~~Self-Effectuating Enforcement Mechanism Administrative Plan~~
Tennessee SEEM Administrative Plan

~~Tennessee Plan~~
Version 3.0~~2.0~~

Issue Date: June 1, 2005 ~~July 1, 2003~~

Contents

Administrative Plan

1 Scope

1.1 This Administrative Plan ("Plan") includes Service Quality Measurements ("SQM") with corresponding Self Effectuating Enforcement Mechanisms ("SEEM") to be implemented by BellSouth pursuant to the Order issued by the Tennessee Regulatory Authority (the "Authority") on ~~January 12, 2001~~ [DATE] ~~and May 7, 2001~~ in Docket ~~7892-U 000121A-TP~~04-00150.

1.2 Upon the Effective Date of this Plan, all appendices referred to in this Plan will be located on the BellSouth Performance Measurement Reports website at: https://pmap.bellsouth.com.

2 Reporting

2.1 In providing services pursuant to the Interconnection Agreements between BellSouth and each CLEC, BellSouth will report its performance to each CLEC in accordance with BellSouth's SQMs and pay remedies in accordance with the applicable SEEM, which are posted on the Performance Measurement Reports website.

2.2 BellSouth will make performance reports available to each CLEC on a monthly basis. The reports will contain information collected in each performance category and will be available to each CLEC via the Performance Measurements Reports website. BellSouth will also provide electronic access to the ~~available~~ raw data underlying the SQMs.

2.3 Final validated SQM reports will be posted no later than the last day of the month following the data month in which the activity is incurred, or the first business day thereafter. Final validated SQM reports not posted by this time will be considered late.

2.4 Final validated SEEM reports will be posted on the Performance Measurements Reports website on the 15th ~~day~~ of the month~~,~~ following the posting of final validated SQM reports for that data month or the first business day thereafter.

2.5 BellSouth shall pay penalties to the ~~Commission~~Authority, in the aggregate, for all late SQM and SEEM reports in the amount of $2000 per day. Such ~~penalty~~payment shall be made to the ~~Commission~~Authority for deposit into the state General Revenue Fund within fifteen (15) calendar days of the end of the reporting month in which the late publication of the report occurs.

2.6 BellSouth shall pay penalties to the ~~Commission~~Authority, in the aggregate, for all ~~incomplete or inaccurate~~ reposted SQM and SEEM reports in the amount of $400 per day. The circumstances which may necessitate a reposting of SQM reports are

detailed in Appendix F, Reposting of Performance Data and Recalculation of SEEM Payments. Such ~~penalty~~payments shall be made to the ~~Commission~~Authority for deposit into the state General Revenue Fund within fifteen (15) calendar days of the final publication date of the report or the report revision date.

2.7 Tier II SEEMS payments and Administrative fines and penalties for late and reposted reports will be sent to the Authority. Checks and the accompanying transmittal letter will be postmarked on or before the 15th of the month or the first business day thereafter, when the 15th falls on a non-business day.

2.8 BellSouth shall retain the performance measurement raw data files for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years.

2.9 BellSouth will provide documentation of late and ~~incomplete occurences~~ reposted SQM and SEEM Reports during the reporting month that the data is posted to the website. These notations may be viewed on the Performance Measurements website from the ~~P W~~ PMAP home page on the Current Month ~~Site~~ Updates link.

3 ~~Modification to Measures~~ Review of Measurements and Enforcement Mechanisms

3.1 ~~During the first two years of implementation,~~ BellSouth will participate in ~~six-month~~annual review cycles ~~starting six months after the date of the Commission order~~. A collaborative work group, which will include BellSouth, interested CLECs and the ~~Commission~~Authority will review the Performance Assessment Plan for additions, deletions or other modifications. ~~After two years from the date of the order, the review cycle may, at the discretion of the Commission, be reduced to an annual review.~~

~~3.2~~ ~~BellSouth and the ALEC s shall file any proposed revisions to the SEEM plan one month prior to the beginning of each review period.~~

~~3.3~~ ~~From time to time, BellSouth may be ordered by the Tennessee Regulatory Authority to modify or amend the SQMs or SEEMs. Nothing will preclude any party from participating in any proceeding involving BellSouth's SQMs or SEEMs from advocating that those measures be modified.~~

3.2~~4~~ In the event a dispute arises regarding the ordered modification or amendment to the SQMs or SEEMs, the parties will refer the dispute to the Tennessee Regulatory Authority.

4 Enforcement Mechanisms

4.1 Definitions

4.1.1 *Enforcement Measurement Elements* – performance measurements identified as SEEM measurements within the SEEM Plan.

4.1.2 *Enforcement Measurement Benchmark compliance* – ~~a competitive~~ level of performance established by the ~~Commission~~Authority used to evaluate the performance of BellSouth ~~and each~~ for CLECs ~~for penalties~~ where no analogous retail process, product or service is feasible.

4.1.3 *Enforcement Measurement ~~r~~Retail ~~a~~Analog compliance* – comparing performance levels provided to BellSouth retail customers with performance levels provided by BellSouth to the CLEC customer for measures where retail analogs apply.

4.1.4 *Test Statistic and Balancing Critical Value* – means by which enforcement will be determined using statistically valid equations. The Test Statistic and Balancing Critical Value are set forth in Appendices C, ~~C, incorporated here by this reference~~ D and E of this Plan.

4.1.5 *Cell* – grouping of transactions at which like-to-like comparisons are made. For example, all BellSouth retail ~~ISDN~~ (POTS) services, for residential customers, requiring a dispatch in a particular wire center, at a particular point in time will be compared directly to CLEC resold ~~ISDN~~ services for residential customers, requiring a dispatch, in the same wire center, at a similar point in time. When determining compliance, these cells can have a positive or negative Test Statistic. See Appendices C,~~C, incorporated herein by this reference~~ D and E of this Plan.

4.1.6 *Delta, Psi and Epsilon* – measures of the meaningful difference between BellSouth performance and CLEC~~submetric~~ performance. For individual ~~submetrics~~ CLECs the Delta value shall be ~~determined using Ford's Delta Function as ordered by the Tennessee Regulatory Authority. See Appendix C, incorporated herein by this reference~~ 0.5 and for the CLEC aggregate the Delta value shall be 0.35. The value for Psi shall be 3 for individual CLECs and 2 for the CLEC aggregate. The value for Epsilon will be 2.5 for both individual CLECs and the CLEC aggregate.

4.1.7 *Tier-1 Enforcement Mechanisms* – self-executing ~~liquidated damages~~ fees paid directly to each CLEC when BellSouth delivers non-compliant performance of any one of the Tier-1 Enforcement Measurement Elements for any month as calculated by BellSouth.

4.1.8 *Tier-2 Enforcement Mechanisms* – fees~~assessments~~ paid directly to the Tennessee Regulatory Authorty or its designee. Tier 2 Enforcement Mechanisms are triggered by three consecutive monthly failures ~~in Tier 2 enforcement measurement elements~~ at the submetric level in which BellSouth performance is out of compliance or does not meet the benchmarks for the aggregate of all CLEC~~ALEC~~ data. ~~as calculated by BellSouth for a particular Tier-2 Enforcement Measurement Element.~~

4.1.9 *Affiliate* – person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term "own" means to own an equity interest (or the equivalent thereof) of more than 10 Percent.

4.1.10 *Affected Volume* – that quantity of the total impacted CLEC volume or CLEC Aggregate volume for which remedies will be paid.

4.1.11 *Cell Ranking* – placing cells in rank order from highest to lowest, where the cell with the most negative z-score is ranked highest and the cell with the least negative z-score is ranked lowest.

4.1.12 *Cell Correction* – method for determining the quantity of transactions to be remedied, referred to as "affected volume," wherein the cell-level modified z-score for the highest ranked cell is first changed to zero ("corrected") and then the next highest, progressively, until the overall level truncated z-score is equal to the Balancing Critical Value or zero as required by the Fee Schedule. Either all of the transactions in corrected cells are remedied or a prorated share (determined through interpolation) are remedied.

4.2 Application

4.2.1 The application of the Tier-1 and Tier-2 Enforcement Mechanisms does not foreclose other legal and regulatory claims and remedies available to each CLEC.

4.2.2 Payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be considered as an admission against interest or an admission of liability or culpability in any legal, regulatory or other proceeding relating to BellSouth's performance and the payment of any Tier-1 or Tier-2 Enforcement Mechanisms shall not be used as evidence that BellSouth has not complied with or has violated any state or federal law or regulation.

4.3 Methodology

4.3.1 Tier-1 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for each CLEC for the State of Tennessee for a given Enforcement Measurement Element in a given month. Enforcement Measurement Compliance is based upon a Test Statistic and Balancing Critical Value calculated by BellSouth utilizing BellSouth generated data. The method of calculation is set forth in Appendices C, D and E of this Plan, ~~incorporated herein by this reference~~.

4.3.1.1 All OCNs and ACNAs for individual CLEC~~ALEC~~ s will be consolidated for purposes of calculating ~~measure~~transaction-based failures.

4.3.1.2 When a measurement has five or more transactions for the CLEC~~ALEC~~, calculations will be performed to determine remedies according to the methodology described in the remainder of this document.

4.3.1.3 Tier-1 Enforcement Mechanisms apply on a per ~~measurement~~ transaction basis and will escalate based upon the number of consecutive months that fail for each Enforcement Mechanism Element for which BellSouth has reported non-compliance. Failures beyond Month 6 will be subject to Month 6 fees. All transactions for an individual CLEC will be consolidated for purposes of calculating Tier-1 Enforcement Mechanisms.

~~4.3.1.4 Fee Schedule for Tier-1 Enforcement Mechanisms is shown on the Performance Measurement Reports in Table-1 of Appendix A, incorporated herein by this reference. Failures beyond Month 6 will be subject to Month 6 fees~~

4.3.1.4 For submetrics that are assessed based on Enforcement Measurement Retail Analog compliance criteria, the fee paid for a particular submetric that failed at the Tier 1 level will be differentiated based on two criteria. First, the Tier 1 fee paid will be based on whether the same submetric that failed at the Tier 1 level (CLEC-specific) also failed at the CLEC aggregate level in the same month. Second, the Tier 1 fee paid will be based on whether the transactions in the cells to be remedied correct the overall truncated z-score from the region below the Balancing Critical Value ("BCV") to the BCV or from the BCV to zero. Depending on which of these criteria apply, a different multiplier will be applied to the Fee Schedule (shown in Appendix A, Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination) to determine the amount of the Tier 1 payments. The chart below shows the applicable multipliers:

CLEC Aggregate Performance	**Per Transaction Fee Below BCV**	**Per Transaction Fee Between BCV and 0**
Passes	(Fee)*(3/2)	(Fee)*(1/3)
Fails	(Fee)*(3)	(Fee)*(2/3)

No multiplier applies for the Billing Invoice Accuracy measure.

4.3.1.5 For submetrics that are assessed based on Enforcement Measurement Benchmark compliance criteria the fee paid for a particular submetric that failed at the Tier 1 level will be differentiated based on whether the same submetric that failed at the Tier 1 level (CLEC-specific) also failed at the CLEC aggregate level in the same month. A different multiplier will be applied to the Fee Schedule (shown in Appendix A, Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination) to determine the amount of the Tier 1 payments. The chart below shows the applicable multipliers:

CLEC Aggregate Performance	**Per Transaction Fee**
Passes	(Fee)*(3/2)

CLEC Aggregate Performance	Per Transaction Fee
Fails	(Fee)*(5/2) for Ordering and Flow Through (Fee)*(3) for all other benchmark measures

4.3.2 Tier-2 Enforcement Mechanisms will be triggered by BellSouth's failure to achieve applicable Enforcement Measurement Compliance or Enforcement Measurement Benchmarks for the State of Tennessee for given Enforcement Measurement Elements for three consecutive months. The ~~based upon~~ ~~the~~ method of calculation is set forth in Appendices C and D~~, incorporated herein by this reference~~ of this Plan.

4.3.2.1 Tier- 2 Enforcement Mechanisms apply, for an aggregate of all CLEC data generated by BellSouth, on a per ~~measurement~~ transaction basis for ~~a particular~~ each Enforcement Mechanism Element for which BellSouth has reported non-compliance.

~~4.3.2.2 Fee Schedule for Total Quarterly Tier-2 Enforcement Mechanisms is shown in Table 2 of Appendix A, incorporated herein by this reference. Unlike the method used for other Tier-2 metrics, which imposes payments after results fall below the benchmark for three consecutive months, Tier-2 payments for Flow Through will be paid each month BellSouth fails to meet the benchmark~~.

4.3.2.2 The fee paid for a particular submetric that failed at the Tier 2 level will be as shown in Appendix A, Table 2.

4.3.3 The Market Penetration Adjustments will be applied based on the following provisions to enhance competition for nascent products. In order to ensure parity and benchmark performance where CLECs order low volumes of advanced and nascent services, BellSouth will make additional Tier 1 and Tier 2 payments where performance standards for the following measures are not met, if the measurement applies to the nascent service.

- Percent Missed Installation Appointments
- Average Completion Interval
- Missed Repair Appointments
- Maintenance Average Duration
- Average Response Time for Loop Make-up Information

4.3.3.1 These additional payments will only apply when there are more than 10 and less than 100 average units in service statewide for the preceding three-month period. The additional payments in the form of a market penetration adjustment will be made if BellSouth fails to provide parity for the above measurements as determined by the use of the Truncated Z- test and the balancing critical value or fails to meet the established benchmark.

4.3.3.2 BellSouth shall calculate the new Tier 1 and Tier 2 payments, which include the market penetration adjustment by applying the normal method of calculating affected volumes as ordered by the Authority and trebling the normal Tier 1 and Tier 2 remedy.

4.3.3.3 If, for the three months of data, there were 100 observations or more on average for the sub-metric, then no additional payments under this market penetration adjustment provision will be made. Further, market penetration adjustments shall no longer apply if 24 months have elapsed since the first unit of the nascent service was installed.

4.3.3.4 CLECs may file a petition with the Authority in order to add a service to the list of services for which the market penetration adjustment may apply.

4.3.3.5 Any payments made under this market penetration adjustment provision are subject to the Absolute Cap set by the Authority.

4.3.4 For Tier 1 and Tier 2 evaluations, the retail analog or benchmark are the same as the SQM. See the SQM for SEEM retail analogs and benchmarks.

4.4 Payment of Tier-1 and Tier-2 Amounts

4.4.1 If BellSouth performance triggers an obligation to pay Tier-1 Enforcement Mechanisms to a CLEC or an obligation to remit Tier-2 Enforcement Mechanisms to the ~~Commission~~Authority or its designee, BellSouth shall make payment in the required amount ~~by the 15th day of the second month following the month for which disparate treatment was incurred~~ on the day upon which the final validated SEEM reports are posted on the Performance Measurements Reports website as set forth in Section 2.4 above.

4.4.2 For each day after the due date that BellSouth fails to pay a CLEC the required amount, BellSouth will pay the CLEC 6% simple interest per annum.

4.4.3 For each day after the due date that BellSouth fails to pay the Tier-2 Enforcement Mechanisms, BellSouth will pay the ~~Commission~~Authority an additional $1,000 per day.

4.4.4 If a CLEC disputes the amount paid for Tier-1 Enforcement Mechanisms, the CLEC shall submit a written claim to BellSouth within sixty (60) days after the payment ~~due~~ date. BellSouth shall investigate all claims and provide the CLEC written findings within thirty (30) days after receipt of the claim. If BellSouth determines the CLEC is owed additional amounts, BellSouth shall pay the CLEC such additional amounts within thirty (30) days after its findings along with 6~~Percent~~% simple interest per annum. ~~However, the CLEC shall be responsible for all administrative costs associated with resolution of disputes that result in no actual payment. Administrative costs are those reasonable costs incurred in the resolution of the disputed matter. Such~~

~~costs would include, but not be limited to, postage, travel and lodging, communication expenses, and legal costs. If BellSouth and the CLEC have exhausted good faith negotiations and are still unable to reach a mutually agreeable settlement pertaining to the amount disputed, the Commission will settle the dispute. If Commission intervention is required, a mediated resolution will be pursued.~~

4.4.5 ~~At the end of each calendar year, an independent accounting firm, mutually agreeable to the Tennessee Regulatory Authority and BellSouth, shall certify that all penalties under Tier-1 and Tier-2 Enforcement Mechanisms were paid and accounted for in accordance with Generally Accepted Account Principles (GAAP). These annual audits shall be performed based upon audited data of BellSouth's performance measurements.~~For Tier-2 Enforcement Mechanisms, if the Authority requests clarification of an amount paid, a written claim shall be submitted to BellSouth within sixty (60) days after the payment date. BellSouth shall investigate all claims and provide the Authority written findings within thirty (30) days after receipt of the claim. If BellSouth determines the Authority is owed additional amounts, BellSouth shall pay such additional amounts within thirty (30) days after its findings along with 6% simple interest per annum.

4.4.6 Any adjustments for underpayment or overpayment of calculated Tier 1 and Tier 2 remedies will be made consistent with the terms of BellSouth's Policy On Reposting Of Performance Data and Recalculation of SEEM Payments, as set forth in Appendix F of this document. If any circumstance necessitating remedy adjustments should occur that is not specifically addressed in the Reposting Policy, such adjustments will be made consistent with the terms defined in Paragraph 6 of the Reposting Policy ("SEEM payments will be subject to recalculations for a maximum of three months in arrears…") unless the Tennessee Regulatory Authority orders otherwise.

4.4.7 Any adjustments for underpayment or overpayment will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the final paid dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

4.4.8 Where there is a SEEM adjustment, in addition to the submetric, data month(s), and adjustment amount, BellSouth will include an adjustment code on the CLEC specific Tier 1 or Tier 2 PARIS reports on the PMAP website. Then, on a separate document under the Exhibits link on the BellSouth PMAP website, this code will be cross-referenced with a brief narrative description of the adjustment. These codes and descriptions will be applicable to all States where an adjustment was applied. If there are multiple adjustment codes, the code explanation document under the Exhibits link will contain all of the codes and the narrative descriptions for each code. An explanation of the cause of the adjustment and the data months impacted by the adjustment will be included in the narrative.

4.5 Limitations of Liability

~~4.5.1~~ ~~BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively and absolutely capped at 39Percent of net revenues in Tennessee, based upon the most recently reported ARMIS data.~~

4.5.~~2~~1 BellSouth will not be ~~responsible for~~ obligated to pay Tier-1 or Tier-2 Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance results from a CLEC's acts or omissions that cause failed or missed performance measures. ~~to be missed or to be missed,~~ These acts or omissions includ~~ing~~e but are not limited to, accumulation and submission of orders at unreasonable quantities or times, failure to follow publicly available procedures, or failure to submit accurate orders or inquiries. BellSouth shall provide ~~the~~each CLEC and the Authority with reasonable notice of, and supporting documentation for, such acts or omissions. ~~or provide the CLEC with any such supporting documentation~~. Each CLEC shall have 10 business days from the filing of such Notice to advise BellSouth and the Authority in writing of its intent to challenge, through the dispute resolution provisions of this plan, the claims made by BellSouth. BellSouth shall not be obligated to pay any amounts subject to such disputes until the dispute is resolved.

~~4.5.3~~ ~~BellSouth shall not be obligated for Tier-1 or Tier-2 Enforcement Mechanisms for non-compliance with a performance measure if such non-compliance was the result of an act or omission by CLEC that was in bad faith~~.

4.5.~~4~~2 BellSouth shall not be obligated ~~for penalties under~~ to pay Tier-1 or Tier-2 Enforcement Mechanisms for non-compliance with a performance measurement if such non-compliance was the result of any ~~of the following: a Force Majeure event; an act or omission by an ALEC that is contrary to any of its obligations under the Act, Commission rule, or state law; or an act or omission associated with third-party systems or equipment~~. event that performance under this SQM/SEEM Plan is either directly or indirectly prevented, restricted, or interfered with by reason of fire, flood, earthquake or like acts of God, wars, revolution, civil commotion, explosion, acts of public enemy, embargo, acts of the government in its sovereign capacity, labor difficulties, including without limitation, strikes, slowdowns, picketing, or boycotts, or any other circumstances beyond the reasonable control and without the fault or negligence of BellSouth. BellSouth, upon giving prompt notice to the Authority and CLECs, shall be excused from such performance on a day-to-day basis to the extent of such prevention, restriction, or interference; provided, however, that BellSouth shall use diligent efforts to avoid or remove such causes of non-performance.

4.5.2.1 To invoke the application of Section 4.5.2 (Force Majeure Event), BellSouth will provide written notice to the Authority wherein BellSouth will identify the Force Majeure Event, the affected measures, and the impacted areas including affected NPAs and NXXs.

4.5.2.2 No later than ten (10) business days after BellSouth provides written notice in accordance with Section 4.5.2.1 affected parties must file written comments with the Authority to the extent they have objections or concerns regarding the application of Section 4.5.2.

4.5.2.3 BellSouth's written notice of the applicability of Section 4.5.2 would be presumptively valid and deemed approved by the Authority effective thirty (30) calendar days after BellSouth provides notice in accordance with Section 4.5.2.1. The Authority may require BellSouth to provide a true-up of SEEM fees to affected carriers if a Force Majeure declaration is found to be invalid by the Authority after it has taken effect.

4.5.2.4 During the pendency of a Force Majeure Event, BellSouth shall provide the Authority with periodic updates of its restoration/recovery progress and efforts as agreed upon between the Authority Staff and BellSouth.

4.5.~~5~~3 In addition to these specific limitations of liability, BellSouth may petition the ~~Commission~~Authority to consider a waiver based upon other circumstances.

4.6 ~~Affiliate Reporting~~ Change of Law

4.6.1 Upon a particular Commission's issuance of an Order pertaining to Performance Measurements or Remedy Plans in a proceeding expressly applicable to all CLECs, BellSouth shall implement such performance measures and remedy plans covering its performance for the CLECs, as well as any changes to those plans ordered by the Authority, on the date specified by the Authority. If a change of law occurs which may relieve BellSouth's provisioning of a UNE or UNE combination, BellSouth shall Petition the Authority within 30 days if it seeks to cease reporting data or paying remedies in accordance with the change of law. Performance Measurements and remedy plans that have been ordered by the Authority can currently be accessed via the Internet at http://pmap.bellsouth.com. Should there be any difference between the performance measure and remedy plans on BellSouth's website and the plans the Authority has approved as filed in compliance with its orders, the Authority-approved compliance plan will supersede as of its effective date.

