Bill Date Minus one month, Bill Render Date, and Post Date of the service order to determine if order is on-time or late: • If the Completion Date of the service order is prior to the Bill Date minus one month, then the order is late. • Compare the Post Date to the Bill Render Date. If the Post Date is earlier than or equal to the Bill Render Date and the Completion Date of the service order is equal to or greater than the Bill Date minus one month, then the order is on-time. • In all other cases, the order is late. • The Billing Completeness Measure for each month is based on all orders that post within that given month. The denominator of the measure is all orders within a month. The numerator is the total number of on-time orders for that same month. The Billing Completeness Measure calculation is completed for each CLEC, for all CLECs, and for all retail service orders. The CLEC orders for both CRIS and CABS are defined as all service orders that include the AECN or OCN FID. The retail orders are all CRIS orders that do not include an AECN.
Levels of Disaggregation:
CLEC and non-CLEC

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

20. Measurement:	
Unbillable Usage	
Definition:	
The percent usage data that is unbillable.	
Exclusions:	
None	
Business Rules:	
For CRIS billing, the total dollars for A.M.A/ECS written off is divided by the total CRIS A.M.A/ECS billing. For CABS, the total CABS uncollectible dollars is divided by total CABS billing. The end of the month cycle date is used as the start/stop time for the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Total unbillable usage ÷ total billed usage) * 100	Reported for the aggregate of SWBT and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

23. Measurement	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Exclusions:	
See Measurement No. 22	
Business Rules:	
See Measurement No. 21	
Levels of Disaggregation:	
See Measurement No. 21	
Calculation:	**Report Structure:**
(Count of blocked calls ÷ total calls offered) * 100	Reported for all CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with SWBT RSC / BSC	

26. Measurement	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 24	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Count of blocked calls ÷ total calls offered) * 100	Reported for all CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with SWBT CSB	

56.1 Measurement:	
Percent Installations Completed Within Industry Guidelines for LNP With Loop	
Definition:	
Percent installations completed within "X" business days excluding customer caused misses and customer requested due date greater than "X" business days.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than "X" business days as set out below. • Excludes customer caused misses. • CLEC or Customer caused or requested delays. • NPAC caused delays unless caused by SWBT.	
Business Rules:	
See Measurement No. 55.2	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	**Report Structure:**
Count of N, T, C orders installed within business "x" business days ÷ total N, T, C orders) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95% within "X" days • 2 Wire Analog and Digital and INP (1-10) – 3 Days from receipt of FOC • DS1 loop(includes PRI) – 3 Days from receipt of FOC	

57. Measurement	
Average Response Time for Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for ADSL.	
Exclusions:	
None	
Business Rules:	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.	
Levels of Disaggregation:	
ADSL or other DSL as determined by the Public Utility Commission of Texas.	
Calculation:	**Report Structure:**
Σ(Date and Time the Loop Qualification is made available to CLEC -- Date and Time the CLEC request is received)/Total number of loop qualifications	CCLEC, All CLECs and SWBT.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
Parity	

80. Measurement	
Directory Assistance Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered	Reported for the aggregate of SWBT and CLECs.
Measurement Type:	
Tier 1 -- None Tier 2 -- Low	
Benchmark:	
PUC Subst. Rule 23.61.e (3)(A)(iii)	

82. Measurement	
Operator Services Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered.	Reported for the aggregate of SWBT and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
PUC Subst. Rule 23.61.e (3)(A)(1)	

LOCAL NUMBER PORTABILITY (LNP)

91. Measurement:	
Percentage of LNP Only Due Dates within Industry Guidelines	
Definition:	
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
Exclusions:	
• CLEC or Customer caused or requested delays. • NPAC caused delays unless caused by SWBT.	
Business Rules:	
Industry guidelines for due dates for LNP are as follows: • For Offices in which NXXs are previously opened – 3 Business Days. • New NXX – 5 Business days on LNP capable NXX. The above-noted due dates are from the date of the FOC receipt. For partial LNP conversions that require restructuring of customer account: • 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • >30 TNs, including entire NXX: The due dates are negotiated.	
Levels of Disaggregation:	
NXXs previously opened and NXX new (1-30 TNs and greater than 30 TNs)	
Calculation:	**Report Structure:**
(Count of LNP TNs implemented within Industry guidelines ÷ total number of LNP TNs) *100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

92. Measurement:	
Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	
Definition:	
Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.	
Exclusions:	
• Customer caused or requested delays. • NPAC caused delays unless caused by SWBT. • Cases where SWBT did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of SWBT's release request. In these cases, SWBT may have to re-work to release the TN so it can be ported to meet the due date.	
Business Rules:	
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total number of LNP TNs for which the subscription was released) *100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

93. Measurement:	
Percentage of Customer Account Restructured Prior to LNP Due Date	
Definition:	
Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 91	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of LNP orders for which customer accounts were restructured prior to LNP due date) ÷ (total number of LNP orders that require customer accounts to be restructured) *100	Reported for CLEC and all CLECs.
Measurement Type	
Tier 1 – Low Tier 2 – None	
Benchmark:	
96.5%	

96. Measurement:	
Percentage Pre-mature Disconnects for LNP Orders	
Definition:	
Percentage of LNP cutovers where SWBT prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.	
Exclusions:	
Coordinated Conversions	
Business Rules:	
The count of incidents, on a TN basis, where the translations are removed prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (10 minutes before scheduled conversion time).	
Levels of Disaggregation:	
LNP only and LNP with Loop.	
Calculation:	**Report Structure:**
Count of premature disconnects ÷ total LNP conversions * 100	Reported by CLEC and all CLECs disaggregated by LNP and LNP with UNE loop.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
2% or Less premature disconnects starting 10 minutes before scheduled due time.	