4.~~6~~7 Affiliate Reporting

4.~~6~~.7.1 BellSouth shall provide monthly results for each metric for each BellSouth CLEC affiliate.~~; however, only~~ Upon request, the Tennessee Regulatory Authority shall be provided the number of transactions or observations for BellSouth CLEC affiliates. Further, BellSouth shall inform the ~~Commission~~Authority of any changes regarding non-CLEC affiliates' use of its OSS databases, systems, and interfaces.

4.8 Enforcement Mechanism Cap

4.8.1 BellSouth's total liability for the payment of Tier-1 and Tier-2 Enforcement Mechanisms shall be collectively and absolutely capped at 36% of net revenues in Tennessee, based upon the most recently reported ARMIS data.

4.8.2 If projected payments exceed the state cap, a proportional payment will be made to the respective parties.

4.8.3 If BellSouth's payment of Tier-1 and Tier-2 Enforcement Mechanisms would have exceeded the cap referenced in this plan, a CLEC may commence a proceeding with the Authority to demonstrate why BellSouth should pay any amount in excess of the cap. The CLEC shall have the burden of proof to demonstrate why, under the circumstances, BellSouth should have additional liability.

4.9 Audits

4.9.1 BellSouth currently provides CLECs with certain audit rights as a part of their individual interconnection agreements. If requested by a Public Service Commission, BellSouth will agree to undergo a SEEM audit. The audit should be conducted by an independent third party auditor. The results of audits will be made available to all the parties subject to proper safeguards to protect proprietary information. Audits will be conducted under the following specifications:

1. The cost shall be borne by BellSouth.
2. Should an independent third party auditor be required, it shall be selected by BellSouth and the PSC.
3. BellSouth and the PSC shall jointly determine the scope of the audit.
4. The PSC may request input regarding selection of the auditor and audit scope from interested parties.

These audits are intended to provide the basis for the PSCs and CLECs to determine that SEEM produces accurate data that reflects each State's Order for performance measurements.

4.~~7~~10 Dispute Resolution

4.~~7~~10.1 Notwithstanding any other provision of the Interconnection Agreement between BellSouth and each CLEC, if a ~~any~~ dispute arises regarding BellSouth's performance or obligations pursuant to this Plan, BellSouth and the CLEC shall negotiate in good faith for a period of thirty (30) days to resolve the dispute. If at the conclusion of the 30 day period, BellSouth and the CLEC are unable to reach a resolution, then the dispute shall be resolved by the ~~Commission~~Authority.

4.11 Regional and State Coefficients

Some metrics are calculated for the entire BellSouth region, rather than by state. Where these metrics are a Tier 1 SEEM submetric, a regional coefficient is calculated to determine the amount of the penalty for the CLEC in each state. For example, the Acknowledgement Completeness Measurement can be measured for an individual CLEC, but only at the regional level. In several states it is also a Tier 1 SEEM submetric. Thus, if there is a failure in this measurement for a CLEC, it is necessary to determine the amount of penalty for the CLEC in each state. A Regional

Coefficient is used to do this. (Appendix E, Section E.6 describes the method of calculating the Regional Coefficients.) The amount of Tier 1 penalty for the CLEC in a state is determined by multiplying the regional affected volume by the Coefficient for the state and by the state fee.

A state coefficient is calculated to split Tier 2 payments for regional metrics among states by submetric.

Appendix A: Fee Schedule

~~Table 1: Liquidated Damages For Tier-1 Measures~~

~~Measure~~	~~Month 1~~	~~Month 2~~	~~Month 3~~	~~Month 4~~	~~Month 5~~	~~Month 6~~
~~Billing~~	~~$450~~	~~$650~~	~~$850~~	~~$1,50~~	~~$1,250~~	~~$1,400~~
~~Collocation~~	~~$5,000~~	~~$5,000~~	~~$5,000~~	~~$5,000~~	~~$5,000~~	~~$5,000~~
~~IC Trunks~~	~~$1,200~~	~~$1,650~~	~~$2,150~~	~~$2,600~~	~~$3,100~~	~~$3,550~~
~~LNP~~	~~$1,800~~	~~$2,500~~	~~$3,200~~	~~$3,900~~	~~$4,650~~	~~$5,350~~
~~Maintenance and Repair~~	~~$1,200~~	~~$1,650~~	~~$2,150~~	~~$2,600~~	~~$3,100~~	~~$3,550~~
~~Maintenance and Repair UNE~~	~~$4,750~~	~~$6,650~~	~~$8,550~~	~~$10,450~~	~~$12,350~~	~~$14,250~~
~~Ordering~~	~~$450~~	~~$650~~	~~$850~~	~~$1,050~~	~~$1,250~~	~~$1,400~~
~~Flow Through~~	~~$900~~	~~$1,300~~	~~$1,600~~	~~$2,000~~	~~$2,300~~	~~$2,700~~
~~Provisioning~~	~~$1,200~~	~~$1,650~~	~~$2,150~~	~~$2,600~~	~~$3,100~~	~~$3,550~~
~~Provisioning UNE (CCC)~~	~~$4,750~~	~~$6,650~~	~~$8,550~~	~~$10,450~~	~~$12,350~~	~~$14,250~~
~~Pre-Ordering~~	~~$250~~	~~$350~~	~~$450~~	~~$500~~	~~$600~~	~~$700~~
~~Change Management~~	~~$1,000~~	~~$1,000~~	~~$1,000~~	~~$1,000~~	~~$1,000~~	~~$1,000~~

Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination

Performance Measure	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
OSS/Pre-Ordering	$10	$15	$20	$25	$30	$35
Ordering	$20	$25	$30	$35	$40	$45
Service Order Accuracy	$20	$20	$20	$20	$20	$20
Flow Through	$40	$45	$50	$55	$60	$65
Provisioning – Resale	$40	$50	$70	$100	$130	$200
Provisioning – UNE	$115	$130	$145	$160	$190	$230
Provisioning – UNEP	$55	$60	$70	$75	$90	$110
Maintenance and Repair – Resale	$40	$50	$70	$100	$130	$200
Maintenance and Repair – UNE	$115	$130	$145	$160	$190	$230
Maintenance and Repair - UNEP	$55	$60	$70	$75	$90	$110
LNP	$115	$190	$385	$460	$535	$615
Billing – BIA (see Note 1)	2%	2%	2%	2%	2%	2%
Billing – BIT	$7	$7	$7	$7	$7	$7
Billing – BUDT (see Note 2)	$0.046	$0.046	$0.046	$0.046	$0.046	$0.046
Billing – BEC (see note 3)	$0.07	$0.07	$0.07	$0.07	$0.07	$0.07
IC Trunks	$25	$30	$45	$65	$80	$125
Collocation	$3,165	$3,165	$3,165	$3,165	$3,165	$3,165

Note 1: Reflects percent interest to be paid on adjusted amounts.
Note 2: Amount paid per 1000 usage records.
Note 3: Amount paid per dispute.

~~Table 2: Liquidated Damages For Tier -2 Measures~~

~~Measure~~	~~Payment~~
~~Billing~~	~~$700~~
~~Collocation~~	~~$15,000~~
~~IC Trunks~~	~~$5,950~~
~~LNP~~	~~$5,950~~
~~Maintenance and Repair~~	~~$3,550~~
~~Maintenance and Repair UNE~~	~~$10,400~~
~~Ordering~~	~~$700~~
~~Flow Through~~	~~$1,400~~
~~Provisioning~~	~~$3,550~~
~~Provisioning UNE (CCC)~~	~~$10,400~~
~~Pre-Ordering~~	~~$250~~
~~Change Management~~	~~$1,000~~
~~Service Order Accuracy~~	~~$50~~

Table 2: Tier 2 Per Transaction Fee Determination

	Retail Analogs		Benchmarks
Measure	**Between BCV and 0**	**Below BCV**	
OSS/Pre Ordering (note 1)	$6	-	$30
Ordering	-	-	$60
Service Order Accuracy	-	-	$60
Flow Through	-	-	$120
Provisioning – Resale	$26	$120	-
Provisioning – UNE	$76	$345	$345
Provisioning – UNEP	$36	$165	-
Maintenance and Repair – Resale	$26	$120	-
Maintenance and Repair – UNE	$76	$345	-
Maintenance and Repair –UNEP	$36	$165	-
LNP	$36	$165	-
Billing – BIA (note 1)	1.3%	-	-
Billing – BIT (note 1)	$4	-	-
Billing – BUDT (note 1)	$.03	-	-
Billing – BEC (note 1)	$0.04	-	-
Change Management	-	-	$1,000
IC Trunks	$16	$75	$75
Collocation	-	-	$9,495

Note 1: The truncated z does not apply to these measures.

Appendix B: SEEM Submetrics

B.1 Tier 1 Submetrics

~~Table B-1 contains a list of Tier 1 submetrics~~.

Table B-1: Tier 1 Submetrics

Item No.	Item No.	SQM Ref	Submetric
~~1~~	1	BIA	B-1 Invoice Accuracy ~~Interconnection~~
~~2~~			~~B-1 Invoice Accuracy Resale~~
~~3~~			~~B-1 Invoice Accuracy UNE~~
4	2	BIT	B-2 Mean Time to Deliver Invoices – CRIS
~~5~~	3	BIT	B-2 Mean Time to Deliver Invoices – CABS
~~6~~			~~B-3 Usage Data Delivery Accuracy - CLEC State~~
	4	BUDT	B-5 Usage Data Delivery Timeliness
~~7~~	5	BEC	B-10: Percent Billing ~~Errors Corrected~~ Adjustment Requests (BAR) Responded to within ~~"X"~~ 45 Business Days - State [a] [a] ~~Note: In order to set an appropriate penalty provision, staff recommended deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.~~
~~8~~	6	MDD	C-3 Collocation Percent of Due Dates Missed ~~Physical Caged – Augment~~
~~9~~			~~C-3 Collocation Percent of Due Dates Missed Physical Caged – Initial~~
~~10~~			~~C-3 Collocation Percent of Due Dates Missed Physical Cageless – Augment~~
~~11~~			~~C-3 Collocation Percent of Due Dates Missed Physical Cageless – Initial~~
~~12~~			~~C-3 Collocation Percent of Due Dates Missed – State~~
~~13~~			~~C-3 Collocation Percent of Due Dates Missed Virtual – Augment~~
~~14~~			~~C-3 Collocation Percent of Due Dates Missed Virtual – Initial~~
~~15~~	7	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch - 2-w Analog Loop Design~~ - Resale POTS
~~16~~			~~MR-1 Percent Missed Repair Appointments Dispatch - 2-w Analog Loop Non-Design~~
~~17~~	8	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch - Resale Business~~ - UNE Loops Design
~~18~~	9	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch - Resale Centrex~~ – UNE Loops Non-Design
~~19~~	10	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch~~ - Resale Design
~~20~~	11	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch - Resale ISDN~~ - UNE Line Splitting/Sharing
~~21~~			~~MR-1 Percent Missed Repair Appointments Dispatch - Local Transport~~
~~22~~	12	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch~~ - Local Interconnection Trunks

~~23~~			~~MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX~~
~~24~~			~~MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence~~
~~25~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other~~
~~26~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop DS1~~
~~27~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1~~
~~28~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)~~
~~29~~	13	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch~~ - UNE Loop and Port Combo~~e~~inations
~~30~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing~~
~~31~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports~~
~~32~~	14	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch~~ - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~33~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Design~~
~~34~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Non Design~~
~~35~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Design~~
~~36~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - 2 w Analog Loop Non-Design~~
~~37~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business~~
~~38~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex~~
~~39~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design~~
~~40~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale ISDN~~
~~41~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport~~
~~42~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks~~
~~43~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX~~
~~44~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Residence~~
~~45~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Combo Other~~
~~46~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop DS1~~
~~47~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1~~
~~48~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)~~
~~49~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo~~
~~50~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing~~
~~51~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports~~
~~52~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)~~
~~53~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Design~~
~~54~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Non Design~~
~~55~~	15	CTRR	MR-2 Customer Trouble Report Rate ~~- 2 w Analog Loop Design~~ - Resale POTS
~~56~~			~~MR-2 Customer Trouble Report Rate - 2 w Analog Loop Non-Design~~
~~57~~	16	CTRR	~~MR-2 Customer Trouble Report Rate - Resale Business~~ - UNE Loops Design
~~58~~	17	CTRR	MR-2 Customer Trouble Report Rate ~~- Resale Centrex~~ – UNE Loops Non-Design
~~59~~	18	CTRR	MR-2 Customer Trouble Report Rate - Resale Design

~~60~~	19	CTRR	MR-2 Customer Trouble Report Rate ~~- Resale ISDN~~ – UNE Line Splitting/Sharing
~~61~~			~~MR-2 Customer Trouble Report Rate - Local Transport~~
~~62~~	20	CTRR	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
~~63~~			~~MR-2 Customer Trouble Report Rate - Resale PBX~~
~~64~~			~~MR-2 Customer Trouble Report Rate - Resale Residence~~
~~65~~			~~MR-2 Customer Trouble Report Rate - UNE Combo Other~~
~~66~~			~~MR-2 Customer Trouble Report Rate - UNE Digital Loop DS1~~
~~67~~			~~MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1~~
~~68~~			~~MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)~~
~~69~~	21	CTRR	MR-2 Customer Trouble Report Rate - UNE Loop and Port Combe~~o~~inations
~~70~~			~~MR-2 Customer Trouble Report Rate - UNE Line Sharing~~
~~71~~			~~MR-2 Customer Trouble Report Rate - UNE Switch ports~~
~~72~~	22	CTRR	MR-2 Customer Trouble Report Rate - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~73~~			~~MR-2 Customer Trouble Report Rate - UNE Other - Design~~
~~74~~			~~MR-2 Customer Trouble Report Rate - UNE Other - Non Design~~
~~75~~	23	MAD	MR-3 Maintenance Average Duration ~~Dispatch - 2 w Analog Loop Design~~ - Resale POTS
~~76~~			~~MR-3 Maintenance Average Duration Dispatch - 2 w Analog Loop Non-Design~~
~~77~~	24	MAD	MR-3 Maintenance Average Duration ~~Dispatch - Resale Business~~ - UNE Loops Design
~~78~~	25	MAD	MR-3 Maintenance Average Duration Dispatch ~~- Resale Centrex~~ - UNE Loops Non-Design
~~79~~	26	MAD	MR-3 Maintenance Average Duration ~~Dispatch~~ - Resale Design
~~80~~	27	MAD	MR-3 Maintenance Average Duration ~~Dispatch - Resale ISDN~~ - UNE Line Splitting/Sharing
~~81~~			~~MR-3 Maintenance Average Duration Dispatch - Local Transport~~
~~82~~	28	MAD	MR-3 Maintenance Average Duration ~~Dispatch~~ - Local Interconnection Trunks
~~83~~			~~MR-3 Maintenance Average Duration Dispatch - Resale PBX~~
~~84~~			~~MR-3 Maintenance Average Duration Dispatch - Resale Residence~~
~~85~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Combo Other~~
~~86~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop DS1~~
~~87~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1~~
~~88~~			~~MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)~~
~~89~~	29	MAD	MR-3 Maintenance Average Duration ~~Dispatch~~ - UNE Loop and Port Combe~~o~~inations
~~90~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing~~
~~91~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Switch ports~~
~~92~~	30	MAD	MR-3 Maintenance Average Duration ~~Dispatch~~ - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~93~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Other - Design~~
~~94~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Other - Non Design~~
~~95~~			~~MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Design~~
~~96~~			~~MR-3 Maintenance Average Duration Non Dispatch - 2 w Analog Loop Non-Design~~
~~97~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale Business~~

~~98~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex~~
~~99~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale Design~~
~~100~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale ISDN~~
~~101~~			~~MR-3 Maintenance Average Duration Non Dispatch - Local Transport~~
~~102~~			~~MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks~~
~~103~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale PBX~~
~~104~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale Residence~~
~~105~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Combo Other~~
~~106~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop DS1~~
~~107~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1~~
~~108~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)~~
~~109~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo~~
~~110~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing~~
~~111~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports~~
~~112~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)~~
~~113~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Design~~
~~114~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Non Design~~
~~115~~	31	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch - 2 w Analog Loop Design~~ – Resale POTS
~~116~~	32	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch - 2 w Analog Loop Non-Design~~ - UNE Loops Design
~~117~~	33	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch - Resale Business~~ - UNE Line Splitting/Sharing
~~118~~	34	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch - Resale Centrex~~ - UNE Loops Non-Design
~~119~~	35	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch~~ - Resale Design
~~120~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale ISDN~~
~~121~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport~~
~~122~~	36	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch~~ - Local Interconnection Trunks
~~123~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX~~
~~124~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Residence~~
~~125~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Combo Other~~
~~126~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop DS1~~
~~127~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1~~
~~128~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)~~
~~129~~	37	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch~~ - UNE Loop and Port Combe~~i~~nations
~~130~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing~~
~~131~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports~~
~~132~~	38	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch~~ - UNE xDSL ~~(ADSL, HDSL, UCL)~~

~~133~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Design~~
~~134~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Non Design~~
~~135~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2-w Analog Loop Design~~
~~136~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2-w Analog Loop Non-Design~~
~~137~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business~~
~~138~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex~~
~~139~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design~~
~~140~~			~~MR-4 Percent Repeat Trouble within 30 Days - Non Dispatch - Resale ISDN~~
~~141~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport~~
~~142~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks~~
~~143~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX~~
~~144~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Residence~~
~~145~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Combo Other~~
~~146~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop DS1~~
~~147~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1~~
~~148~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)~~
~~149~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo~~
~~150~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing~~
~~151~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports~~
~~152~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)~~
~~153~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Design~~
~~154~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Non Design~~
~~155~~	39	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch - 2-w Analog Loop Design~~ – Resale POTS
~~156~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - 2-w Analog Loop Non-Design~~
~~157~~	40	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch - Resale Business~~ – UNE Loops Design
~~158~~	41	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch - Resale Centrex~~ – UNE Loops Non-Design
~~159~~	42	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch -~~ Resale Design
~~160~~	43	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch Resale ISDN~~ – UNE Line Splitting/Sharing
~~161~~			~~MR-5 Out of Service (OOS) > 24 hours - Dispatch - Local Transport~~
~~162~~	44	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch~~ - Local Interconnection Trunks
~~163~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX~~
~~164~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence~~
~~165~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Combo Other~~
~~166~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop DS1~~
~~167~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1~~
~~168~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)~~
~~169~~	45	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch -~~ UNE Loop and Port Combo~~e~~inations

~~170~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing~~
~~171~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports~~
~~172~~	46	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch~~ - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~173~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Design~~
~~174~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Non Design~~
~~175~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Design~~
~~176~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2 w Analog Loop Non-Design~~
~~177~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business~~
~~178~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex~~
~~179~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design~~
~~180~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale ISDN~~
~~181~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport~~
~~182~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks~~
~~183~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX~~
~~184~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Residence~~
~~185~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Combo Other~~
~~186~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop DS1~~
~~187~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1~~
~~188~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)~~
~~189~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo~~
~~190~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing~~
~~191~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports~~
~~192~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)~~
~~193~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Design~~
~~194~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Non Design~~
~~195~~	47	FOCC	O-11 FOC & Reject Response Completeness - Fully Mechanized ~~2W Analog Loop Design~~
~~196~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design~~
~~197~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design~~
~~198~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design~~
~~199~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Design~~
~~200~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Non Design~~
~~201~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale Business~~
~~202~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex~~
~~203~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)~~
~~204~~			~~O-11 FOC & Reject Completeness Fully Mechanized EEL's~~
~~205~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN~~
~~206~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Line Splitting~~

~~207~~			~~O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport~~
~~208~~			~~O-11 FOC & Reject Completeness Local Interconnection Trunks~~
~~209~~			~~O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone~~
~~210~~			~~O-11 FOC & Reject Completeness Fully Mechanized INP Standalone~~
~~211~~			~~O-11 FOC & Reject Completeness Fully Mechanized Line Sharing~~
~~212~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale PBX~~
~~213~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale Residence~~
~~214~~			~~O-11 FOC & Reject Completeness Fully Mechanized Switch Ports~~
~~215~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other~~
~~216~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop DS1~~
~~217~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1~~
~~218~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop~~
~~219~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos~~
~~220~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design~~
~~221~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design~~
~~222~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~223~~	48	FOCC	O-11 FOC & Reject Completeness Non Mechanized ~~2W Analog Loop Design~~
~~224~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design~~
~~225~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design~~
~~226~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design~~
~~227~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Design~~
~~228~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Non Design~~
~~229~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale Business~~
~~230~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale Centrex~~
~~231~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)~~
~~232~~			~~O-11 FOC & Reject Completeness Non Mechanized EEL's~~
~~233~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale ISDN~~
~~234~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Line Splitting~~
~~235~~			~~O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport~~
~~236~~			~~O-11 FOC & Reject Completeness Non Mechanized LNP Standalone~~
~~237~~			~~O-11 FOC & Reject Completeness Non Mechanized INP Standalone~~
~~238~~			~~O-11 FOC & Reject Completeness Non Mechanized Line Sharing~~
~~239~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale PBX~~
~~240~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale Residence~~
~~241~~			~~O-11 FOC & Reject Completeness Non Mechanized Switch Ports~~
~~242~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other~~
~~243~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop DS1~~

~~244~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1~~
~~245~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE ISDN Loop~~
~~246~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos~~
~~247~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Other Design~~
~~248~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design~~
~~249~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~250~~	49	FOCC	O-11 FOC & Reject Completeness Partially Mechanized~~2W Analog Loop Design~~
~~251~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design~~
~~252~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design~~
~~253~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design~~
~~254~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Design~~
~~255~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Non Design~~
~~256~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale Business~~
~~257~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex~~
~~258~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)~~
~~259~~			~~O-11 FOC & Reject Completeness Partially Mechanized EEL's~~
~~260~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN~~
~~261~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Line Splitting~~
~~262~~			~~O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport~~
~~263~~			~~O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone~~
~~264~~			~~O-11 FOC & Reject Completeness Partially Mechanized INP Standalone~~
~~265~~			~~O-11 FOC & Reject Completeness Partially Mechanized Line Sharing~~
~~266~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale PBX~~
~~267~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale Residence~~
~~268~~			~~O-11 FOC & Reject Completeness Partially Mechanized Switch Ports~~
~~269~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other~~
~~270~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop DS1~~
~~271~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1~~
~~272~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN Loop~~
~~273~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos~~
~~274~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design~~
~~275~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design~~
~~276~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~277~~			~~O-1 Acknowledgement Message Timeliness (Electronically) EDI~~
~~278~~			~~O-1 Acknowledgement Message Timeliness (Electronically) TAG~~
~~279~~	50	AKC	O-2 Acknowledgement Message Completeness ~~EDI Fully Mechanized~~ - Acknowledgements
~~280~~			~~O-2 Acknowledgement Message Completeness TAG Fully Mechanized~~

~~281~~	51	FT	O-~~4~~3 Percent Flow-Through Service Requests ~~(Detail)~~ Business
~~282~~	52	FT	O-~~4~~3 Percent Flow-Through Service Requests ~~(Detail)~~ LNP
~~283~~	53	FT	O-~~4~~3 Percent Flow-Through Service Requests ~~(Detail)~~ Residence
~~284~~	54	FT	O-~~4~~3 Percent Flow-Through Service Requests ~~(Detail)~~ UNE-L (includes UNE-L with LNP) ~~Loops~~
~~285~~	55	FT	O-~~4~~3 Percent Flow-Through Service Requests ~~(Detail)~~ UNE-P
~~286~~	56	RI	O-8 Reject Interval - Fully Mechanized ~~2W Analog Loop Design~~
~~287~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design~~
~~288~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design~~
~~289~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design~~
~~290~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Design~~
~~291~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design~~
~~292~~			~~O-8 Reject Interval Fully Mechanized Resale Business~~
~~293~~			~~O-8 Reject Interval Fully Mechanized Resale Centrex~~
~~294~~			~~O-8 Reject Interval Fully Mechanized Resale Design (Special)~~
~~295~~			~~O-8 Reject Interval Fully Mechanized EELs~~
~~296~~			~~O-8 Reject Interval Fully Mechanized Resale ISDN~~
~~297~~			~~O-8 Reject Interval Fully Mechanized UNE Line Splitting~~
~~298~~			~~O-8 Reject Interval Fully Mechanized Local Interoffice Transport~~
~~299~~			~~O-8 Reject Interval Local Interconnection Trunks~~
~~300~~			~~O-8 Reject Interval Fully Mechanized LNP Standalone~~
~~301~~			~~O-8 Reject Interval Fully Mechanized INP Standalone~~
~~302~~			~~O-8 Reject Interval Fully Mechanized Line Sharing~~
~~303~~			~~O-8 Reject Interval Fully Mechanized Resale PBX~~
~~304~~			~~O-8 Reject Interval Fully Mechanized Resale Residence~~
~~305~~			~~O-8 Reject Interval Fully Mechanized Switch Ports~~
~~306~~			~~O-8 Reject Interval Fully Mechanized UNE Combo Other~~
~~307~~			~~O-8 Reject Interval Fully Mechanized UNE Digital Loop DS1~~
~~308~~			~~O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1~~
~~309~~			~~O-8 Reject Interval Fully Mechanized UNE ISDN Loop~~
~~310~~			~~O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos~~
~~311~~			~~O-8 Reject Interval Fully Mechanized UNE Other Design~~
~~312~~			~~O-8 Reject Interval Fully Mechanized UNE Other Non Design~~
~~313~~			~~O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~314~~	57	RI	O-8 Reject Interval - Non Mechanized ~~2W Analog Loop Design~~
~~315~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design~~
~~316~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design~~
~~317~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design~~

~~318~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design~~
~~319~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design~~
~~320~~			~~O-8 Reject Interval Non Mechanized Resale Business~~
~~321~~			~~O-8 Reject Interval Non Mechanized Resale Centrex~~
~~322~~			~~O-8 Reject Interval Non Mechanized Resale Design (Special)~~
~~323~~			~~O-8 Reject Interval Non Mechanized EELs~~
~~324~~			~~O-8 Reject Interval Non Mechanized Resale ISDN~~
~~325~~			~~O-8 Reject Interval Non Mechanized UNE Line Splitting~~
~~326~~			~~O-8 Reject Interval Non Mechanized Local Interoffice Transport~~
~~327~~			~~O-8 Reject Interval Non Mechanized LNP Standalone~~
~~328~~			~~O-8 Reject Interval Non Mechanized INP Standalone~~
~~329~~			~~O-8 Reject Interval Non Mechanized Line Sharing~~
~~330~~			~~O-8 Reject Interval Non Mechanized Resale PBX~~
~~331~~			~~O-8 Reject Interval Non Mechanized Resale Residence~~
~~332~~			~~O-8 Reject Interval Non Mechanized Switch Ports~~
~~333~~			~~O-8 Reject Interval Non Mechanized UNE Combo Other~~
~~334~~			~~O-8 Reject Interval Non Mechanized UNE Digital Loop DS1~~
~~335~~			~~O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1~~
~~336~~			~~O-8 Reject Interval Non Mechanized UNE ISDN Loop~~
~~337~~			~~O-8 Reject Interval Non Mechanized UNE Loop + Port Combos~~
~~338~~			~~O-8 Reject Interval Non Mechanized UNE Other Design~~
~~339~~			~~O-8 Reject Interval Non Mechanized UNE Other Non Design~~
~~340~~			~~O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~341~~	58	RI	O-8 Reject Interval - Partially Mechanized ~~2W Analog Loop Design~~
~~342~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design~~
~~343~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design~~
~~344~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design~~
~~345~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design~~
~~346~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design~~
~~347~~			~~O-8 Reject Interval Partially Mechanized Resale Business~~
~~348~~			~~O-8 Reject Interval Partially Mechanized Resale Centrex~~
~~349~~			~~O-8 Reject Interval Partially Mechanized Resale Design (Special)~~
~~350~~			~~O-8 Reject Interval Partially Mechanized EEL's~~
~~351~~			~~O-8 Reject Interval Partially Mechanized Resale ISDN~~
~~352~~			~~O-8 Reject Interval Partially Mechanized UNE Line Splitting~~
~~353~~			~~O-8 Reject Interval Partially Mechanized Local Interoffice Transport~~
~~354~~			~~O-8 Reject Interval Partially Mechanized LNP Standalone~~

~~355~~			~~O-8 Reject Interval Partially Mechanized INP Standalone~~
~~356~~			~~O-8 Reject Interval Partially Mechanized Line Sharing~~
~~357~~			~~O-8 Reject Interval Partially Mechanized Resale PBX~~
~~358~~			~~O-8 Reject Interval Partially Mechanized Resale Residence~~
~~359~~			~~O-8 Reject Interval Partially Mechanized Switch Ports~~
~~360~~			~~O-8 Reject Interval Partially Mechanized UNE Combo Other~~
~~361~~			~~O-8 Reject Interval Partially Mechanized UNE Digital Loop DS1~~
~~362~~			~~O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1~~
~~363~~			~~O-8 Reject Interval Partially Mechanized UNE ISDN Loop~~
~~364~~			~~O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos~~
~~365~~			~~O-8 Reject Interval Partially Mechanized UNE Other Design~~
~~366~~			~~O-8 Reject Interval Partially Mechanized UNE Other Non Design~~
~~367~~			~~O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~368~~	59	FOCT	O-9 Firm Order Confirmation Timeliness Fully Mechanized ~~- 2W Analog Loop Design~~
~~369~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Design~~
~~370~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Non Design~~
~~371~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Non Design~~
~~372~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Design~~
~~373~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Non Design~~
~~374~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Business~~
~~375~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Centrex~~
~~376~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Design (Special)~~
~~377~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - EELs~~
~~378~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale ISDN~~
~~379~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Line Splitting~~
~~380~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interoffice Transport~~
~~381~~	60	FOCT	O-9 Firm Order Confirmation Timeliness - Local Interconnection Trunks
~~382~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - LNP Standalone~~
~~383~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - INP Standalone~~
~~384~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Sharing~~
~~385~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale PBX~~
~~386~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Residence~~
~~387~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Switch Ports~~
~~388~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Combo Other~~
~~389~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop DS1~~
~~390~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop <DS1~~
~~391~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE ISDN Loop~~

~~392~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Loop + Port Combos~~
~~393~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Design~~
~~394~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Non Design~~
~~395~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE xDSL (ADSL, HDSL, UC)~~
~~396~~	61	FOCT	O-9 Firm Order Confirmation Timeliness Non Mechanized ~~- 2W Analog Loop Design~~
~~397~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Design~~
~~398~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Non Design~~
~~399~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Non Design~~
~~400~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Design~~
~~401~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Non Design~~
~~402~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business~~
~~403~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Centrex~~
~~404~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Design (Special)~~
~~405~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - EELs~~
~~406~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale ISDN~~
~~407~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting~~
~~408~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport~~
~~409~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone~~
~~410~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone~~
~~411~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing~~
~~412~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX~~
~~413~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence~~
~~414~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports~~
~~415~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other~~
~~416~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop DS1~~
~~417~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1~~
~~418~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN Loop~~
~~419~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos~~
~~420~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design~~
~~421~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design~~
~~422~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~423~~	62	FOCT	O-9 Firm Order Confirmation Timeliness Partially Mechanized ~~2W Analog Loop Design~~
~~424~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design~~
~~425~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design~~
~~426~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design~~
~~427~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design~~
~~428~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design~~

~~429~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business~~
~~430~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex~~
~~431~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)~~
~~432~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized EELs~~
~~433~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN~~
~~434~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting~~
~~435~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport~~
~~436~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone~~
~~437~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone~~
~~438~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing~~
~~439~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX~~
~~440~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence~~
~~441~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports~~
~~442~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other~~
~~443~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop DS1~~
~~444~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1~~
~~445~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop~~
~~446~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos~~
~~447~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design~~
~~448~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design~~
~~449~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~450~~			~~PO-1 Loop Makeup - Average Response Time - Manual~~
~~451~~	63	LMT	PO-2 Loop Makeup - ~~Average~~ Response Time – Electronic - Loop
~~452~~	64	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10 Resale Residence~~ - Resale POTS
~~453~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 Resale Business~~
~~454~~	65	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10~~ – Resale Design
~~455~~	66	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10 Resale PBX~~ - UNE Loops - Design
	67	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10 Resale PBX~~ - UNE Loops – Non-Design
~~456~~	68	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10 Resale Centrex~~ - UNE Loop and Port Combinations
~~457~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 Resale ISDN~~
~~458~~	69	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10~~ – LNP Standalone
~~459~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 INP Standalone~~
~~460~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - 2-w Analog Loop Design~~
~~461~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 2-w Analog Loop Non-Design~~
~~462~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 2-w Analog Loop w/LNP Design~~
~~463~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - 2-w Analog Loop w/LNP Non-Design~~

~~464~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - 2 w Analog Loop w/INP Design~~
~~465~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - 2 w Analog Loop w/INP Non Design~~
~~466~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Digital Loop < DS1~~
~~467~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Digital Loop DS1~~
~~468~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Switch ports~~
~~469~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Combo Other~~
~~470~~	70	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10 -~~ UNE xDSL ~~(ADSL, HDSL, UCL) w/o conditioning~~
~~471~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~472~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE ISDN (includes UDC)~~
~~473~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Line Sharing With Conditioning~~
~~474~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Line Sharing Without Conditioning~~
~~475~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - Local Transport~~
~~476~~	71	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10 -~~ UNE Line Splitting/Sharing ~~With Conditioning~~
~~477~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Line Splitting Without Conditioning~~
~~478~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE UDC/IDSL~~
~~479~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Other Design~~
~~480~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Other Non Design~~
~~481~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - EELs~~
~~482~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Residence~~
~~483~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Business~~
~~484~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Design~~
~~485~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale PBX~~
~~486~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex~~
~~487~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale ISDN~~
~~488~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - LNP Standalone~~
~~489~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - INP Standalone~~
~~490~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Design~~
~~491~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Non-Design~~
~~492~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~493~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design~~
~~494~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~495~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/INP Non Design~~
~~496~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop < DS1~~
~~497~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop DS1~~

~~498~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Switch ports~~
~~499~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Combo Other~~
~~500~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~501~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~502~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE ISDN (includes UDC)~~
~~503~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing With Conditioning~~
~~504~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing Without Conditioning~~
~~505~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Local Transport~~
~~506~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting With Conditioning~~
~~507~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting Without Conditioning~~
~~508~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE UDC/IDSL~~
~~509~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Design~~
~~510~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Non Design~~
~~511~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - EELs~~
~~512~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - Resale Residence~~
~~513~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Business~~
~~514~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - Resale Design~~
~~515~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - Resale PBX~~
~~516~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Centrex~~
~~517~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - Resale ISDN~~
~~518~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - LNP Standalone~~
~~519~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - INP Standalone~~
~~520~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - 2 w Analog Loop Design~~
~~521~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - 2 w Analog Loop Non Design~~
~~522~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2 w Analog Loop w/LNP Design~~
~~523~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - 2 w Analog Loop w/LNP Non Design~~
~~524~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - 2 w Analog Loop w/INP Design~~
~~525~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2 w Analog Loop w/INP Non Design~~
~~526~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - UNE Digital Loop < DS1~~
~~527~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - UNE Digital Loop DS1~~
~~528~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Switch ports~~
~~529~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - UNE Combo Other~~
~~530~~			~~P-3 Percent Missed Installation Appointments Non Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~

~~531~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~532~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE ISDN (includes UDC)~~
~~533~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Line Sharing With Conditioning~~
~~534~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Line Sharing With Conditioning~~
~~535~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Local Transport~~
~~536~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Line Splitting With Conditioning~~
~~537~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Line Splitting Without Conditioning~~
~~538~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE UDC/IDSL~~
~~539~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Other Design~~
~~540~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Other Non Design~~
~~541~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - EELs~~
~~542~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in 10 - UNE Loop and Port Combo~~
~~543~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based 10 - UNE Loop and Port Combo~~
~~544~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Residence~~
~~545~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Business~~
~~546~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Design~~
~~547~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale PBX~~
~~548~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Centrex~~
~~549~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale ISDN~~
~~550~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - LNP Standalone~~
~~551~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - INP Standalone~~
~~552~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop Design~~
~~553~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop Non Design~~
~~554~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~555~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design~~
~~556~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~557~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design~~
~~558~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Digital Loop < DS1~~
~~559~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Digital Loop DS1~~
~~560~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Switch ports~~
~~561~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Combo Other~~
~~562~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~

~~563~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~564~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE ISDN (includes UDC)~~
~~565~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing With Conditioning~~
~~566~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing Without Conditioning~~
~~567~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Local Transport~~
~~568~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting With Conditioning~~
~~569~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting Without Conditioning~~
~~570~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE UDC/IDSL~~
~~571~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Other Design~~
~~572~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Other Non Design~~
~~573~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - EELs~~
~~574~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo~~
~~575~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo~~
~~576~~	72	MIA	P-3 Percent Missed Installation Appointments - Local Interconnection Trunks
	73	NCDD	P-7D Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date
~~577~~	74	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale Residence~~ – Resale POTS
~~578~~	75	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale Business~~ – Resale Design
~~579~~	76	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale Design~~ – UNE Loop + Port Combinations
~~580~~	77	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale PBX~~ UNE Loop Non-Design
~~581~~	78	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale Centrex~~ – UNE Loop Design
~~582~~	79	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale ISDN~~ – UNE xDSL – without conditioning
~~583~~	80	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - LNP Standalone~~ – UNE xDSL – with conditioning
~~584~~	81	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - INP Standalone~~ – UNE Line Splitting/Sharing – Dispatch
	82	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - INP Standalone~~ – UNE Line Splitting/Sharing –- Non-Dispatch
~~585~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop Design~~

			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 2 w Analog Loop Design~~
~~586~~	83	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop Non Design~~ – Local Interconnection Trunks
~~587~~	84	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 2 w Analog Loop w/LNP Design~~ – UNE EELS
~~588~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 2 w Analog Loop w/LNP Non Design~~
~~589~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop w/INP Design~~
~~590~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 2 w Analog Loop w/INP Non Design~~
~~591~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Digital Loop < DS1~~
~~592~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE Digital Loop DS1~~
~~593~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE Switch ports~~
~~594~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Combo Other~~
~~595~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~596~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~597~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE ISDN (includes UDC)~~
~~598~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE Line Sharing With Conditioning~~
~~599~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE Line Sharing Without Conditioning~~
~~600~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 Local Transport~~
~~601~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE Line Splitting With Conditioning~~
~~602~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE Line Splitting Without Conditioning~~
~~603~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE UDC/IDSL~~
~~604~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Other Design~~
~~605~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 UNE Other Non Design~~

~~606~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch< 10 - EELs~~
~~607~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - Resale Residence~~
~~608~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - Resale Business~~
~~609~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - Resale Design~~
~~610~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - Resale PBX~~
~~611~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - Resale Centrex~~
~~612~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - Resale ISDN~~
~~613~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - LNP Standalone~~
~~614~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - INP Standalone~~
~~615~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - 2 w Analog Loop Design~~
~~616~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - 2 w Analog Loop Non-Design~~
~~617~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~618~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design~~
~~619~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~620~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - 2 w Analog Loop w/INP Non-Design~~
~~621~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE Digital Loop < DS1~~
~~622~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE Digital Loop- DS1~~
~~623~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE Switch ports~~
~~624~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE Combo Other~~
~~625~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~626~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~

~~627~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 UNE ISDN (includes UDC)~~
~~628~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing With Conditioning~~
~~629~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing Without Conditioning~~
~~630~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 Local Transport~~
~~631~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 UNE Line Splitting With Conditioning~~
~~632~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 UNE Line Splitting Without Conditioning~~
~~633~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE UDC/IDSL~~
~~634~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 UNE Other Design~~
~~635~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Other Non Design~~
~~636~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 EELs~~
~~637~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 - Resale Residence~~
~~638~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 - Resale Business~~
~~639~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 - Resale Design~~
~~640~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10 - Resale PBX~~
~~641~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 - Resale Centrex~~
~~642~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 - Resale ISDN~~
~~643~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 LNP Standalone~~
~~644~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 INP Standalone~~
~~645~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10 - 2 w Analog Loop Design~~
~~646~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 2 w Analog Loop Non-Design~~
~~647~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non Dispatch 10 2 w Analog Loop w/LNP Design~~

~~648~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - 2 w Analog Loop w/LNP Non Design~~
~~649~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - 2 w Analog Loop w/INP Design~~
~~650~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - 2 w Analog Loop w/INP Non Design~~
~~651~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Digital Loop < DS1~~
~~652~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Digital Loop- DS1~~
~~653~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Switch ports~~
~~654~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Combo Other~~
~~655~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~656~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~657~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE ISDN (includes UDC)~~
~~658~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Line Sharing With Conditioning~~
~~659~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch- 10 - UNE Line Sharing Without Conditioning~~
~~660~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - Local Transport~~
~~661~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Line Splitting With Conditioning~~
~~662~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch- 10 - UNE Line Splitting Without Conditioning~~
~~663~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch- 10 - UNE UDC/IDSL~~
~~664~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Other Design~~
~~665~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Other Non Design~~
~~666~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - EELs~~
~~667~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch Dispatch in- 10 - UNE Loop and Port Combo~~
~~668~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch Switch Based- 10 - UNE Loop and Port Combo~~

669			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale Residence
670			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale Business
671			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale Design
672			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale PBX
673			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale Centrex
674			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale ISDN
675			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - LNP Standalone
676			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - INP Standalone
677			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop Design
678			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop Non-Design
679			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design
680			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design
681			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop w/INP Design
682			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design
683			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Digital Loop < DS1
684			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Digital Loop- DS1
685			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Switch ports
686			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Combo Other
687			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning
688			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning
689			P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE ISDN (includes UDC)

~~690~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 - UNE Line Sharing With Conditioning~~
~~691~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Sharing Without Conditioning~~
~~692~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 - Local Transport~~
~~693~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 - UNE Line Splitting With Conditioning~~
~~694~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Splitting Without Conditioning~~
~~695~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch □ 10 - UNE UDC/IDSL~~
~~696~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 - UNE Other Design~~
~~697~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 - UNE Other Non Design~~
~~698~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch < 10 - EELs~~
~~699~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo~~
~~700~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo~~
~~701~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Local Interconnection Trunks~~
~~702~~	85	CCT	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval ~~and Average Interval - SL1 IDLC~~
~~703~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval - SL1 Non-Time Specific~~
~~704~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval - SL-1 Time Specific~~
~~705~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 IDLC~~
~~706~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Non Specific~~
~~707~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval SL2 Time Specific~~
~~708~~			~~P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch~~
~~709~~			~~P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch~~
~~710~~			~~P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch~~

~~711~~			~~P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch~~
~~712~~	86	CCI	P-7 Coordinated Customer Conversions ~~Internal~~ Hot Cut Durations ~~Unbundles Loops with INP~~
~~713~~			~~P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP~~
~~714~~			~~P-8 Cooperative Acceptance Testing - Percent of xDSL Loc ADSL~~
~~715~~			~~P-8 Cooperative Acceptance Testing - Percent of xDSL Loc HDSL~~
~~716~~			~~P-8 Cooperative Acceptance Testing - Percent of xDSL Loc Other~~
~~717~~			~~P-8 Cooperative Acceptance Testing - Percent of xDSL Loc UNE UCL~~
~~718~~	87	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch - 10 - Resale Residence~~ - Resale (POTS)
~~719~~	88	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch - 10 - Resale Business~~ - UNE Loops - Design
~~720~~	89	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch - 10~~ – Resale Design
~~721~~	90	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch - 10 – Resale PBX~~ - UNE Loop and Port Combinations
~~722~~	91	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch - 10 - Resale Centrex~~ – UNE Loops – Non-Design
~~723~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - Resale ISDN~~
~~724~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - LNP Standalone~~
~~725~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - INP Standalone~~
~~726~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop Design~~
~~727~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop Non-Design~~
~~728~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop w/LNP Design~~
~~729~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop w/LNP Non Design~~
~~730~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop w/INP Design~~
~~731~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - 2 w Analog Loop w/INP Non Design~~
~~732~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - UNE Digital Loop < DS1~~
~~733~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - UNE Digital Loop DS1~~
~~734~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch - 10 - UNE Switch ports~~