106. Measurement	
Average Days Required to Process a Request	
Definition:	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 105	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date request returned to CLEC – date request received from CLEC) ÷ total number of requests	Reported for individual CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement No. 105. Benchmark will be established during the 6 month review.	

DIRECTORY ASSISTANCE DATABASE

110. Measurement	
Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	
Definition:	
The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory change only and within 72 hours of the completion date on the provisioning service order where a provisioning order is required.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
The date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For directory changes that also have a provisioning order, the clock starts when the provisioning order completes and ends when the listing is updated. The update clerks work hours are 6:30 a.m. to 3:00 p.m. Monday through Friday. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Count of updates completed within 72 hours ÷ total updates) * 100	Reported by CLEC and all CLECs for facility based providers.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
95% updated within 72 hours.	

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

112. Measurement	
Percentage DA Database Accuracy For Manual Updates	
Definition:	
The percentage of DA records that were updated by SWBT in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 110	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of SWBT caused update errors ÷ Total number of updates) *100	Reported by CLEC and all CLECs for facility based providers.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97%	

COORDINATED CONVERSIONS

114. Measurement	
Percentage of Premature Disconnects (Coordinated Cutovers)	
Definition:	
Percentage of coordinated cutovers where SWBT prematurely disconnects the customer prior to the scheduled conversion.	
Exclusions:	
None	
Business Rules:	
A premature disconnect occurs any time SWBT disconnects the CLEC customer prior to the CLEC authorization.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Count of prematurely disconnected customers ÷ total coordinated conversion customers) * 100	Reported by CLEC and all CLECs disaggregated by INP and INP with loop, LNP and LNP with loop.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
2% or less premature disconnects starting 10 minutes before scheduled time.	

116. Measurement	
Percentage of Missed Mechanized INP Conversions	
Definition:	
Percentage of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after the scheduled due time.	
Exclusions:	
None	
Business Rules:	
The clock starts on the Due Date and Frame Due Time and the clock stops on the Switch Date and Time.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Count of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after scheduled due time (Frame Due Time)) ÷ total mechanized INP conversions) * 100	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
See Measurements No. 114 and No. 115	

NXX

117. Measurement	
Percent NXXs loaded and tested prior to the LERG effective date	
Definition:	
The percent of NXXs loaded and tested prior to the LERG effective date.	
Exclusions:	
None	
Business Rules:	
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.	
Levels of Disaggregation:	
By Market Region	
Calculation:	**Report Structure:**
(Count of NXXs loaded and tested by LERG date ÷ total NXXs loaded and tested) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity	

118. Measurement	
Average Delay Days for NXX Loading and Testing	
Definition:	
Average calendar days from due date to completion date on company missed NXX orders.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 117	
Levels of Disaggregation:	
By Market Region	
Calculation:	**Report Structure:**
Σ(Completion Date - LERG date) ÷ (number of SWBT caused late orders)	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

119. Measurement	
Mean Time to Repair	
Definition:	
Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
Exclusions:	
None	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared.	
Levels of Disaggregation:	
By Market Region.	
Calculation:	**Report Structure:**
Σ(Date and time trouble report is cleared with the customer – Date and time trouble report is received) ÷ (number of NXX trouble reports)	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity	

BONA FIDE/SPECIAL REQUEST PROCESS (BFRs)

120. Measurement	
Percentage of Requests Processed Within 30 Business Days	
Definition:	
Percentage of Bona fide/Special requests processed within 30 business days.	
Exclusions:	
Excludes weekends and holidays.	
Business Rules:	
The clock starts when SWBT receives a complete and accurate application. The clock stops when SWBT completes application processing for Network Elements that are not operational at the time of the request.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Count of number of requests processed within 30 days ÷ total number of requests) * 100	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% within 30 business days.	

121. Measurement	
Percentage of Quotes Provided for Authorized BFRs/Special Requests Within X (10,30,90) Days	
Definition:	
Percentage of quotes provided in response to bona fide/Special requests for within X (10,30,90) days.	
Exclusions:	
Requests that are subject to pending arbitration.	
Business Rules:	
The clock starts when SWBT receives a complete and accurate application. The clock stops when SWBT responds back to the application request with a quote.	
Levels of Disaggregation:	
• New Network Elements that are operational at the time of the request. • New Network Elements that are ordered by the FCC. • New Network Elements that are not operational at the time of the Request.	
Calculation:	**Report Structure:**
(Count of number of requests processed within X (10, 30, 90) days ÷ total number (10, 30, 90 Days) of requests) * 100	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
90% within 10, 30, 90 business days. • Network Elements that are operational at the time of the request – 10 days • Network Elements that are Ordered by the FCC– 30 days • New Network Elements 90 days	