~~735~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Combo Other~~
~~736~~	92	PPT	P-9 Percent Provisioning Troubles ~~w/in~~ 30 within X days of Service Order Completion ~~Dispatch 10~~ – UNE xDSL ~~(ADSL, HDSL, UCL)~~
			~~P-9 Percent Provisioning Troubles w/in~~ 30 days of Service Order Completion ~~Dispatch 10 – UNE xDSL (ADSL, HDSL, UCL)~~
~~737~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE ISDN (includes UDC)~~
~~738~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Line Sharing~~
~~739~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - Local Transport~~
~~740~~	93	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch 10~~ - UNE Line Splitting/Sharing - Dispatch
~~741~~	94	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch 10 - UNE Other Design~~ - UNE Line Splitting/Sharing– Non - Dispatch
~~742~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Other Non-Design~~
			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Other Non-Design~~
~~743~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - EELs~~
~~744~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence~~
~~745~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business~~
~~746~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design~~
~~747~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX~~
~~748~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex~~
~~749~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN~~
~~750~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone~~
~~751~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone~~
~~752~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design~~
~~753~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design~~
~~754~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design~~

~~755~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design~~
~~756~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~757~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Non Design~~
~~758~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1~~
~~759~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop DS1~~
~~760~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports~~
~~761~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other~~
~~762~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)~~
~~763~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)~~
~~764~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing~~
~~765~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport~~
~~766~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting~~
~~767~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design~~
~~768~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non-Design~~
~~769~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs~~
~~770~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale Residence~~
~~771~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale Business~~
~~772~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale Design~~
~~773~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale PBX~~
~~774~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale Centrex~~
~~775~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale ISDN~~
~~776~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - LNP Standalone~~

~~777~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - INP Standalone~~
~~778~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop Design~~
~~779~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop Non-Design~~
~~780~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop w/LNP Design~~
~~781~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop w/LNP Non Design~~
~~782~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop w/INP Design~~
~~783~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop w/INP Non Design~~
~~784~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Digital Loop < DS1~~
~~785~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Digital Loop DS1~~
~~786~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Switch ports~~
~~787~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Combo Other~~
~~788~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL)~~
~~789~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE ISDN (includes UDC)~~
~~790~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Line Sharing~~
~~791~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Local Transport~~
~~792~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Line Splitting~~
~~793~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Other Design~~
~~794~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Other Non Design~~
~~795~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - EELs~~
~~796~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in 10 - UNE Loop and Port Combo~~
~~797~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based 10 - UNE Loop and Port Combo~~

798			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Residence
799			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Business
800			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Design
801			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale PBX
802			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Centrex
803			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale ISDN
804			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - LNP Standalone
805			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - INP Standalone
806			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2-w Analog Loop Design
807			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2-w Analog Loop Non-Design
808			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2-w Analog Loop w/LNP Design
809			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2-w Analog Loop w/LNP Non-Design
810			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2-w Analog Loop w/INP Design
811			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2-w Analog Loop w/INP Non-Design
812			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop < DS1
813			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop- DS1
814			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports
815			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other
816			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)
817			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)
818			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Sharing
819			P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport

~~820~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting~~
~~821~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Design~~
~~822~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - UNE Other Non Design~~
~~823~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch < 10 - EELs~~
~~824~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch Dispatch in < 10 - UNE Loop and Port Combo~~
~~825~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non Dispatch Switch Based < 10 - UNE Loop and Port Combo~~
~~826~~	95	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion - Local Interconnection Trunks
	96	SOA	P-11 Service Order Accuracy - Resale
	97	SOA	P-11 Service Order Accuracy - UNE
	98	SOA	P-11 Service Order Accuracy – UNE-P
~~827~~	99	LOOS	P-13B: LNP - Percent Out of Service < 60 Minutes - LNP
~~828~~	100	LAT	P-13C: LNP - Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date - LNP – (Standalone)
~~829~~	101	LDT	P-13D: LNP - ~~Average~~ Disconnect Timeliness ~~Interval & Disconnect Timeliness Interval Distribution~~ (Non-Trigger)
~~830~~	102	TGP	TGP-~~2~~ Trunk Group Performance ~~CLEC Specific~~

B.2 Tier 2 Submetrics

~~Table B-2 contains a list of Tier 2 submetrics~~.

Table B-2

Item No.	Item No.	SQM Ref	Sub Metrics
~~1~~	1	BIA	B-1 Invoice Accuracy ~~Interconnection~~
~~2~~			~~B-1 Invoice Accuracy Resale~~
~~3~~			~~B-1 Invoice Accuracy UNE~~
~~4~~	2	BIT	B-2 Mean Time to Deliver Invoices - CRIS
~~5~~	3	BIT	B-2 Mean Time to Deliver Invoices - CABS
~~6~~			~~B-3 Usage Data Delivery Accuracy~~
	4	BUDT	B-5 Usage Data Delivery Timeliness

~~7~~	5	BEC	B-10: Percent Billing ~~Errors Corrected~~ Adjustment Requests (BAR) Responded to within ~~"X"~~ 45 Business Days - State [a] [a]~~Note: In order to set an appropriate penalty provision, staff recommended deferring implementation of the penalty until conclusion of the commission proceeding on the remedy structure of the SEEM Plan, or 120 days, whichever comes first.~~
~~8~~	6	MDD	C-3 Collocation Percent of Due Dates Missed ~~Physical Caged - Augment~~
~~9~~			~~C-3 Collocation Percent of Due Dates Missed Physical Caged - Initial~~
~~10~~			~~C-3 Collocation Percent of Due Dates Missed Physical Cageless - Augment~~
~~11~~			~~C-3 Collocation Percent of Due Dates Missed Physical Cageless - Initial~~
~~12~~			~~C-3 Collocation Percent of Due Dates Missed - State~~
~~13~~			~~C-3 Collocation Percent of Due Dates Missed Virtual - Augment~~
~~14~~			~~C-3 Collocation Percent of Due Dates Missed Virtual - Initial~~
~~15~~	7	NT	CM-1 Timeliness of Change Management Notices - Region
~~16~~	8	DT	CM-3 Timeliness of ~~Documents~~ Documentation Associated with Change - Region
~~17~~	9	SEC	CM-6 Percentage of Software Errors Corrected in "X" ~~(10, 30, 45)~~ Business Days - Region
~~18~~	10	CRA	CM-7 Percentage of Change Requests Accepted or Rejected Within 10 Days - Region
~~19~~	11	SCRI	CM-11 Percentage of Software Change Requests Implemented Within 60 Weeks of Prioritization - Region
~~20~~	12	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch - 2 w Analog Loop Design~~ - Resale POTS
~~21~~	13	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch - 2 w Analog Loop Non-Design~~ – UNE Loops - Design
~~22~~	14	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch - Resale Business~~ - UNE Loops – Non-Design
~~23~~			~~MR-1 Percent Missed Repair Appointments Dispatch - Resale Centrex~~
~~24~~	15	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch~~ - Resale Design
~~25~~	16	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch - Resale ISDN~~ - UNE Line Splitting/Sharing
~~26~~			~~MR-1 Percent Missed Repair Appointments Dispatch - Local Transport~~
~~27~~	17	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch~~ - Local Interconnection Trunks
~~28~~			~~MR-1 Percent Missed Repair Appointments Dispatch - Resale PBX~~
~~29~~			~~MR-1 Percent Missed Repair Appointments Dispatch - Resale Residence~~
~~30~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Combo Other~~
~~31~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop DS1~~
~~32~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Digital Loop < DS1~~
~~33~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE ISDN (includes UDC)~~
~~34~~	18	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch~~ - UNE Loop and Port Combo~~e~~inations
~~35~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Line Sharing~~
~~36~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Switch ports~~
~~37~~	19	MRA	MR-1 Percent Missed Repair Appointments ~~Dispatch~~ - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~38~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Design~~
~~39~~			~~MR-1 Percent Missed Repair Appointments Dispatch - UNE Other - Non Design~~

~~40~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - 2-w Analog Loop Design~~
~~41~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - 2-w Analog Loop Non-Design~~
~~42~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Business~~
~~43~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Centrex~~
~~44~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Design~~
~~45~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale ISDN~~
~~46~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Local Transport~~
~~47~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Local Interconnection Trunks~~
~~48~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale PBX~~
~~49~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - Resale Residence~~
~~50~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Combo Other~~
~~51~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop DS1~~
~~52~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Digital Loop < DS1~~
~~53~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE ISDN (includes UDC)~~
~~54~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Loop and Port Combo~~
~~55~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Line Sharing~~
~~56~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Switch ports~~
~~57~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)~~
~~58~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Design~~
~~59~~			~~MR-1 Percent Missed Repair Appointments Non Dispatch - UNE Other - Non Design~~
~~60~~	20	CTRR	MR-2 Customer Trouble Report Rate - ~~2-w Analog Loop Design~~ – Resale POTS
~~61~~			~~MR-2 Customer Trouble Report Rate - 2-w Analog Loop Non-Design~~
~~62~~	21	CTRR	MR-2 Customer Trouble Report Rate - ~~Resale Business~~ – UNE Loops - Design
~~63~~	22	CTRR	MR-2 Customer Trouble Report Rate - ~~Resale Centrex~~ – UNE Loops – Non-Design
~~64~~	23	CTRR	MR-2 Customer Trouble Report Rate - Resale Design
~~65~~			~~MR-2 Customer Trouble Report Rate - Resale ISDN~~
~~66~~			~~MR-2 Customer Trouble Report Rate - Local Transport~~
~~67~~	24	CTRR	MR-2 Customer Trouble Report Rate - Local Interconnection Trunks
~~68~~			~~MR-2 Customer Trouble Report Rate - Resale PBX~~
~~69~~			~~MR-2 Customer Trouble Report Rate - Resale Residence~~
~~70~~			~~MR-2 Customer Trouble Report Rate - UNE Combo Other~~
~~71~~			~~MR-2 Customer Trouble Report Rate - UNE Digital Loop DS1~~
~~72~~			~~MR-2 Customer Trouble Report Rate - UNE Digital Loop < DS1~~
~~73~~			~~MR-2 Customer Trouble Report Rate - UNE ISDN (includes UDC)~~
~~74~~	25	CTRR	MR-2 Customer Trouble Report Rate - UNE Loop and Port Comb~~o~~inations
~~75~~	26	CTRR	MR-2 Customer Trouble Report Rate - UNE Line Splitting/Sharing
~~76~~			~~MR-2 Customer Trouble Report Rate - UNE Switch ports~~

~~77~~	27	CTRR	MR-2 Customer Trouble Report Rate - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~78~~			~~MR-2 Customer Trouble Report Rate - UNE Other - Design~~
~~79~~			~~MR-2 Customer Trouble Report Rate - UNE Other - Non Design~~
~~80~~	28	MAD	MR-3 Maintenance Average Duration ~~Dispatch - 2-w Analog Loop Design~~ - Resale POTS
~~81~~			~~MR-3 Maintenance Average Duration Dispatch - 2-w Analog Loop Non-Design~~
~~82~~	29	MAD	MR-3 Maintenance Average Duration ~~Dispatch - Resale Business~~ - UNE Loops - Design
~~83~~	30	MAD	MR-3 ~~Maintenance Average Duration Dispatch - Resale Centrex~~ – UNE Loops – Non-Design
~~84~~	31	MAD	MR-3 Maintenance Average Duration ~~Dispatch~~ - Resale Design
~~85~~	32	MAD	MR-3 Maintenance Average Duration ~~Dispatch - Resale ISDN~~ - UNE Line Splitting/Sharing
~~86~~			~~MR-3 Maintenance Average Duration Dispatch - Local Transport~~
~~87~~	33	MAD	MR-3 Maintenance Average Duration ~~Dispatch~~ - Local Interconnection Trunks
~~88~~			~~MR-3 Maintenance Average Duration Dispatch - Resale PBX~~
~~89~~			~~MR-3 Maintenance Average Duration Dispatch - Resale Residence~~
~~90~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Combo Other~~
~~91~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop DS1~~
~~92~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Digital Loop < DS1~~
~~93~~			~~MR-3 Maintenance Average Duration Dispatch - UNE ISDN (includes UDC)~~
~~94~~	34	MAD	MR-3 Maintenance Average Duration ~~Dispatch~~ - UNE Loop and Port Combo~~e~~inations
~~95~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Line Sharing~~
~~96~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Switch ports~~
~~97~~	35	MAD	MR-3 Maintenance Average Duration ~~Dispatch~~ - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~98~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Other - Design~~
~~99~~			~~MR-3 Maintenance Average Duration Dispatch - UNE Other - Non Design~~
~~100~~			~~MR-3 Maintenance Average Duration Non Dispatch - 2-w Analog Loop Design~~
~~101~~			~~MR-3 Maintenance Average Duration Non Dispatch - 2-w Analog Loop Non-Design~~
~~102~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale Business~~
~~103~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale Centrex~~
~~104~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale Design~~
~~105~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale ISDN~~
~~106~~			~~MR-3 Maintenance Average Duration Non Dispatch - Local Transport~~
~~107~~			~~MR-3 Maintenance Average Duration Non Dispatch - Local Interconnection Trunks~~
~~108~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale PBX~~
~~109~~			~~MR-3 Maintenance Average Duration Non Dispatch - Resale Residence~~
~~110~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Combo Other~~
~~111~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop DS1~~
~~112~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Digital Loop < DS1~~
~~113~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE ISDN (includes UDC)~~

~~114~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Loop and Port Combo~~
~~115~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Line Sharing~~
~~116~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Switch ports~~
~~117~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)~~
~~118~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Design~~
~~119~~			~~MR-3 Maintenance Average Duration Non Dispatch - UNE Other - Non Design~~
~~120~~	36	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch - 2 w Analog Loop Design~~ - Resale POTS
~~121~~	37	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch - 2 w Analog Loop Non-Design~~ - UNE Loops - Design
~~122~~	38	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch - Resale Business~~ - UNE Line Splitting/Sharing
~~123~~	39	PRT	MR-4 Percent Repeat Trouble within 30 Days Dispatch - ~~Resale Centrex~~ – UNE Loops – Non-Design
~~124~~	40	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch~~ - Resale Design
~~125~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale ISDN~~
~~126~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - Local Transport~~
~~127~~	41	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch~~ - Local Interconnection Trunks
~~128~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale PBX~~
~~129~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - Resale Residence~~
~~130~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch UNE Combo Other~~
~~131~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop DS1~~
~~132~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Digital Loop < DS1~~
~~133~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE ISDN (includes UDC)~~
~~134~~	42	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch~~ - UNE Loop and Port Combo~~e~~inations
~~135~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Line Sharing~~
~~136~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Switch ports~~
~~137~~	43	PRT	MR-4 Percent Repeat Customer Troubles within 30 Days ~~Dispatch~~ - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~138~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Design~~
~~139~~			~~MR-4 Percent Repeat Trouble within 30 Days Dispatch - UNE Other - Non Design~~
~~140~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Design~~
~~141~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - 2 w Analog Loop Non-Design~~
~~142~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Business~~
~~143~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Centrex~~
~~144~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Design~~
~~145~~			~~MR-4 Percent Repeat Trouble within 30 Days - Non Dispatch - Resale ISDN~~
~~146~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Transport~~
~~147~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Local Interconnection Trunks~~
~~148~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale PBX~~
~~149~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - Resale Residence~~

~~150~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Combo Other~~
~~151~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop DS1~~
~~152~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Digital Loop < DS1~~
~~153~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE ISDN (includes UDC)~~
~~154~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Loop and Port Combo~~
~~155~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Line Sharing~~
~~156~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Switch ports~~
~~157~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE xDSL (ADSL, HDSL, UCL)~~
~~158~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Design~~
~~159~~			~~MR-4 Percent Repeat Trouble within 30 Days Non Dispatch - UNE Other - Non Design~~
~~160~~	44	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch -~~ ~~2-w Analog Loop Design~~ – Resale POTS
~~161~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - 2-w Analog Loop Non-Design~~
~~162~~	45	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch - Resale Business~~ – UNE Loops - Design
~~163~~	46	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch - Resale Centrex~~ – UNE Loops – Non-Design
~~164~~	47	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch~~ - Resale Design
~~165~~	48	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch Resale ISDN~~ – UNE Line Splitting/Sharing
~~166~~			~~MR-5 Out of Service (OOS) > 24 hours - Dispatch - Local Transport~~
~~167~~	49	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch~~ - Local Interconnection Trunks
~~168~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - Resale PBX~~
~~169~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch Resale Residence~~
~~170~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Combo Other~~
~~171~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop DS1~~
~~172~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Digital Loop < DS1~~
~~173~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE ISDN (includes UDC)~~
~~174~~	50	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch~~ - UNE Loop and Port Combo~~e~~inations
~~175~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Line Sharing~~
~~176~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Switch ports~~
~~177~~	51	OOS	MR-5 Out of Service (OOS) > 24 hours ~~Dispatch~~ - UNE xDSL ~~(ADSL, HDSL, UCL)~~
~~178~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Design~~
~~179~~			~~MR-5 Out of Service (OOS) > 24 hours Dispatch - UNE Other - Non Design~~
~~180~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2-w Analog Loop Design~~
~~181~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - 2-w Analog Loop Non-Design~~
~~182~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Business~~
~~183~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Centrex~~
~~184~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Design~~
~~185~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale ISDN~~
~~186~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Transport~~

~~187~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Local Interconnection Trunks~~
~~188~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale PBX~~
~~189~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - Resale Residence~~
~~190~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Combo Other~~
~~191~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop DS1~~
~~192~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Digital Loop < DS1~~
~~193~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE ISDN (includes UDC)~~
~~194~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Loop and Port Combo~~
~~195~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Line Sharing~~
~~196~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch - UNE Switch ports~~
~~197~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE xDSL (ADSL, HDSL, UCL)~~
~~198~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Design~~
~~199~~			~~MR-5 Out of Service (OOS) > 24 hours Non Dispatch UNE Other - Non Design~~
~~200~~	52	FOCC	O-11 Firm Order Confirmation ~~&~~ and Reject Response Completeness - Fully Mechanized ~~2W Analog Loop Design~~
~~201~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Design~~
~~202~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/LNP Non Design~~
~~203~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop Non Design~~
~~204~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Design~~
~~205~~			~~O-11 FOC & Reject Completeness Fully Mechanized 2W Analog Loop w/INP Non Design~~
~~206~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale Business~~
~~207~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale Centrex~~
~~208~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale Design (Special)~~
~~209~~			~~O-11 FOC & Reject Completeness Fully Mechanized EEL's~~
~~210~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale ISDN~~
~~211~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Line Splitting~~
~~212~~			~~O-11 FOC & Reject Completeness Fully Mechanized Local Interoffice Transport~~
~~213~~			~~O-11 FOC & Reject Completeness Local Interconnection Trunks~~
~~214~~			~~O-11 FOC & Reject Completeness Fully Mechanized LNP Standalone~~
~~215~~			~~O-11 FOC & Reject Completeness Fully Mechanized INP Standalone~~
~~216~~			~~O-11 FOC & Reject Completeness Fully Mechanized Line Sharing~~
~~217~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale PBX~~
~~218~~			~~O-11 FOC & Reject Completeness Fully Mechanized Resale Residence~~
~~219~~			~~O-11 FOC & Reject Completeness Fully Mechanized Switch Ports~~
~~220~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Combo Other~~
~~221~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop DS1~~
~~222~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Digital Loop <DS1~~
~~223~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE ISDN Loop~~

~~224~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Loop + Port Combos~~
~~225~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Other Design~~
~~226~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE Other Non Design~~
~~227~~			~~O-11 FOC & Reject Completeness Fully Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~228~~	53	FOCC	O-11 FOC & Reject Completeness Non Mechanized ~~2W Analog Loop Design~~
~~229~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Design~~
~~230~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/LNP Non Design~~
~~231~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop Non Design~~
~~232~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Design~~
~~233~~			~~O-11 FOC & Reject Completeness Non Mechanized 2W Analog Loop w/INP Non Design~~
~~234~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale Business~~
~~235~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale Centrex~~
~~236~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale Design (Special)~~
~~237~~			~~O-11 FOC & Reject Completeness Non Mechanized EEL's~~
~~238~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale ISDN~~
~~239~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Line Splitting~~
~~240~~			~~O-11 FOC & Reject Completeness Non Mechanized Local Interoffice Transport~~
~~241~~			~~O-11 FOC & Reject Completeness Non Mechanized LNP Standalone~~
~~242~~			~~O-11 FOC & Reject Completeness Non Mechanized INP Standalone~~
~~243~~			~~O-11 FOC & Reject Completeness Non Mechanized Line Sharing~~
~~244~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale PBX~~
~~245~~			~~O-11 FOC & Reject Completeness Non Mechanized Resale Residence~~
~~246~~			~~O-11 FOC & Reject Completeness Non Mechanized Switch Ports~~
~~247~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Combo Other~~
~~248~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop DS1~~
~~249~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Digital Loop <DS1~~
~~250~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE ISDN Loop~~
~~251~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Loop + Port Combos~~
~~252~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Other Design~~
~~253~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE Other Non Design~~
~~254~~			~~O-11 FOC & Reject Completeness Non Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~255~~	54	FOCC	O-11 FOC & Reject Completeness Partially Mechanized ~~2W Analog Loop Design~~
~~256~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Design~~
~~257~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/LNP Non Design~~
~~258~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop Non Design~~
~~259~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Design~~
~~260~~			~~O-11 FOC & Reject Completeness Partially Mechanized 2W Analog Loop w/INP Non Design~~

~~261~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale Business~~
~~262~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale Centrex~~
~~263~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale Design (Special)~~
~~264~~			~~O-11 FOC & Reject Completeness Partially Mechanized EEL's~~
~~265~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale ISDN~~
~~266~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Line Splitting~~
~~267~~			~~O-11 FOC & Reject Completeness Partially Mechanized Local Interoffice Transport~~
~~268~~			~~O-11 FOC & Reject Completeness Partially Mechanized LNP Standalone~~
~~269~~			~~O-11 FOC & Reject Completeness Partially Mechanized INP Standalone~~
~~270~~			~~O-11 FOC & Reject Completeness Partially Mechanized Line Sharing~~
~~271~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale PBX~~
~~272~~			~~O-11 FOC & Reject Completeness Partially Mechanized Resale Residence~~
~~273~~			~~O-11 FOC & Reject Completeness Partially Mechanized Switch Ports~~
~~274~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Combo Other~~
~~275~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop DS1~~
~~276~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Digital Loop <DS1~~
~~277~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE ISDN Loop~~
~~278~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Loop + Port Combos~~
~~279~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Other Design~~
~~280~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE Other Non Design~~
~~281~~			~~O-11 FOC & Reject Completeness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~282~~	55	OAAT	O-12 ~~Speed of~~ Average Answer ~~in~~ Time - Ordering Centers - CLEC Local Carrier Service Center
~~283~~			~~O-1 Acknowledgement Message Timeliness (Electronically) EDI~~
~~284~~			~~O-1 Acknowledgement Message Timeliness (Electronically) TAG~~
~~285~~	56	AKC	O-2 Acknowledgement Message Completeness - ~~EDI Fully Mechanized~~Acknowlegdements
~~286~~			~~O-2 Acknowledgement Message Completeness TAG Fully Mechanized~~
~~287~~	57	FT	O-3 Percent Flow-Through Service Requests ~~(Summary)~~ Business
~~288~~	58	FT	O-3 Percent Flow-Through Service Requests ~~(Summary)~~ LNP
~~289~~	59	FT	O-3 Percent Flow-Through Service Requests ~~(Summary)~~ Residence
~~290~~	60	FT	O-3 Percent Flow-Through Service Requests ~~(Summary)~~ UNE-L (Includes UNE-L with LNP) ~~Loops~~
~~291~~	61	FT	O-3 Percent Flow-Through Service Requests ~~(Summary)~~ UNE-P
~~292~~	62	RI	~~O-8~~ Reject Interval - Fully Mechanized ~~2W Analog Loop Design~~
~~293~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Design~~
~~294~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop w/LNP Non Design~~
~~295~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop Non Design~~
~~296~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Design~~
~~297~~			~~O-8 Reject Interval Fully Mechanized 2W Analog Loop w/INP Non Design~~

~~298~~			~~O-8 Reject Interval Fully Mechanized Resale Business~~
~~299~~			~~O-8 Reject Interval Fully Mechanized Resale Centrex~~
~~300~~			~~O-8 Reject Interval Fully Mechanized Resale Design (Special)~~
~~301~~			~~O-8 Reject Interval Fully Mechanized EELs~~
~~302~~			~~O-8 Reject Interval Fully Mechanized Resale ISDN~~
~~303~~			~~O-8 Reject Interval Fully Mechanized UNE Line Splitting~~
~~304~~			~~O-8 Reject Interval Fully Mechanized Local Interoffice Transport~~
~~305~~			~~O-8 Reject Interval Local Interconnection Trunks~~
~~306~~			~~O-8 Reject Interval Fully Mechanized LNP Standalone~~
~~307~~			~~O-8 Reject Interval Fully Mechanized INP Standalone~~
~~308~~			~~O-8 Reject Interval Fully Mechanized Line Sharing~~
~~309~~			~~O-8 Reject Interval Fully Mechanized Resale PBX~~
~~310~~			~~O-8 Reject Interval Fully Mechanized Resale Residence~~
~~311~~			~~O-8 Reject Interval Fully Mechanized Switch Ports~~
~~312~~			~~O-8 Reject Interval Fully Mechanized UNE Combo Other~~
~~313~~			~~O-8 Reject Interval Fully Mechanized UNE Digital Loop DS1~~
~~314~~			~~O-8 Reject Interval Fully Mechanized UNE Digital Loop <DS1~~
~~315~~			~~O-8 Reject Interval Fully Mechanized UNE ISDN Loop~~
~~316~~			~~O-8 Reject Interval Fully Mechanized UNE Loop + Port Combos~~
~~317~~			~~O-8 Reject Interval Fully Mechanized UNE Other Design~~
~~318~~			~~O-8 Reject Interval Fully Mechanized UNE Other Non Design~~
~~319~~			~~O-8 Reject Interval Fully Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~320~~	63	RI	O-8 Reject Interval - Non Mechanized ~~2W Analog Loop Design~~
~~321~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Design~~
~~322~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop w/LNP Non Design~~
~~323~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop Non Design~~
~~324~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Design~~
~~325~~			~~O-8 Reject Interval Non Mechanized 2W Analog Loop w/INP Non Design~~
~~326~~			~~O-8 Reject Interval Non Mechanized Resale Business~~
~~327~~			~~O-8 Reject Interval Non Mechanized Resale Centrex~~
~~328~~			~~O-8 Reject Interval Non Mechanized Resale Design (Special)~~
~~329~~			~~O-8 Reject Interval Non Mechanized EELs~~
~~330~~			~~O-8 Reject Interval Non Mechanized Resale ISDN~~
~~331~~			~~O-8 Reject Interval Non Mechanized UNE Line Splitting~~
~~332~~			~~O-8 Reject Interval Non Mechanized Local Interoffice Transport~~
~~333~~			~~O-8 Reject Interval Non Mechanized LNP Standalone~~
~~334~~			~~O-8 Reject Interval Non Mechanized INP Standalone~~

~~335~~			~~O-8 Reject Interval Non Mechanized Line Sharing~~
~~336~~			~~O-8 Reject Interval Non Mechanized Resale PBX~~
~~337~~			~~O-8 Reject Interval Non Mechanized Resale Residence~~
~~338~~			~~O-8 Reject Interval Non Mechanized Switch Ports~~
~~339~~			~~O-8 Reject Interval Non Mechanized UNE Combo Other~~
~~340~~			~~O-8 Reject Interval Non Mechanized UNE Digital Loop DS1~~
~~341~~			~~O-8 Reject Interval Non Mechanized UNE Digital Loop <DS1~~
~~342~~			~~O-8 Reject Interval Non Mechanized UNE ISDN Loop~~
~~343~~			~~O-8 Reject Interval Non Mechanized UNE Loop + Port Combos~~
~~344~~			~~O-8 Reject Interval Non Mechanized UNE Other Design~~
~~345~~			~~O-8 Reject Interval Non Mechanized UNE Other Non Design~~
~~346~~			~~O-8 Reject Interval Non Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~347~~	64	RI	O-8 Reject Interval - Partially Mechanized ~~2W Analog Loop Design~~
~~348~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Design~~
~~349~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop w/LNP Non Design~~
~~350~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop Non Design~~
~~351~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Design~~
~~352~~			~~O-8 Reject Interval Partially Mechanized 2W Analog Loop w/INP Non Design~~
~~353~~			~~O-8 Reject Interval Partially Mechanized Resale Business~~
~~354~~			~~O-8 Reject Interval Partially Mechanized Resale Centrex~~
~~355~~			~~O-8 Reject Interval Partially Mechanized Resale Design (Special)~~
~~356~~			~~O-8 Reject Interval Partially Mechanized EEL's~~
~~357~~			~~O-8 Reject Interval Partially Mechanized Resale ISDN~~
~~358~~			~~O-8 Reject Interval Partially Mechanized UNE Line Splitting~~
~~359~~			~~O-8 Reject Interval Partially Mechanized Local Interoffice Transport~~
~~360~~			~~O-8 Reject Interval Partially Mechanized LNP Standalone~~
~~361~~			~~O-8 Reject Interval Partially Mechanized INP Standalone~~
~~362~~			~~O-8 Reject Interval Partially Mechanized Line Sharing~~
~~363~~			~~O-8 Reject Interval Partially Mechanized Resale PBX~~
~~364~~			~~O-8 Reject Interval Partially Mechanized Resale Residence~~
~~365~~			~~O-8 Reject Interval Partially Mechanized Switch Ports~~
~~366~~			~~O-8 Reject Interval Partially Mechanized UNE Combo Other~~
~~367~~			~~O-8 Reject Interval Partially Mechanized UNE Digital Loop DS1~~
~~368~~			~~O-8 Reject Interval Partially Mechanized UNE Digital Loop <DS1~~
~~369~~			~~O-8 Reject Interval Partially Mechanized UNE ISDN Loop~~
~~370~~			~~O-8 Reject Interval Partially Mechanized UNE Loop + Port Combos~~
~~371~~			~~O-8 Reject Interval Partially Mechanized UNE Other Design~~

~~372~~			~~O-8 Reject Interval Partially Mechanized UNE Other Non Design~~
~~373~~			~~O-8 Reject Interval Partially Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~374~~	65	FOCT	O-9 Firm Order Confirmation Timeliness Fully Mechanized ~~- 2W Analog Loop Design~~
~~375~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Design~~
~~376~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/LNP Non Design~~
~~377~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop Non Design~~
~~378~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Design~~
~~379~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - 2W Analog Loop w/INP Non Design~~
~~380~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Business~~
~~381~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Centrex~~
~~382~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Design (Special)~~
~~383~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - EELs~~
~~384~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale ISDN~~
~~385~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Line Splitting~~
~~386~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Local Interoffice Transport~~
~~387~~	66	FOCT	O-9 Firm Order Confirmation Timeliness - Local Interconnection Trunks
~~388~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - LNP Standalone~~
~~389~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - INP Standalone~~
~~390~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Line Sharing~~
~~391~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale PBX~~
~~392~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Resale Residence~~
~~393~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - Switch Ports~~
~~394~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Combo Other~~
~~395~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop DS1~~
~~396~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Digital Loop <DS1~~
~~397~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE ISDN Loop~~
~~398~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Loop + Port Combos~~
~~399~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Design~~
~~400~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE Other Non Design~~
~~401~~			~~O-9 Firm Order Confirmation Timeliness Fully Mechanized - UNE xDSL (ADSL, HDSL, UC)~~
~~402~~	67	FOCT	O-9 Firm Order Confirmation Timeliness Non Mechanized ~~- 2W Analog Loop Design~~
~~403~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Design~~
~~404~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/LNP Non Design~~
~~405~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop Non Design~~
~~406~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Design~~
~~407~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - 2W Analog Loop w/INP Non Design~~
~~408~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Business~~

~~409~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Centrex~~
~~410~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale Design (Special)~~
~~411~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - EELs~~
~~412~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized - Resale ISDN~~
~~413~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Line Splitting~~
~~414~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Local Interoffice Transport~~
~~415~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized LNP Standalone~~
~~416~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized INP Standalone~~
~~417~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Line Sharing~~
~~418~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Resale PBX~~
~~419~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Resale Residence~~
~~420~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized Switch Ports~~
~~421~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Combo Other~~
~~422~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop DS1~~
~~423~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Digital Loop <DS1~~
~~424~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE ISDN Loop~~
~~425~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Loop + Port Combos~~
~~426~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Design~~
~~427~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE Other Non Design~~
~~428~~			~~O-9 Firm Order Confirmation Timeliness Non Mechanized UNE xDSL (ADSL, HDSL, UC)~~
~~429~~	68	FOCT	O-9 Firm Order Confirmation Timeliness Partially Mechanized ~~2W Analog Loop Design~~
~~430~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Design~~
~~431~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/LNP Non Design~~
~~432~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop Non Design~~
~~433~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Design~~
~~434~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized 2W Analog Loop w/INP Non Design~~
~~435~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Business~~
~~436~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Centrex~~
~~437~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Design (Special)~~
~~438~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized EELs~~
~~439~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale ISDN~~
~~440~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Line Splitting~~
~~441~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Local Interoffice Transport~~
~~442~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized LNP Standalone~~
~~443~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized INP Standalone~~
~~444~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Line Sharing~~
~~445~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale PBX~~

~~446~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Resale Residence~~
~~447~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized Switch Ports~~
~~448~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Combo Other~~
~~449~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop DS1~~
~~450~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Digital Loop <DS1~~
~~451~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE ISDN Loop~~
~~452~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Loop + Port Combos~~
~~453~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Design~~
~~454~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE Other Non Design~~
~~455~~			~~O-9 Firm Order Confirmation Timeliness Partially Mechanized UNE xDSL (ADSL, HDSL, UC)~~
	69	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) - LENS
	70	ARI	OSS-1 OSS Response Interval (Pre-Ordering/Ordering) – TAG/XML
	71	ARI	OSS-1 OSS Response Interval (Maintenance & Repair)
~~456~~			~~OSS-1 Average Response Interval~~ ~~and Percent Within Interval PARITY + 2 SEC LENS ATLAS~~
~~457~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS DSAP~~
~~458~~			~~OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC LENS~~
~~459~~			~~OSS-1 Average Response Interval and Percent Within Interval, BST performance in OASISBIG compared to CLEC performance in PSIMS/ORB (includes COFFI/USOC), PARITY + 2 SEC TAG~~
~~460~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG ADDR~~
~~461~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS RSAG TN~~
~~462~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG ATLAS~~
~~463~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC LENS CRIS CRESCSRL~~
~~464~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG CRIS TAG CSR~~
~~465~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG DSAP~~
~~466~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG ADDR~~
~~467~~			~~OSS-1 Average Response Interval and Percent Within Interval PARITY + 2 SEC TAG RSAG TN~~
~~468~~	72	IA	OSS-2 OSS Interface Availability - (Pre-Ordering/Ordering) ~~EDI Regional per OSS Interface~~
~~469~~			~~OSS-2 OSS Availability - (Pre-Ordering LENS~~
~~470~~			~~OSS-2 OSS Availability (Pre-Ordering) LEO MAINFRAME~~
~~471~~			~~OSS-2 OSS Availability (Pre-Ordering) LESOG~~
~~472~~			~~OSS-2 OSS Availability (Pre-Ordering) PSIMS~~
~~473~~			~~OSS-2 OSS Availability (Pre-Ordering) TAG~~
~~474~~			~~OSS-2 OSS Availability (Pre-Ordering) LNP (Gateway)~~
~~475~~			~~OSS-2 OSS Availability (Pre-Ordering) COG~~

476			OSS-2 OSS Availability (Pre-Ordering) SOG
477			OSS-2 OSS Availability (Pre-Ordering) DOM
478	73	IA	OSS-3 2 OSS Availability - (Maintenance and Repair) CLEC ECTA —Regional per OSS Interface
479			OSS-3 OSS Availability (Maintenance and Repair) CLEC TAFI
480			OSS-4 Response Interval (Maintenance and Repair) CRIS
481			OSS-4 Response Interval (Maintenance and Repair) DLETH
482			OSS-4 Response Interval (Maintenance and Repair) DLR
483			OSS-4 Response Interval (Maintenance and Repair) LMOS
484			OSS-4 Response Interval (Maintenance and Repair) LMOSupd
485			OSS-4 Response Interval (Maintenance and Repair) LNP
486			OSS-4 Response Interval (Maintenance and Repair) MARCH
487			OSS-4 Response Interval (Maintenance and Repair) NIW
488			OSS-4 Response Interval (Maintenance and Repair) OSPCM
489			OSS-4 Response Interval (Maintenance and Repair) Predictor
490			OSS-4 Response Interval (Maintenance and Repair) SOCS
491	74	MIA	P-3 Percent-Missed Installation Appointments Dispatch 10 Resale Residence - Resale POTS
492			P-3 Percent Missed Installation Appointments Dispatch 10 Resale Business
493	75	MIA	P-3 Percent Missed Installation Appointments Dispatch 10 Resale Design
494	76	MIA	P-3 Percent-Missed Installation Appointments Dispatch 10 Resale PBX - UNE Loops - Design
	77	MIA	P-3 Percent-Missed Installation Appointments Dispatch 10 Resale PBX - UNE Loops – Non-Design
495	78	MIA	P-3 Percent-Missed Installation Appointments Dispatch 10 Resale Centrex - UNE Loop and Port Combinations
496			P-3 Percent Missed Installation Appointments Dispatch 10 Resale ISDN
497	79	MIA	P-3 Percent Missed Installation Appointments Dispatch 10 LNP Standalone
498			P-3 Percent Missed Installation Appointments Dispatch 10 - INP Standalone
499			P-3 Percent Missed Installation Appointments Dispatch 10 2 w Analog Loop Design
500			P-3 Percent Missed Installation Appointments Dispatch 10 2 w Analog Loop Non Design
501			P-3 Percent Missed Installation Appointments Dispatch 10 - 2 w Analog Loop w/LNP Design
502			P-3 Percent Missed Installation Appointments Dispatch 10 2 w Analog Loop w/LNP Non Design
503			P-3 Percent Missed Installation Appointments Dispatch 10 2 w Analog Loop w/INP Design
504			P-3 Percent Missed Installation Appointments Dispatch 10 - 2 w Analog Loop w/INP Non Design
505			P-3 Percent Missed Installation Appointments Dispatch 10 UNE Digital Loop < DS1
506			P-3 Percent Missed Installation Appointments Dispatch 10 UNE Digital Loop DS1
507			P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Switch ports
508			P-3 Percent Missed Installation Appointments Dispatch 10 UNE Combo Other
509	80	MIA	P-3 Percent Missed Installation Appointments Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning

~~510~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~511~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE ISDN (includes UDC)~~
~~512~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Line Sharing With Conditioning~~
~~513~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Line Sharing Without Conditioning~~
~~514~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - Local Transport~~
~~515~~	81	MIA	P-3 Percent Missed Installation Appointments ~~Dispatch 10 -~~ UNE Line Splitting/Sharing ~~With Conditioning~~
~~516~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Line Splitting Without Conditioning~~
~~517~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE UDC/IDSL~~
~~518~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Other Design~~
~~519~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - UNE Other Non Design~~
~~520~~			~~P-3 Percent Missed Installation Appointments Dispatch 10 - EELs~~
~~521~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Residence~~
~~522~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Business~~
~~523~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Design~~
~~524~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale PBX~~
~~525~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex~~
~~526~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Resale ISDN~~
~~527~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - LNP Standalone~~
~~528~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - INP Standalone~~
~~529~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Design~~
~~530~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop Non-Design~~
~~531~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~532~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/LNP Non Design~~
~~533~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~534~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - 2 w Analog Loop w/INP Non Design~~
~~535~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop < DS1~~
~~536~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Digital Loop DS1~~
~~537~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Switch ports~~
~~538~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Combo Other~~
~~539~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~540~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~541~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE ISDN (includes UDC)~~
~~542~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing With Conditioning~~

~~543~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Sharing Without Conditioning~~
~~544~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - Local Transport~~
~~545~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting With Conditioning~~
~~546~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Line Splitting Without Conditioning~~
~~547~~			~~P-3 Percent Missed Installation Appointments Dispatch □ 10 - UNE UDC/IDSL~~
~~548~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Design~~
~~549~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - UNE Other Non Design~~
~~550~~			~~P-3 Percent Missed Installation Appointments Dispatch < 10 - EELs~~
~~551~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Residence~~
~~552~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Business~~
~~553~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Design~~
~~554~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale PBX~~
~~555~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale Centrex~~
~~556~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Resale ISDN~~
~~557~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - LNP Standalone~~
~~558~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - INP Standalone~~
~~559~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2-w Analog Loop Design~~
~~560~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2-w Analog Loop Non-Design~~
~~561~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2-w Analog Loop w/LNP Design~~
~~562~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2-w Analog Loop w/LNP Non Design~~
~~563~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2-w Analog Loop w/INP Design~~
~~564~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - 2-w Analog Loop w/INP Non Design~~
~~565~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Digital Loop < DS1~~
~~566~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Digital Loop DS1~~
~~567~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Switch ports~~
~~568~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Combo Other~~
~~569~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~570~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~571~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE ISDN (includes UDC)~~
~~572~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Line Sharing With Conditioning~~
~~573~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Line Sharing With Conditioning~~

~~574~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - Local Transport~~
~~575~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Line Splitting With Conditioning~~
~~576~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Line Splitting Without Conditioning~~
~~577~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE UDC/IDSL~~
~~578~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Other Design~~
~~579~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE Other Non Design~~
~~580~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - EELs~~
~~581~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in 10 - UNE Loop and Port Combo~~
~~582~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based 10 - UNE Loop and Port Combo~~
~~583~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Residence~~
~~584~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Business~~
~~585~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Design~~
~~586~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale PBX~~
~~587~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale Centrex~~
~~588~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Resale ISDN~~
~~589~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - LNP Standalone~~
~~590~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - INP Standalone~~
~~591~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop Design~~
~~592~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop Non-Design~~
~~593~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~594~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design~~
~~595~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~596~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design~~
~~597~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Digital Loop < DS1~~
~~598~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Digital Loop DS1~~
~~599~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Switch ports~~
~~600~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Combo Other~~
~~601~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~602~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~603~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE ISDN (includes UDC)~~
~~604~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing With Conditioning~~

~~605~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Sharing Without Conditioning~~
~~606~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - Local Transport~~
~~607~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting With Conditioning~~
~~608~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Line Splitting Without Conditioning~~
~~609~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch 10 - UNE UDC/IDSL~~
~~610~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Other Design~~
~~611~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - UNE Other Non Design~~
~~612~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch < 10 - EELs~~
~~613~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo~~
~~614~~			~~P-3 Percent Missed Installation Appointments Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo~~
~~615~~	82	MIA	P-3 Percent Missed Installation Appointments - Local Interconnection Trunks
	83	NCDD	Non-Coordinated Customer Conversions - Percent Completed and Notified on Due Date
~~616~~	84	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale Residence~~ – Resale POTS
~~617~~	85	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale Business~~ – Resale Design
~~618~~	86	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale Design~~ – UNE Loop + Port Combinations
~~619~~	87	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale PBX~~ – UNE Loop Non-Design
~~620~~	88	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale Centrex~~ – UNE Loop Design
~~621~~	89	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - Resale ISDN~~ – UNE xDSL – without conditioning
~~622~~	90	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - LNP Standalone~~ – UNE xDSL – with conditioning
~~623~~	91	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - INP Standalone~~ – UNE Line Splitting/Sharing –Dispatch
~~624~~	92	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop Design~~ – UNE Line Splitting/Sharing – Non-Dispatch
~~625~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop Non Design~~
~~626~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop w/LNP Design~~
~~627~~	93	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop w/LNP Non Design~~ – Local Interconnection Trunks

~~628~~	94	OCI	P-4 ~~Average~~ Order Completion Interval (OCI) ~~& Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop w/INP Design~~ – UNE EELs
~~629~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - 2 w Analog Loop w/INP Non Design~~
~~630~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Digital Loop < DS1~~
~~631~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Digital Loop DS1~~
~~632~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Switch ports~~
~~633~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Combo Other~~
~~634~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~635~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~636~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE ISDN (includes UDC)~~
~~637~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Line Sharing With Conditioning~~
~~638~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Line Sharing Without Conditioning~~
~~639~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - Local Transport~~
~~640~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Line Splitting With Conditioning~~
~~641~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Line Splitting Without Conditioning~~
~~642~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE UDC/IDSL~~
~~643~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Other Design~~
~~644~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - UNE Other Non Design~~
~~645~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch 10 - EELs~~
~~646~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Residence~~
~~647~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Business~~
~~648~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Design~~

~~649~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale PBX~~
~~650~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale Centrex~~
~~651~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Resale ISDN~~
~~652~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - LNP Standalone~~
~~653~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - INP Standalone~~
~~654~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop Design~~
~~655~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop Non-Design~~
~~656~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~657~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/LNP Non-Design~~
~~658~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~659~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - 2 w Analog Loop w/INP Non-Design~~
~~660~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Digital Loop < DS1~~
~~661~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Digital Loop DS1~~
~~662~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Switch ports~~
~~663~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Combo Other~~
~~664~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~665~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~666~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE ISDN (includes UDC)~~
~~667~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing With Conditioning~~
~~668~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Sharing Without Conditioning~~
~~669~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - Local Transport~~

~~670~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE Line Splitting With Conditioning~~
~~671~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch < 10 - UNE Line Splitting Without Conditioning~~
~~672~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Dispatch □ 10 - UNE UDC/IDSL~~
~~673~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE Other Design~~
~~674~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - UNE Other Non Design~~
~~675~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Dispatch < 10 - EELs~~
~~676~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - Resale Residence~~
~~677~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - Resale Business~~
~~678~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - Resale Design~~
~~679~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - Resale PBX~~
~~680~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - Resale Centrex~~
~~681~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - Resale ISDN~~
~~682~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - LNP Standalone~~
~~683~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - INP Standalone~~
~~684~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - 2-w Analog Loop Design~~
~~685~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - 2-w Analog Loop Non-Design~~
~~686~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - 2-w Analog Loop w/LNP Design~~
~~687~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - 2-w Analog Loop w/LNP Non Design~~
~~688~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - 2-w Analog Loop w/INP Design~~
~~689~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non Dispatch- 10 - 2-w Analog Loop w/INP Non Design~~
~~690~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Digital Loop < DS1~~

~~691~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Digital Loop- DS1~~
~~692~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Switch ports~~
~~693~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Combo Other~~
~~694~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~695~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~696~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE ISDN (includes UDC)~~
~~697~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Line Sharing With Conditioning~~
~~698~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch- 10 - UNE Line Sharing Without Conditioning~~
~~699~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - Local Transport~~
~~700~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Line Splitting With Conditioning~~
~~701~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch- 10 - UNE Line Splitting Without Conditioning~~
~~702~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch- 10 - UNE UDC/IDSL~~
~~703~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Other Design~~
~~704~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - UNE Other Non Design~~
~~705~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch- 10 - EELs~~
~~706~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch Dispatch in- 10 - UNE Loop and Port Combo~~
~~707~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch Switch Based- 10 - UNE Loop and Port Combo~~
~~708~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale Residence~~
~~709~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale Business~~
~~710~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale Design~~
~~711~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale PBX~~

~~712~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale Centrex~~
~~713~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Resale ISDN~~
~~714~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - LNP Standalone~~
~~715~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - INP Standalone~~
~~716~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop Design~~
~~717~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop Non Design~~
~~718~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~719~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design~~
~~720~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~721~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design~~
~~722~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Digital Loop < DS1~~
~~723~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Digital Loop DS1~~
~~724~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Switch ports~~
~~725~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Combo Other~~
~~726~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) w/o conditioning~~
~~727~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL) with conditioning~~
~~728~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE ISDN (includes UDC)~~
~~729~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Line Sharing With Conditioning~~
~~730~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Sharing Without Conditioning~~
~~731~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - Local Transport~~
~~732~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution- Non-Dispatch < 10 - UNE Line Splitting With Conditioning~~

~~733~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Line Splitting Without Conditioning~~
~~734~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch 10 - UNE UDC/IDSL~~
~~735~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Other Design~~
~~736~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - UNE Other Non Design~~
~~737~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch < 10 - EELs~~
~~738~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo~~
~~739~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo~~
~~740~~			~~P-4 Average Completion Interval (OCI) & Order Completion Interval Distribution - Local Interconnection Trunks~~
~~741~~	95	CCT	P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval ~~and Average Interval - SL1 IDLC~~
~~742~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval - SL1 Non-Time Specific~~
~~743~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Interval - SL 1 Time Specific~~
~~744~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 IDLC~~
~~745~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Non Specific~~
~~746~~			~~P-7A Coordinated Customer Conversions Hot Cuts Timeliness Percent within Interval and Average Inter-val SL2 Time Specific~~
~~747~~			~~P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Dispatch~~
~~748~~			~~P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Design - Non Dispatch~~
~~749~~			~~P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Dispatch~~
~~750~~			~~P-7C Coordinated Customer Conversions - Percent Provisioning Troubles Rec w/in 7 days of a completed Service Order - UNE Loops Non Design - Non Dispatch~~
~~751~~	96	CCI	P-7 Coordinated Customer Conversions Interv~~n~~al – Hot Cut Durations ~~Unbundles Loops with INP~~
~~752~~			~~P-7 Coordinated Customer Conversions Internal Unbundles Loops with LNP~~
~~753~~			~~P-8 Cooperative Acceptance Testing - Percent of xDSL Loc ADSL~~
~~754~~			~~P-8 Cooperative Acceptance Testing - Percent of xDSL Loc HDSL~~
~~755~~			~~P-8 Cooperative Acceptance Testing - Percent of xDSL Loc Other~~
~~756~~			~~P-8 Cooperative Acceptance Testing - Percent of xDSL Loc UNE UCL~~

~~757~~	97	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch – 10 – Resale Residence~~ - Resale (POTS)
~~758~~	98	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch – 10 – Resale Business~~ - UNE Loops - Design
~~759~~	99	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch – 10~~ – Resale Design
~~760~~	100	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch – 10 – Resale PBX~~ - UNE Loop and Port Combinations
~~761~~	101	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch – 10 – Resale Centrex~~ – UNE Loops – Non Design
~~762~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 - Resale ISDN~~
~~763~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – LNP Standalone~~
~~764~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – INP Standalone~~
~~765~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 - 2 w Analog Loop Design~~
~~766~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – 2 w Analog Loop Non Design~~
~~767~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – 2 w Analog Loop w/LNP Design~~
~~768~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 - 2 w Analog Loop w/LNP Non Design~~
~~769~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – 2 w Analog Loop w/INP Design~~
~~770~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – 2 w Analog Loop w/INP Non Design~~
~~771~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 - UNE Digital Loop < DS1~~
~~772~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – UNE Digital Loop –DS1~~
~~773~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 - UNE Switch ports~~
~~774~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – UNE Combo Other~~
~~775~~	102	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch – 10~~ – UNE xDSL ~~(ADSL, HDSL, UCL)~~
			~~P-9 Percent Provisioning Troubles w/in 30~~days of Service Order Completion ~~Dispatch – 10 – UNE xDSL (ADSL, HDSL, UCL)~~
~~776~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch – 10 – UNE ISDN (includes UDC)~~

~~777~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Line Sharing~~
~~778~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - Local Transport~~
~~779~~	103	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch 10~~ – UNE Line Splitting/Sharing – Dispatch
~~780~~	104	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion ~~Dispatch 10 - UNE Other Design~~ – UNE Line Splitting/Sharing – Non-Dispatch
~~781~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 UNE Other Non Design~~
			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 - UNE Other Non Design~~
~~782~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch 10 – EELs~~
~~783~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Residence~~
~~784~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Business~~
~~785~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Design~~
~~786~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale PBX~~
~~787~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale Centrex~~
~~788~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Resale ISDN~~
~~789~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - LNP Standalone~~
~~790~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - INP Standalone~~
~~791~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Design~~
~~792~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop Non-Design~~
~~793~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~794~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/LNP Non Design~~
~~795~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~796~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - 2 w Analog Loop w/INP Non Design~~
~~797~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop < DS1~~

~~798~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Digital Loop DS1~~
~~799~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Switch ports~~
~~800~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Combo Other~~
~~801~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)~~
~~802~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE ISDN (includes UDC)~~
~~803~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Sharing~~
~~804~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - Local Transport~~
~~805~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Line Splitting~~
~~806~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Design~~
~~807~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - UNE Other Non-Design~~
~~808~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Dispatch < 10 - EELs~~
~~809~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale Residence~~
~~810~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale Business~~
~~811~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale Design~~
~~812~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale PBX~~
~~813~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale Centrex~~
~~814~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Resale ISDN~~
~~815~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - LNP Standalone~~
~~816~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - INP Standalone~~
~~817~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop Design~~
~~818~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop Non-Design~~
~~819~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop w/LNP Design~~

~~820~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop w/LNP Non Design~~
~~821~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop w/INP Design~~
~~822~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - 2 w Analog Loop w/INP Non Design~~
~~823~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Digital Loop < DS1~~
~~824~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Digital Loop DS1~~
~~825~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Switch ports~~
~~826~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Combo Other~~
~~827~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE xDSL (ADSL, HDSL, UCL)~~
~~828~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE ISDN (includes UDC)~~
~~829~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Line Sharing~~
~~830~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - Local Transport~~
~~831~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Line Splitting~~
~~832~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Other Design~~
~~833~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - UNE Other Non Design~~
~~834~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch 10 - EELs~~
~~835~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in 10 - UNE Loop and Port Combo~~
~~836~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based 10 - UNE Loop and Port Combo~~
~~837~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Residence~~
~~838~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Business~~
~~839~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Design~~
~~840~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale PBX~~

~~841~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale Centrex~~
~~842~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Resale ISDN~~
~~843~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - LNP Standalone~~
~~844~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - INP Standalone~~
~~845~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Design~~
~~846~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop Non-Design~~
~~847~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Design~~
~~848~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/LNP Non Design~~
~~849~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Design~~
~~850~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - 2 w Analog Loop w/INP Non Design~~
~~851~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop < DS1~~
~~852~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Digital Loop DS1~~
~~853~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Switch ports~~
~~854~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Combo Other~~
~~855~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE xDSL (ADSL, HDSL, UCL)~~
~~856~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE ISDN (includes UDC)~~
~~857~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Sharing~~
~~858~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - Local Transport~~
~~859~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Line Splitting~~
~~860~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Design~~
~~861~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - UNE Other Non Design~~
~~862~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch < 10 - EELs~~

~~863~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Dispatch in < 10 - UNE Loop and Port Combo~~
~~864~~			~~P-9 Percent Provisioning Troubles w/in 30 days of Service Order Completion Non-Dispatch Switch Based < 10 - UNE Loop and Port Combo~~
~~865~~	105	PPT	P-9 Percent Provisioning Troubles ~~w/in 30~~ within X days of Service Order Completion - Local Interconnection Trunks
~~866~~	106	SOA	P-11 Service Order Accuracy - Resale
~~867~~	107	SOA	P-11 Service Order Accuracy - UNE
~~868~~	108	SOA	P-11 Service Order Accuracy - UNE-P
~~869~~	109	LOOS	P-13B: LNP - Percent Out of Service < 60 Minutes - LNP
~~870~~	110	LAT	P-13C: LNP - Percent of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date - LNP – (Standalone)
~~871~~	111	LDT	P-13D: LNP - ~~Average~~ Disconnect Timeliness ~~Interval & Disconnect Timeliness Interval Distribution~~ (Non-Trigger)
~~872~~			~~PO-1 Loop Makeup - Average Response Time - Manual~~
~~873~~	112	LMT	PO-2 Loop Makeup - Response Time – Electronic - Loop
~~874~~	113	TGP	TGP-~~1~~ Trunk Group Performance ~~CLEC Aggregate~~

Appendix C: Statistical Properties and Definitions

The statistical process for testing whether BellSouth's (BST) wholesale customers (competitive~~alternative~~ local exchange carriers or CLEC~~ALEC~~s) are being treated equally with BST's retail customers involves more than a simple mathematical formula. Three key elements need to be considered before an appropriate decision process can be developed. These are the type of:

- data
- comparison
- performance

This section describes the properties of a test methodology and the truncated Z statistic for ~~four~~three types of measures.

C.1 Necessary Properties for a Test Methodology

Once the key elements are determined, a test methodology should be developed that complies with the following properties:

- Like-to-Like Comparisons
- Overall Level Test Statistic
- Production Mode Process
- Balancing
- ~~Trimming~~

C.1.1 Like-to-Like Comparisons

When possible, data should be compared at appropriate levels, e.g. wire center, time of month, dispatched residential, new orders. The testing process should:

- Identify variables that may affect the performance measure
- Record these important confounding covariates
- Adjust for the observed covariates in order to remove potential biases and to make the CLEC and the ILEC units as comparable as possible

C.1.2 Overall Level Test Statistic

Each performance measure of interest should be summarized by one overall test statistic giving the decision maker a rule that determines whether a statistically significant difference exists. The test statistic should have the following properties:

- The method should provide a single overall index on a standard scale.
- 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.
- The contribution of each comparison cell should depend on the number of observations in the cell.
- Cancellation between comparison cells should be limited.
- The index should be a continuous function of the observations.

C.1.3 Production Mode Process

The decision system must be developed so that it does not require intermediate manual intervention, i.e., the process must be mechanized to the extent possible.

- Calculations are well defined for possible eventualities.
- The decision process is an algorithm that needs no manual intervention.
- Results should be arrived at in a timely manner.
- The system must recognize that resources are needed for other performance measure-related processes that also must be run in a timely manner.
- The system should be auditable, and adjustable over time.

C.1.4 Balancing

The testing methodology should balance Type I and Type II Error probabilities.

- P (Type I Error) = P (Type II Error) for well-defined null and alternative hypotheses.
- The formula for a test's balancing critical value should be simple enough to calculate using standard mathematical functions, i.e., one should avoid methods that require computationally intensive techniques.
- Little to no information beyond the null hypothesis, the alternative hypothesis, and the number of observations should be required for calculating the balancing critical value.

~~C.1.5 Trimming~~

~~Trimming of extreme observations from BellSouth and ALEC distributions is needed in order to ensure that a fair comparison is made between performance measures. Three conditions are needed to accomplish this goal. These conditions are:~~

- ~~Trimming should be based on a general rule that can be used in a production setting.~~
- ~~Trimmed observations should not simply be discarded; they need to be examined and possibly used in the final decision-making process.~~
- ~~Trimming should only be used on performance measures that are sensitive to "outliers."~~

C.1.5~~6~~ Measurement Types

The performance measurements that will undergo testing are of ~~four~~three types: mean~~, ratio,~~ proportion, and rate. All ~~four~~three have similar characteristics. Different

types of data are used to calculate them. Table C-1 shows the type of data that is used to derive each measurement type.

Table C-1: Measurements Types and Data

Measurement Type	Data Used to Derive Measure
Mean	Interval measurements
~~Ratio~~	
Proportion	Counts
Rate	

C.2 Testing Methodology – The Truncated Z

~~The calculation of the Truncated Z statistic is described in Appendix A of the "Louisiana Statistician's Report." The methodology described in this document is the same as that described in the "Statistician's Report;" however, this document contains extra technical details to avoid undefined situations when programming the technique.~~

In summary, many covariates are chosen in order to provide meaningful comparison levels below the submetric level chosen for the parity comparison. This includes such factors as wire center and time of month, as well as order type for provisioning measures. In each comparison cell, a Z statistic is calculated. The form of the Z statistic may vary depending on the performance measure, but it should be distributed approximately as a standard normal, with mean zero and variance equal to one. Assuming that the test statistic is derived so that it is negative when the performance for the CLEC is worse than for the ILEC, a positive truncation is done – i.e. if the result is negative it is left alone, if the result is positive it is changed to zero. A weighted ~~sum~~average of the truncated statistics is calculated where a cell's weight depends on the volume of BST and CLEC orders in the cell. The weighted ~~sum~~average is standardized by ~~the~~ subtracting the theoretical mean of the truncated distribution, and this is divided by the standard error of the weighted ~~sum~~average. Summaries based on measurement type are given for the calculation of the cell Z statistic.

Additionally, there are measures that are compared to a retail analog at least in part where cell definitions do not exist that permit assignment of data for these measures to cells so the truncated z statistic cannot be calculated. There measures are:

- Average Response Interval (M&R)
- Billing Invoice Accuracy
- Billing Invoice Timeliness
- Speed of Answer in the Ordering Center

In addition, there are two measurements that use retail results 'plus' (2 seconds for OSS Response Time; 0.5% for Trunk Blocking) resulting in a benchmark standard. These measurements are: OSS Average Response Time & Response Interval (Pre-Ordering) and Trunk Group Performance.

As an example of one approach taken for a parity measure that does not use the truncated z methodology, consider the measure Billing Invoice Accuracy. In Tennessee, BellSouth calculates results for this measure by subtracting the Absolute Value of Total Related Adjustments during the current month from the Absolute Value of Total Billed Revenues during the current month then dividing these results by the Absolute Value of Total Billed Revenues during the current month and multiplying these results by 100. The formula is as follows:

*Invoice Accuracy = [(**a** – **b**)/**a**] x 100*

a = *Absolute Value of Total Billed Revenues during current month*

b = *Absolute Value of Total Billing Related Adjustments during current month*

A numerical example of the penalty calculation is given below:

Example:

CLEC DATA

Bill Adjustments	$14,660.00
Total Billed Revenue	$336,529.00

BellSouth DATA

Bill Adjustments	$6,018,969,26
Total Billed Revenue	$484,691,922.40

CLEC Invoice Accuracy Ratio = [(366,529.00-14,660.00)/366,529.00] x 100 = 96.00

BST Invoice Accuracy Ratio = [(484,691,922.40-6,018,969.26)/ 484,691,922.40] x 100 = 98.75

Thus, the calculated values are:

CLEC Result = 96%

BellSouth Result = 98.75%

In Tennessee once it is determined that the BST percent is higher, BellSouth pays the CLEC according to the Tennessee Fee Schedule.

The calculation would be 2% of the adjustment = $14,660 x .02 = $293.20.

C.2.1 Mean Measures

For mean measures, an adjusted, asymmetric t statistic is calculated for each like-to-like cell that has at least seven BST and seven CLEC transactions. ~~This statistic is an adjustment to the modified z statistic in order to make the assumption that the statistic is approximately normally distributed more reasonable even for fairly small sample sizes. The adjusted, asymmetric t statistic is part of the methodology described in the "Statistician's Report," and it has been documented for the statistical community in the August 2001 issue of The American Statistician,[1] a peer review statistics journal. The statistic was created for mean performance measure parity tests in order to reduce the number of permutation tests needed for calculating cell statistics. Several sets of BST/CLEC mean measure data from Louisiana were examined in order to determine when the adjustment results give approximately the same results as a permutation test. The result is that a~~A permutation test is used when one or both of the BST and CLEC sample sizes is less than seven. The adjusted, asymmetric t statistic and the permutation calculation are described ~~below~~in Appendix D, Statistical Formulas and Technical Description.

C.2.2 Proportion Measures

For performance measures that are calculated as a proportion, in each adjustment cell, the cell Z and the moments for the truncated cell Z can be calculated in a direct manner. In adjustment cells where proportions are not close to zero or one, and where the sample sizes are reasonably large ($n_{ij}p_{ij}(1-p_{ij}) > 9$), a normal approximation can be used. In this case, the moments for the truncated Z come directly from properties of the standard normal distribution. If the normal approximation is not appropriate, then the Z statistic is calculated from the hypergeometric distribution~~. is the exact permutation distribution.~~ In this case, the moments of the truncated Z are calculated exactly using the hypergeometric probabilities.

C.2.3 Rate Measures

The truncated Z methodology for rate measures has the same general structure for calculating the Z in each cell as proportion measures. For the rate measure customer trouble report rate there are a fixed number of access lines in service for the CLEC, b_{2j}, and a fixed number for BST, b_{1j}. The modeling assumption is that the occurrence of a trouble is independent between access lines, and the number of troubles in b access lines follows a Poisson distribution with mean $_b$ where is the probability of a trouble per 1 access line and b (= b_{1j} + b_{2j}) is the total number of access lines in service. The exact permutation distribution for this situation is the binomial distribution (the limit for the hypergeometric distribution) that is based on the total number of BST and CLEC troubles, n, and the proportion of BST access lines in service, $q_j = b_{1j}/b$

~~1 Balkin, S. D. and Mallows, C. L. (2001), "An Adjusted, Asymmetric Two-Sample t Test," The American Statistician, 55, 203-206.~~

In an adjustment cell, if the number of CLEC troubles is greater than 15 and the number of BST troubles is greater than 15, and $n_{ij}q_{ij}(1-q_{ij}) > 9$, then a normal approximation can be used. In this case, the moments of the truncated Z come directly from properties of the standard normal distribution. Otherwise, if there are very few troubles, the number of CLEC troubles can be modeled using a binomial distribution with n equal to the total number of troubles (CLEC plus BST troubles.) In this case, the moments for the truncated Z are calculated explicitly using the binomial distribution.

~~C.2.4 Ratio Measures~~

~~The current plan contains no measures that call for the use of a Z parity statistic.~~

Appendix D: Statistical Formulas and Technical Descriptions

We start by assuming that any necessary trimming[1] of the data is complete, and that the data are disaggregated so that the comparison are made within appropriate classes or adjustment cells that define "like" observations.

This section contains information on the following:

- Notation and Exact Testing Distributions
- Calculating the Truncated Z
- Balancing Critical Value

D.1 Notation and Exact Testing Distributions

The basic notation for the construction of the truncated z statistic is detailed below. In these notations the word "cell" should be taken to mean a like-to-like comparison cell that has both of the following:

- one (or more) ILEC observations
- one (or more) CLEC observations

L = the total number of occupied cells

j = $1, \ldots, L$; and index for the cells

n_{1j} = the number of ILEC transactions in cell j

n_{2j} = the number of CLEC transactions in cell j

n_j = the total number of transactions in cell j; $n_{1j} + n_{2j}$

X_{1jk} = individual ILEC transactions in cell j; $k = 1, \ldots, n_{1j}$

X_{2jk} = individual CLEC transactions in cell j; $k = 1, \ldots, n_{2j}$

Y_{jk} = individual transactions (both ILEC and CLEC) in cell j

$$= \begin{cases} X_{1jk} & k = 1, \ldots, n_{1j} \\ X_{2jk} & k = n_{1j} + 1, \ldots, n_j \end{cases}$$

$\Phi^{-1}(\cdot)$ = the inverse of the cumulative standard normal distribution function

[1] *When it is determined that a measure should be trimmed, trim the ILEC observations to the largest CLEC value from all CLEC observations in the month under consideration. That is, no CLEC values are removed; all ILEC observations greater than the largest CLEC observation are trimmed.*

In addition to this basic notation, additional notation is necessary for mean and ratio measures. This additional notation, and the notation needed for proportional and rate measures, is given in the following sections.

D.1.1 Additional Notation for Mean Measures

For mean performance measures, the following additional notation is needed.

$\overline{X}_{1j}$ = the ILEC sample mean of cell j

$\overline{X}_{2j}$ = the CLEC sample mean of cell j

s^2_{1j} = the ILEC sample variance in cell j

s^2_{2j} = the CLEC sample variance in cell j

$\{Y_{jk}\}$ = a random sample of size n_{2j} from the set of $Y_{j1}, \ldots, Y_{jn}$; $k = 1, \ldots, n_{2j}$

M_j = The total number of distinct pairs of samples of size n_{1j} and n_{2j};

$$= \binom{n_j}{n_{1j}}$$

The exact parity test is the permutation test based on the "modified Z" statistic. For large samples, we can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between "modified Z" and the textbook "pooled Z" is negligible. We therefore propose to use the permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably because for each permutation we need only compute the sum of the CLEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the "pooled Z' can be written as

$$PM(t) = P(\sum_k y_{jk} = t) = \frac{\textit{the number of samples that sum to } t}{M_j}$$

and the corresponding cumulative permutation distribution is

$$CPM(t) = P(\sum_k y_{jk} \le t) = \frac{\textit{the number of samples with sum } \le t}{M_j}$$

D.1.2 Notation for Proportion Measures

For proportion measures the following notation is defined.

a_{1j} =the number of ILEC cases possessing an attribute of interest in cell j'

a_{2j} =the number of CLEC cases possessing an attribute of interest in cell j

a_j =the number of cases possessing an attribute of interest in cell j; $a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is

$$HG(h) = P(H = h) = \begin{cases} \dfrac{\binom{n_{1j}}{h}\binom{n_{2j}}{a_j - h}}{\binom{n_j}{a_j}}, & \max(0, a_j - n_{2j}) \le h \le \min(a_j, n_{1j}) \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative hypergeometric distribution is

$$CHG(x) = P(H \le x) = \begin{cases} 0 & x < \max(0, a_j - n_{2j}) \\ \sum_{h=\max(0,a_j-n_{1j})}^{x} HG(h), & \max(0, a_j - n_{2j}) \le x \le \min(a_j, n_{1j}) \\ 1 & x > \min(a_j, n_{1j}) \end{cases}$$

D.1.3 Notation for Rate Measures

For rate measures, the notation needed is defined as:

b_{1j} =the number of ILEC base elements in cell j

b_{2j} =the number of CLEC base elements in cell j

b_j =the total number of base elements in cell j; $b_{1j} + b_{2j}$

r_{1j} =the ILED sample rate of cell j; $n_{1j} - b_{1j}$

r_{2j} =the ILED sample rate of cell j; $n_{2j} - b_{2j}$

q_j =the relative proportion of ILEC elements for cell j; $b_{1j} - b_j$

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is:

$$BN(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1-q_j)^{n_j - k}, & 0 \le k \le n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

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

D.2 Calculating the Truncated Z

The general methodology for calculating an aggregate level test statistic is outlined below. More detailed instructions follow.

- Calculate Cell Weights (Wj)
- Calculate Zj
- Obtain a Truncated Z Value for Each Cell (Z*j)
- Calculate the Theoretical Mean and Variance
- Calculate the Aggregate Test Statistic, ZT

D.2.1 Calculate Cell Weights (Wj)

To calculate cell weights, W_j, a weight based on the number of transactions is used so that a cell, which has a larger number of transactions, has a larger weight. The actual weight formula depends on the type of measure. The formulas for each type of measure are given below.

W_j for Mean Measures

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

In the special case where all BST and CLEC values in a cell are identical, the weight must be reset to zero, that is $W_j = 0$. For more information, see "D.2.2 Calculate Zj" on page D-6.

W_j for Proportion Measures

$$W_j = \sqrt{\frac{n_{2j} n_{1j}}{n_j} \cdot \frac{a_j}{n_j} \cdot \left(1 - \frac{a_j}{n_j}\right)}$$

W_j for Rate Measures

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

D.2.2 Calculate Zj

In each cell calculate a Z statistic, Zj, which has mean 0 and variance 1 under the null hypothesis. The formula for the test statistic depends on the type of measure.

Mean Measure

Use the conditions in the following table to determine the method for calculating Z_j. Details of each solution are given below.

Condition 1	Condition 2	Condition 3	Solution
$s_{1j}^2 =$	$s_{2j}^2 =$	$\bar{X}_{1j} = \bar{X}_{2j}$ [1]	Set $Z_j = 0$ and reset $W_j = 0$.
		$\bar{X}_{1j}$ not equal $\bar{X}_{2j}$	Permutation Test, See Solution 1
	$s_{2j}^2 >$	NA	
$s_{1j}^2 >$	$\min(n_{1j}, n_{2j}) \leq 6$	NA	
	$\min(n_{1j}, n_{2j}) > 6$	NA	"t" Test, See Solution 2

[1] All values in the cell, from BellSouth and the CLEC, are the same.

Solution 1: Permutation Test

The type of permutation test will depend on M_j, the total number of distinct pairs of samples of size n_{1j} and n_{2j}.

1. $M_j \leq 1000$, Perform an Exact Permutation Test

a. Calculate the sample sum for all possible samples of size n_{2j}.

b. Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.

c. Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

d. $\alpha = 1 - \frac{R_0 - 0.5}{M_j}$

e. $Z_j = \Phi^{-1}(\alpha)$

2. $M_j > 1000$, Perform a Random Permutation Test

a. Draw a random sample of 1,000 sample sums from the permutation distribution.

b. Add the observed sample sum to the list. There is a total of 1001 sample sums.

c. Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.

d. Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

e. $\alpha = 1 - \frac{R_0 - 0.5}{1001}$

f. $Z_j = \Phi^{-1}(\alpha)$

Solution 2: Adjusted Asymmetric "t" Test

1. $t_j = \frac{\bar{X}_{1j} - \bar{X}_{2j}}{s_{1j}\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$ This is the "modified Z" statistic.

2. Find *g*, the median value of all values of

$$\gamma_{1j} = \frac{n_{1j}}{(n_{1j}-1)(n_{1j}-2)} \sum_k \left(\frac{X_{1jk} - \bar{X}_{1j}}{s_{1j}} \right)^3$$

over all cells within the submeasure being tested such that all three conditions stated below are true. If no submeasure cells exist that satisfy these conditions, then $g = 0$.

$\gamma_{1j} > 0$

$n_{1j} > 6$

$n_{1j} = n_{3q}$, where n_{3q} is the 3 quartile of all n_{1j} in cells where the first two conditions are true.

3. If g = 0, skip this step. Otherwise, calculate

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

4. $$T_j = \begin{cases} t_j & g = 0 \\ t_j + \frac{g}{6}\left(\frac{n_{1j}+2n_{2j}}{\sqrt{n_{1j}\,n_{2j}(n_{1j}+n_{2j})}}\right)\left(t_j^2 + \frac{n_{2j}-n_{1j}}{n_{1j}+2n_{2j}}\right) & g > 0, t_j \geq t_{\min j} \\ t_j + \frac{g}{6}\left(\frac{n_{1j}+2n_{2j}}{\sqrt{n_{1j}\,n_{2j}(n_{1j}+n_{2j})}}\right)\left(t_{\min j}^2 + \frac{n_{2j}-n_{1j}}{n_{1j}+2n_{2j}}\right) & g > 0, t_j < t_{\min j} \end{cases}$$

5. $\alpha = P(t_{n_{1j}-1} \leq T_j)$

   That is, α is the probability that a t random variable with n_{1j} - 1 degrees of freedom, is less than T_j.

6. $Z_j = \Phi^{-1}(\alpha)$

Proportion Measure

Use the conditions in the following table to determine the method for calculating Z_j.

Condition 1	Condition 2	Condition 3	Solution
$W_j = 0$	NA	NA	$Z_j = 0$
$W_j > 0$	L = 1	$\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} \leq 9$	Use the exact hypergeometric test: $\alpha = CHG(a_{1j})$ $Z_j = \Phi^{-1}(\alpha)$

$W_j > 0$		$\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$	Use the standardize hypergeometric Z score $Z_j = \frac{n_j a_{1j} - n_{1j} a_j}{\sqrt{\frac{n_{1j} n_{2j} a_j (n_j - a_j)}{n_j - 1}}}$
$W_j > 0$	$L > 1$	NA	

Rate Measure

Use the conditions in the following table to determine the method for calculating Z_j.

Condition 1	Condition 2	Condition 3	Solution
$W_j = 0$	NA	NA	$Z_j = 0$
$W_j > 0$	$L = 1$	$\min(n_{1j}, n_{2j}) \leq 15$ or $n_j q_j (1 - q_j) \leq 9$	Use the exact binomial test: $\alpha = CBN(a_{1j})$ $Z_j = \Phi^{-1}(\alpha)$
		$\{\min(n_{1j}, n_{2j}) > 15,\ n_j q_j (1 - q_j) > 9\}$	Use the standardize binomial Z score $Z_j = \frac{n_{1j} - n_j q_j}{\sqrt{n_j q_j (1 - q_j)}}$
	$L > 1$	NA	

D.2.3 Obtain a Truncated Z Value for Each Cell (Z*j)

To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. However, if there is only one cell, this is unnecessary. Mathematically, this is written as

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

Recall that L is the total number of occupied cells with positive weight for the test.

D.2.4 Calculate the Theoretical Mean and Variance

Calculate the Theoretical Mean and Variance of the Truncated Statistic Under the Null Hypothesis of Parity. To compensate for the truncation in Obtain a Truncated Z Value for Each Cell (Z*j) an aggregated, weighted sum of the Z^*_j must be centered and scaled properly so that the final aggregate statistic follows a standard normal distribution.

Note: If there is only one occupied cell with positive weight, that is, L = 1, then the following calculations are not needed.

There are three possibilities in this procedure:

1. If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formula for calculating $E(Z_j^*|H_0)$ and $Var(Z_j^*|H_0)$ cannot be used. Set both equal to 0.
2. If one of the following statements in the 'If' column is true, use the formulas in the 'Then' column.

Measure Type	If	Then
Mean	$\min(n_{1j}, n_{2j}) > 6$ and $s_{1j}^2 > 0$	$E(Z_j^*|H_0) = -\frac{1}{\sqrt{2\pi}}$ and $Var(Z_j^*|H_0) = \frac{1}{2} - \frac{1}{2\pi}$
Proportion	$\min\left\{a_{1j}\left(1 - \frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1 - \frac{a_{2j}}{n_{2j}}\right)\right\} > 9$	(same as above)
Rate	$\min\left(n_{1j}, n_{2j}\right) > 15$ and $n_j q_j (1 - q_j) > 9$	(same as above)

3. Otherwise, determine the total number of values for Z^*_j. Let Z_{ji} and θ_{ji} denote the values of Z^*_j and the probabilities of observing each value, respectively.

$$E(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji} \text{ and } Var(Z_j^* \mid H_0) = \sum_i \theta_{ji} z_{ji}^2 - \left[E(Z_j^* \mid H_0)\right]^2$$

The actual value of z and θ depends on the type of measure. Use the table below to calculate z and θ.

Measure Type	Formulas
Mean	$N_j = \min(M_j, 1{,}000),\ i = 1, \ldots, N_j$ $z_{ji} = \min\left\{0, \Phi^{-1}\left(1 - \frac{R_i - 0.5}{N_j}\right)\right\}$ where R_i is the rank of sample sum i $\theta_j = \frac{1}{N_j}$
Proportion	$z_{ji} = \min\left\{0, \frac{n_j\, i - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}\right\},\quad i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$ $\theta_{ji} = HG(i)$
Rate	$z_{ji} = \min\left\{0, \frac{i - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}\right\},\quad i = 0, \ldots, n_j$ $\theta_{ji} = BN(i)$

D.2.5 Calculate the Aggregate Test Statistic, ZT

Calculate the aggregate test statistic, Z^T, using the following formula.

$$Z^T = \begin{cases} Z_1 & L = 1 \\ \dfrac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* \mid H_0)}{\sqrt{\sum_j W_j^2 Var(Z_j^* \mid H_0)}} & \text{otherwise} \end{cases}$$

D.3 Balancing Critical Value

There are four key elements of the statistical testing process:

Symbol	Element	Description
H_0	Null hypothesis	parity exists between ILEC and CLEC services
H_a	alternative hypothesis	the ILEC is giving better service to its own customers
Z^T	truncated Z statistic	
c	critical value	

The decision rule[1] using these elements is summarized below.

If $Z^T < c$ then accept H_a

If $Z^T \geq c$ then accept H_0.

There are two types of errors possible when using such a decision rule:

- Type I Error — Deciding favoritism exists when there is, in fact, no favoritism
- Type II Error — Deciding parity exists when there is, in fact, favoritism.

The probabilities of each type of error are:

- Type I Error

$$\alpha = P(Z^T < c \mid H_0)$$

- Type II Error

$$\beta = P(Z^T \geq c \mid H_a)$$

We want a balancing critical value, c_B, so that $\alpha = \beta$.

It can be shown that

$$c_B = \frac{E(Z^T \mid H_a) - E(Z^T \mid H_0)}{SE(Z^T \mid H_a) + SE(Z^T \mid H_0)}$$

when Z^T is approximately normally distributed. The derivation of the components of this equation depends on the form of the null and alternative hypotheses, as well as other factors.

D.3.1 Test Hypotheses

1 *This decision rule assumes that a negative test statistic indicates poor service for the CLEC customer. If the opposite is true, then reverse the decision rule.*

Measure Type	Null Hypothesis, H_0	Alternative Hypothesis, H_a
Mean	$\mu_{1j} = \mu_{2j}, \sigma_{1j}^2 = \sigma_{2j}^2$	$\mu_{2j} = \mu_{1j} + \delta_j \sigma_{1j}, \sigma_{2j}^2 = \lambda_j \sigma_{1j}^2 \delta_j > 0, \lambda_j \neq 1$
Proportion	$p_{2j} = p_{1j}$	$\arcsin(\sqrt{p_{2j}}) - \arcsin(\sqrt{p_{1j}}) = \frac{\delta_j}{2}$
Rate	$r_{2j} = r_{1j}$	$\sqrt{r_{2j}} - \sqrt{r_{1j}} = \frac{\delta_j}{2}$

D.3.2 Determining the Parameters of the Alternative Hypothesis

Parameter Choices for δ_j — set of parameters δ_j are important because they directly index differences in service. The Florida Commission staff has not chosen to use one value across all cells for a submeasure test ($\delta_j = \delta$). The value of δ will be based on the effective number of CLEC transactions used in the test. The following formulae will be used to determine δ.

1. $$\Omega_j = \begin{cases} \dfrac{W_j}{\sqrt{\frac{n_{1j} n_{2j}}{n_j}}} & \text{mean or proportion measure} \\ \dfrac{W_j}{\sqrt{\frac{b_{1j} b_{2j}}{b_j}}} & \text{rate measure} \end{cases}$$

2. $$n_e = \frac{\left(\sum_j \Omega_j n_{2j}\right)^2}{\sum_j \Omega_j^2 n_{2j}}$$

Note: that given the definition of W_j for mean measures, Ω_j is either 0 or 1. Thus, n_e for mean measures is the total number of CLEC transactions across cells with positive weight. Also, when there is only one occupied cell with positive weight, then $n_e = n_{2j}$, the CLEC sample size in the single cell.

3. $$\delta = \left(\frac{4}{n_e^2}\right)^{0.155}$$

Parameter Choices for λ_j — set of parameters λ_j index alternatives to the mean measure null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to an CLEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z

test is relatively insensitive to all but very large values of the λ_j. Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen. Hence,

$$\lambda_j = 1 \quad j = 1, \ldots, L$$

D.3.3 Calculate the Mean and Standard Error of Zj Under the Alternative Hypothesis

Let m_j and se_j be the mean and standard error of Z_j under the alternative hypothesis. The distribution of the cell statistic depends on the measurement type.

Mean Measure

Z_j is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Under the alternative hypothesis, the distribution is approximately normal with mean and variance given in the table below.

Proportion Measure

In this case, Z_j is approximately the same as

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

which is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error given in the table below.

Rate Measure

In this case, Z_j is approximately the same as

$$Z = \frac{\sqrt{\frac{n_{1j}}{b_{1j}}} - \sqrt{\frac{n_{2j}}{b_{2j}}}}{\frac{1}{2}\sqrt{\frac{1}{b_{1j}} + \frac{1}{b_{2j}}}}$$

which is approximately normally distributed with mean 0 and standard error 1 under the null hypotheses. Note that this statistic is approximately the same as

$$Z = \frac{\arcsin\left(\sqrt{\frac{n_{1j}}{b_{1j}}}\right) - \arcsin\left(\sqrt{\frac{n_{2j}}{b_{2j}}}\right)}{\frac{1}{2}\sqrt{\frac{1}{b_{1j}} + \frac{1}{b_{2j}}}}$$

when the BST and CLEC sample rates are close to 0. Under the alternative hypothesis, the distribution is approximately normal with mean and standard error given in the table below.

Measure Type	m_j	se_j
Mean Proportion	$\delta\sqrt{\frac{n_{1j}n_{2j}}{n_{1j}+n_{2j}}}$	1
Rate	$\delta\sqrt{\frac{b_{1j}b_{2j}}{b_{1j}+b_{2j}}}$	1

D.3.4 Calculate the Critical Value

Single Cell Test (L = 1)

$$c_g = \frac{m_1}{se_1 + 1} = \frac{m_1}{2} \quad \text{since } se_j = 1 \text{ in}$$

Multi-Cell Tests (L > 1)

Calculate the critical value according to the following procedure.

1. Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity, $E(Z_j^*|H_0)$ and $Var(Z_j^*|H_0)$, within each cell.

Condition	$E(Z_j^*\|H_0)$	$Var(Z_j^*\|H_0)$
$W_j = 0$	0	0
$W_j > 0$	$\frac{1}{\sqrt{2\pi}}$	$\frac{1}{2} - \frac{1}{2\pi}$

2. Calculate the theoretical mean and variance of the truncated statistic under the alternative hypothesis, $E(Z_j^*|H_a)$ and $Var(Z_j^*|H_a)$, within each cell.

Condition	$E(Z_j^*\|H_a)$	$Var(Z_j^*\|H_a)$
$W_j = 0$	0	0
$W_j > 0$	$m_j\Phi(m_j) - \phi(m_j)$	$(m_j^2+1)\Phi(m_j) - m_j\phi(m_j) - E(Z_j^*\|H_a)^2$

Note: $\Phi(\cdot)$ is the cumulative standard normal distribution function, and $f(\cdot)$ is the standard normal density function.

3. $$c_B = \frac{\sum_j W_j E(Z_j^*\,|\,H_a) - \sum_j W_j E(Z_j^*\,|\,H_0)}{\sqrt{\sum_j W_j^2 Var(Z_j^*\,|\,H_a)} + \sqrt{\sum_j W_j^2 Var(Z_j^*\,|\,H_0)}}$$

Appendix D: Statistical Formulas and Technical Descriptions

We start by assuming that the data are disaggregated so that comparisons are made within appropriate classes or adjustment cells that define "like" observations.

D.1 Notation and Exact Testing Distributions

Below, we have detailed the basic notation for the construction of the truncated z statistic. In what follows the word "cell" should be taken to mean a like-to-like comparison cell that has both one (or more) ILEC observation and one (or more) CLEC observation.

L = the total number of occupied cells

j = 1, ,L; an index for the cells

n_{1j} = the number of ILEC transactions in cell j

n_{2j} = the number of CLEC transactions in cell j

n_j = the total number transactions in cell j; $n_{1j} + n_{2j}$

X_{1jk} = Individual ILEC transactions in cell j; k = 1, , n_{1j}

X_{2jk} = Individual CLEC transactions in cell j; k = 1, , n_{2j}

Y_{jk} = individual transaction (both ILEC and CLEC) in cell j

$$= \begin{cases} X_{1jk} & k = 1,\ldots,n_{1j} \\ X_{2jk} & k = n_{1j}+1,\ldots,n_j \end{cases}$$

$\Phi^{-1}(\,)$ = the inverse of the cumulative standard normal distribution function

For Mean Performance Measures the following additional notation is needed.

$\bar{X}_{1j}$ = The ILEC sample mean of cell j

$\bar{X}_{2j}$ = The CLEC sample mean of cell j

s_{1j}^2 = The ILEC sample variance in cell j

s_{2j}^2 = The CLEC sample variance in cell j

$\{v_{jk}\}$ = a random sample of size n_{2j} from the set of $Y_{j1},\ldots,Y_{jn_j}$; k = 1, ,n_{2j}

M_j = The total number of distinct pairs of samples of size n_{1j} and n_{2j};

$$= \binom{n_j}{n_{1j}}$$

The exact parity test is the permutation test based on the "modified Z" statistic. For large samples, we can avoid permutation calculations since this statistic will be normal (or Student's t) to a good approximation. For small samples, where we cannot avoid permutation calculations, we have found that the difference between "modified Z" and the textbook "pooled Z" is negligible. We therefore propose to use the

permutation test based on pooled Z for small samples. This decision speeds up the permutation computations considerably, because for each permutation we need only compute the sum of the CLEC sample values, and not the pooled statistic itself.

A permutation probability mass function distribution for cell j, based on the "pooled Z" can be written as

$$PM(t) = P(\sum_{k} y_{jk} = t) = \frac{\textit{the number of samples that sum to } t}{M_j}$$

and the corresponding cumulative permutation distribution is

$$CPM(t) = P(\sum_{k} y_{jk} \le t) = \frac{\textit{the number of samples with sum } \le t}{M_j}$$

For Proportion Performance Measures the following notation is defined

a_{1j} = The number of ILEC cases possessing an attribute of interest in cell j

a_{2j} = The number of CLEC cases possessing an attribute of interest in cell j

a_j = The number of cases possessing an attribute of interest in cell j; $a_{1j} + a_{2j}$

The exact distribution for a parity test is the hypergeometric distribution. The hypergeometric probability mass function distribution for cell j is

$$HG(h) = P(H = h) = \begin{cases} \dfrac{\binom{n_{1j}}{h}\binom{n_{2j}}{a_j - h}}{\binom{n_j}{a_j}}, & \max(0, a_j - n_{2j}) \le h \le \min(a_j, n_{1j}) \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative hypergeometric distribution is

$$CHG(x) = P(H \le x) = \begin{cases} 0 & x < \max(0, a_j - n_{2j}) \\ \sum_{h=\max(0,a_j-n_{1j})}^{x} HG(h), & \max(0, a_j - n_{2j}) \le x \le \min(a_j, n_{1j}) \\ 1 & x > \min(a_j, n_{1j}) \end{cases}$$

For Rate Performance Measures, the notation needed is defined as:

b_{1j} =the number of ILEC base elements in cell j

b_{2j} =the number of CLEC base elements in cell j

b_j =the total number of base elements in cell j; $b_{1j} + b_{2j}$

r_{1j} =the ILEC sample rate of cell j; n_{1j} b_{1j}

r_{2j} =the ILEC sample rate of cell j; n_{2j} b_{2j}

q_j =the relative proportion of ILEC elements for cell j; b_{1j} b_j

The exact distribution for a parity test is the binomial distribution. The binomial probability mass function distribution for cell j is:

$$BN(k) = P(B = k) = \begin{cases} \binom{n_j}{k} q_j^k (1 - q_j)^{n_j - k}, & 0 \le k \le n_j \\ 0 & \text{otherwise} \end{cases}$$

and the cumulative binomial distribution is

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

D.2 Calculating the Truncated Z

The general methodology for calculating an overall level test statistic is outlined below.

D.2.1 Calculate Cell Weights (W_j)

A weight based on the number of transactions is used so that a cell, which has a larger number of transactions, has a larger weight. The actual weight formula will depend on the type of measure.

Mean Measure

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

Proportion Measure

$$W_j = \sqrt{\frac{n_{2j} n_{1j}}{n_j} \cdot \frac{a_j}{n_j} \cdot \left(1 - \frac{a_j}{n_j}\right)}$$

Rate Measures

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

D.2.2 Calculate a Z Value (Z_j) for each Cell

A Z statistic with mean 0 and variance 1 is needed for each cell.

- If $W_j = 0$, set $Z_j = 0$.
- Otherwise, the actual Z statistic calculation depends on the type of performance measure.

Mean Measure

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

where α is determined by the following algorithm.

If the two means are equal and the two variances are zero, set the cell Z score to zero.

If $\min(n_{1j}, n_{2j}) > 6$, then determine α as

$$\alpha = P(t_{n_{1j}-1} \le T_j)$$

that is, α is the probability that a t random variable with $n_{1j} - 1$ degrees of freedom, is less than

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

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

$$\gamma_{1j} = \frac{n_{1j}}{(n_{1j}-1)(n_{1j}-2)}\sum_k\left(\frac{X_{1jk}-\bar{X}_{1j}}{s_{1j}}\right)^3$$

over all cells within the submeasure being tested such that all three conditions stated below are true. If no submeasure cells exist that satisfy these conditions, then g = 0.

$\gamma_{1j} > 0$

$n_{1j} > 6$

with $n_{1j} \geq n_{3q}$ for all values of j. n_{3q} is the 3rd quartile of all values of n_{1j} in cells where the first two conditions are true.

Note, that t_j is the "modified Z" statistic. The statistic T_j is a "modified Z" corrected for the skewness of the ILEC data.

If $\min(n_{1j}, n_{2j}) \leq 6$, and

- $M_j \leq 1{,}000$ (the total number of distinct pairs of samples of size n_{1j} and n_{2j} is 1,000 or less)
  - Calculate the sample sum for all possible samples of size n_{2j}.
  - Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
  - Let R_0 be the rank of the observed sample sum with respect to all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{M_j}$$

- $M_j > 1{,}000$
  - Draw a random sample of 1,000 sample sums from the permutation distribution.
  - Add the observed sample sum to the list. There are a total of 1001 sample sums. Rank the sample sums from smallest to largest. Ties are dealt by using average ranks.
  - Let R_0 be the rank of the observed sample sum with respect all the sample sums.

$$\alpha = 1 - \frac{R_0 - 0.5}{1001}$$

Proportion Measure

$$Z_j = \frac{n_j\, a_{1j} - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

Rate Measure

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

D.2.3 Obtain a Truncated Z Value for each Cell (Z^*_j)

To limit the amount of cancellation that takes place between cell results during aggregation, cells whose results suggest possible favoritism are left alone. Otherwise the cell statistic is set to zero. This means that positive equivalent Z values are set to 0, and negative values are left alone. Mathematically, this is written as

$$Z^*_j = \min(0, Z_j)$$

D.2.4 Calculate the Theoretical Mean and Variance

Calculate the theoretical mean and variance of the truncated statistic under the null hypothesis of parity, $E(Z^*_j | H_0)$ and $\mathrm{Var}(Z^*_j | H_0)$. To compensate for the truncation

in step 3, an overall, weighted sum of the Z^*_j will need to be centered and scaled properly so that the final overall statistic follows a standard normal distribution.

- If $W_j = 0$, then no evidence of favoritism is contained in the cell. The formulae for calculating $E(Z^*_j \mid H_0)$ and $Var(Z^*_j \mid H_0)$ cannot be used. Set both equal to 0.
- If $\min(n_{1j}, n_{2j}) > 6$ for a mean measure, or $\min\left\{a_{1j}\left(1-\frac{a_{1j}}{n_{1j}}\right), a_{2j}\left(1-\frac{a_{2j}}{n_{2j}}\right)\right\} > 9$ for a proportion measure, then

  $$E(Z^*_j \mid H_0) = -\frac{1}{\sqrt{2\pi}}$$

  and

  $$Var(Z^*_j \mid H_0) = \frac{1}{2} - \frac{1}{2\pi}$$

- Otherwise, determine the total number of values for Z^*_j. Let z_{ji} and θ_{ji}, denote the values of Z^*_j and the probabilities of observing each value, respectively.

  $$E(Z^*_j \mid H_0) = \sum_i \theta_{ji} z_{ji}$$

  and

  $$Var(Z^*_j \mid H_0) = \sum_i \theta_{ji} z^2_{ji} - \left[E(Z^*_j \mid H_0)\right]^2$$

The actual values of the z's and θ's depends on the type of measure.

Mean Measure

$$N_j = \min(M_j, 1{,}000), \quad i = 1, \ldots, N_j$$

$$z_{ji} = \min\left\{0, \Phi^{-1}\left(1 - \frac{R_i - 0.5}{N_j}\right)\right\} \quad \text{where } R_i \text{ is the rank of sample sum i}$$

$$\theta_j = \frac{1}{N_j}$$

Proportion Measure

$$z_{ji} = \min\left\{0, \frac{n_j\, i - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}\right\}, \quad i = \max(0, a_j - n_{2j}), \ldots, \min(a_j, n_{1j})$$

$$\theta_{ji} = \mathrm{HG}(i)$$

Rate Measure

$$z_{ji} = \min\left\{0, \frac{i - n_j\, q_j}{\sqrt{n_j\, q_j (1 - q_j)}}\right\}, \quad i = 0, \ldots, n_j$$

$$\theta_{ji} = \mathrm{BN}(i)$$

D.2.5 Calculate the Overall Test Statistic (Z^T)

$$Z^T = \frac{\sum_j W_j Z_j^* - \sum_j W_j E(Z_j^* \mid H_0)}{\sqrt{\sum_j W_j^2 \mathrm{Var}(Z_j^* \mid H_0)}}$$

The Balancing Critical Value

There are four key elements of the statistical testing process:

- the null hypothesis, H_0, that parity exists between ILEC and CLEC services
- the alternative hypothesis, H_a, that the ILEC is giving better service to its own customers
- the Truncated Z test statistic, Z^T, and
- a critical value, *c*

The decision rule[1] is

- If $Z^T < c$ then accept H_a.
- If $Z^T > c$ then accept H_0.

There are two types of errors possible when using such a decision rule:

- **Type I Error**: Deciding favoritism exists when there is, in fact, no favoritism.
- **Type II Error**: Deciding parity exists when there is, in fact, favoritism.

[1] This decision rule assumes that a negative test statistic indicates poor service for the CLEC customer. If the opposite is true, then reverse the decision rule.

The probabilities of each type of error are:

- **Type I Error**: $\alpha = P(Z^T < c \mid H_0)$
- **Type II Error**: $\beta = P(Z^T \geq c \mid H_a)$

We want a balancing critical value, c_B, so that $\alpha = \beta$.

It can be shown that.

$$c_B = \frac{\sum_j W_j M(m_j, se_j) - \sum_j W_j \frac{-1}{\sqrt{2\pi}}}{\sqrt{\sum_j W_j^2 V(m_j, se_j)} + \sqrt{\sum_j W_j^2 \left(\frac{1}{2} - \frac{1}{2\pi}\right)}}$$

where

$$M(\mu, \sigma) = \mu \Phi(\tfrac{-\mu}{\sigma}) - \sigma \phi(\tfrac{-\mu}{\sigma})$$

$$V(\mu, \sigma) = (\mu^2 + \sigma^2)\Phi(\tfrac{-\mu}{\sigma}) - \mu\sigma\phi(\tfrac{-\mu}{\sigma}) - M(\mu, \sigma)^2$$

$\Phi(\cdot)$ is the cumulative standard normal distribution function, and $\phi(\cdot)$ is the standard normal density function.

This formula assumes that Z_j is approximately normally distributed within cell j. When the cell sample sizes, n_{1j} and n_{2j}, are small this may not be true. It is possible to determine the cell mean and variance under the null hypothesis when the cell sample sizes are small. It is much more difficult to determine these values under the alternative hypothesis. Since the cell weight, W_j will also be small (see calculate weights section above) for a cell with small volume, the cell mean and variance will not contribute much to the weighted sum. Therefore, the above formula provides a reasonable approximation to the balancing critical value.

The values of m_j and se_j will depend on the type of performance measure.

Mean Measure

For mean measures, one is concerned with two parameters in each cell, namely, the mean and variance. A possible lack of parity may be due to a difference in cell means, and/or a difference in cell variances. One possible set of hypotheses that capture this notion, and take into account the assumption that transaction are identically distributed within cells is:

H_0: $\mu_{1j} = \mu_{2j}$, $\sigma_{1j}^2 = \sigma_{2j}^2$

H_a: $\mu_{2j} = \mu_{1j} + \delta_j \sigma_{1j}$, $\sigma_{2j}^2 = \lambda_j \sigma_{1j}^2$ $\delta_j > 0$, λ_j 1 and j = 1, ,L. (where δ_j corresponds to the delta values defined in section 4.1.6 of the Administrative Plan)

Under this form of alternative hypothesis, the cell test statistic Z_j has mean and standard error given by

$$m_j = \frac{-\delta_j}{\sqrt{\frac{1}{n_{1j}} + \frac{1}{n_{2j}}}}$$

and

$$se_j = \sqrt{\frac{\lambda_j n_{1j} + n_{2j}}{n_{1j} + n_{2j}}}$$

Proportion Measure

For a proportion measure there is only one parameter of interest in each cell, the proportion of transaction possessing an attribute of interest. A possible lack of parity may be due to a difference in cell proportions. A set of hypotheses that take into account the assumption that transaction are identically distributed within cells while allowing for an analytically tractable solution is:

H_0: $$\frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = 1$$

H_a: $$\frac{p_{2j}(1-p_{1j})}{(1-p_{2j})p_{1j}} = \psi_j$$ $\psi_j > 1$ and j = 1, ,L.

(where ψ_j corresponds to the psi values defined in section 4.1.6 of the Administrative Plan)

These hypotheses are based on the "odds ratio." If the transaction attribute of interest is a missed trouble repair, then an interpretation of the alternative hypothesis is that a CLEC trouble repair appointment is ψ_j times more likely to be missed than an ILEC trouble.

Under this form of alternative hypothesis, the within cell asymptotic mean and variance of a_{1j} are given by[1]

1 Stevens, W. L. (1951) Mean and Variance of an entry in a Contingency Table. *Biometrica*, 38, 468-470.

$$E(a_{1j}) = n_j \pi_j^{(1)}$$

$$\text{var}(a_{1j}) = \frac{n_j}{\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}}$$

where

$$\pi_j^{(1)} = f_j^{(1)}\left(n_j^2 + f_j^{(2)} + f_j^{(3)} - f_j^{(4)}\right)$$

$$\pi_j^{(2)} = f_j^{(1)}\left(-n_j^2 - f_j^{(2)} + f_j^{(3)} + f_j^{(4)}\right)$$

$$\pi_j^{(3)} = f_j^{(1)}\left(-n_j^2 + f_j^{(2)} - f_j^{(3)} + f_j^{(4)}\right)$$

$$\pi_j^{(4)} = f_j^{(1)}\left(n_j^2\left(\tfrac{2}{\psi_j} - 1\right) - f_j^{(2)} - f_j^{(3)} - f_j^{(4)}\right)$$

$$f_j^{(1)} = \frac{1}{2n_j^2\left(\frac{1}{\psi_j} - 1\right)}$$

$$f_j^{(2)} = n_j n_{1j}\left(\tfrac{1}{\psi_j} - 1\right)$$

$$f_j^{(3)} = n_j a_j\left(\tfrac{1}{\psi_j} - 1\right)$$

$$f_j^{(4)} = \sqrt{n_j^2\left[4n_{1j}\left(n_j - a_j\right)\left(\tfrac{1}{\psi_j} - 1\right) + \left(n_j + \left(a_j - n_{1j}\right)\left(\tfrac{1}{\psi_j} - 1\right)\right)^2\right]}$$

Recall that the cell test statistic is given by

$$Z_j = \frac{n_j\, a_{1j} - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

Using the equations above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j^2 \pi_j^{(1)} - n_{1j}\, a_j}{\sqrt{\frac{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)}{n_j - 1}}}$$

and

$$se_j = \sqrt{\frac{n_j^3(n_j - 1)}{n_{1j}\, n_{2j}\, a_j\, (n_j - a_j)\left(\frac{1}{\pi_j^{(1)}} + \frac{1}{\pi_j^{(2)}} + \frac{1}{\pi_j^{(3)}} + \frac{1}{\pi_j^{(4)}}\right)}}$$

Rate Measure

A rate measure also has only one parameter of interest in each cell, the rate at which a phenomenon is observed relative to a base unit, e.g. the number of troubles per available line. A possible lack of parity may be due to a difference in cell rates. A set of hypotheses that take into account the assumption that transaction are identically distributed within cells is:

H_0: $r_{1j} = r_{2j}$

H_a: $r_{2j} = \varepsilon_j r_{1j}$ $\varepsilon_j > 1$ and j = 1, ,L.

(where ε_j corresponds to the epsilon values defined in section 4.1.6 of the Administrative Plan)

Given the total number of ILEC and CLEC transactions in a cell, n_j, and the number of base elements, b_{1j} and b_{2j}, the number of ILEC transaction, n_{1j}, has a binomial distribution from n_j trials and a probability of

$$q_j^* = \frac{r_{1j} b_{1j}}{r_{1j} b_{1j} + r_{2j} b_{2j}}$$

Therefore, the mean and variance of n_{1j}, are given by

$$E(n_{1j}) = n_j q_j^*$$
$$\text{var}(n_{1j}) = n_j q_j^* (1 - q_j^*)$$

Under the null hypothesis

$$q_j^* = q_j = \frac{b_{1j}}{b_j}$$

but under the alternative hypothesis

$$q_j^* = q_j^a = \frac{b_{1j}}{b_{1j} + \varepsilon_j b_{2j}}$$

Recall that the cell test statistic is given by

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

Using the relationships above, we see that Z_j has mean and standard error given by

$$m_j = \frac{n_j\left(q_j^a - q_j\right)}{\sqrt{n_j q_j(1-q_j)}} = (1-\varepsilon_j)\frac{\sqrt{n_j b_{1j} b_{2j}}}{b_{1j} + \varepsilon_j b_{2j}}$$

and

$$se_j = \sqrt{\frac{q_j^a(1-q_j^a)}{q_j(1-q_j)}} = \sqrt{\varepsilon_j}\,\frac{b_j}{b_{1j} + \varepsilon_j b_{2j}}$$

D.2.6 Determining the Parameters of the Alternative Hypothesis

In this section we have indexed the alternative hypothesis of mean measures by two sets of parameters, λ_j and δ_j (where δ_j corresponds to the delta values defined in section 4.1.6 of the Administrative Plan section). Proportion measures are indexed by parameter ψ_j and rate measures by ε_j (these parameters correspond to th Psi and Epsilon of section 4.1.6). A major difficulty with this approach is that more than one alternative will be of interest; for example we may consider one alternative in which all the δ_j are set to a common non-zero value, and another set of alternatives in each of which just one δ_j is non-zero, while all the rest are zero. There are very many other possibilities. Each possibility leads to a single value for the balancing critical value; and each possible critical value corresponds to many sets of alternative hypotheses, for each of which it constitutes the correct balancing value.

The formulas we have presented can be used to evaluate the impact of different choices of the overall critical value. For each putative choice, we can evaluate the set of alternatives for which this is the correct balancing value. While statistical science can be used to evaluate the impact of different choices of these parameters, there is not much that an appeal to statistical principles can offer in directing specific choices. Specific choices are best left to telephony experts. Still, it is possible to comment on some aspects of these choices:

Parameter Choices for λ_j – The set of parameters λ_j index alternatives to the null hypothesis that arise because there might be greater unpredictability or variability in the delivery of service to a CLEC customer over that which would be achieved for an otherwise comparable ILEC customer. While concerns about differences in the variability of service are important, it turns out that the truncated Z testing which is being recommended here is relatively insensitive to all but very large values of the λ_j. Put another way, reasonable differences in the values chosen here could make very little difference in the balancing points chosen.

Parameter Choices for δ_j – The set of parameters δ_j are much more important in the choice of the balancing point than was true for the λ_j. The reason for this is that they directly index differences in average service. The truncated Z test is very sensitive to any such differences; hence, even small disagreements among experts in the choice of the δ_j could be very important. Sample size matters here too. For example, setting all the δ_j to a single value – $\delta_j = \delta$ might be fine for tests across individual CLECs where the CLEC customer bases are not too different. Using the same value of δ for the overall state testing does not seem sensible. At the state level we are aggregating over CLECs, so using the same δ as for an individual CLEC would be saying that a "meaningful" degree of disparity is one where the violation is the same (δ) for each CLEC. But the detection of disparity for any component CLEC is important, so the relevant "overall" δ should be smaller.

Parameter Choices for ψ_j *or* ε_j – The set of parameters ψ_j or ε_j are also important in the choice of the balancing point for tests of their respective measures. The reason for this is that they directly index increases in the proportion of service performance. The truncated Z test is sensitive to such increases; but not as sensitive as the case of δ for mean measures. Sample size matters here too. As with mean measures, using the same value of ψ or ε for the overall state testing does not seem sensible.

The bottom line here is that beyond a few general considerations, like those given above, a principled approach to the choice of the alternative hypotheses to guard against must come from elsewhere.

D.2.7 Decision Process

Once Z^T has been calculated, it is compared to the balancing critical value to determine if the ILEC is favoring its own customers over a CLEC's customers.

Appendix E: BST SEEM Remedy Calculation Procedures

Four sample calculations are included in this section. These calculations cover the following:

- Tier 1 Calculation for Retail Analogs
- Tier 2 Calculation for Retail Analogs
- Tier 1 Calculation for Benchmarks
- Tier 2 Calculations for Benchmarks

E.1 Tier 1 Calculation for Retail Analogs

Complete the steps below to calculate performance for a Tier 1 retail analog. An example follows the procedure.

1. Calculate the overall test statistic for each CLEC; $Z^{T}_{CLEC\ 1}$ (per statistical methodology discussed in Appendix D).
2. Calculate the balancing critical value ($^{C}B_{CLEC\ 1}$) that is associated with the alternative hypothesis (for fixed parameters δ, Ψ, or c).
3. Determine parity or disparity by subtracting the value of Step 2 from that of Step 1. $ABS(Z^{T}_{CLEC\ 1} - {}^{C}B_{CLEC\ 1})$
4. Determine the relationship of the overall test statistic (from Step 1) and the balancing critical value (from Step 2).

Relationship	Action
$^{C}B_{CLEC\ 1} - Z^{T}_{CLEC\ 1}$	No payment is necessary. End procedure.
$^{C}B_{CLEC\text{-}1} < Z^{T}_{CLEC\text{-}1}$	Go to Step 5.

5. Determine the payment to CLEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   CLEC Payment = fee ($$) from Tier 1 fee schedule for the appropriate measurement category.

Tier 1 Retail Analog Example:

Percent Missed Installation Appointments, "Dispatch In" < 10 circuits, UNE Loop and Port Combo, Month 1

Note: Statistics are for illustrative purposes only. While the plan is measurement based, the number of transactions are used in the calculations to determine pass or fail status.

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	263	0	1	0	0
2	0	150	0	4	0	0
3	0	847	0	1	0	0
4	108	1771	0	1	0.044565652	0.044466294
5	0	10	0	2	0	0
6	24	104	0	3	0.169841555	0.164306431
7	0	82	0	9	0	0
8	8	114	1	8	0.264906471	0.246518978
9	14	241	2	11	-5.302645611	0.351774499
10	0	198	0	3	0	0
11	17	235	1	11	0.213200716	0.203527695
Total counts	171	4015	3	54	NA	NA

The results are summarized below.

Percent Missed	
BST	4.26Percent
CLEC	5.56Percent

Aggregate Z = -3.4923	
BCV = -1.83311	
Difference = negative (failure)	

The metric fails. The payment made to the CLEC for this failure would be based on the fee of $4,550 as listed in the Tier 1 Fee Schedule for Provisioning-UNE (CCC).

E.2 Tier 2 Calculation for Retail Analogs

Tier 2 is triggered by three consecutive monthly failures of any Tier 2 remedy plan submetric. Calculate monthly statistical results and failures per submetric as outlined below for the CLEC aggregate performance.

1. Determine the Tier 2 payment for the state designated agency from the Tier 2 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   State designated agency payment = fee ($$) from Tier 2 Fee Schedule

Example: Percent Missed Installation Appointments Dispatch < 10 - Resale Centrex

Cell	ILEC Misses	ILEC trans_count	CLEC Misses	CLEC trans_count	Cell Z Score	Cell Weight
1	0	22	1	11	-0.57735	0.375
2	3	18	1	10	-1.732051	0.405046
3	1	15	0	9	2.5553	0.213211
4	0	17	1	11	-1.154701	0.213211
Total counts	4	72	3	41	NA	NA

Percent Missed	
BST	5.56Percent
CLEC	7.32Percent

Aggregate Z = -1.73205.

BCV = 0.55526

Difference = negative (failure)

The measure fails. The payment made to the state designated agency for this failure would be $3,450, the fee listed in the Tier 2 Fee Schedule.

E.3 Tier 1 Calculation for Benchmarks

Use the procedure below to calculate results for benchmarks with five or more observations. An example follows the procedure.

1. For each CLEC with five or more observations, calculate monthly performance results for the State.
2. Determine the benchmark.

Sample Size	Benchmark Source
sample size < 5	Invalid sample size. No payment is necessary.

5 < sample size ≤ 30	Use equivalent benchmark from the table below[A]
sample size > 30	SQM
[A] Collocation - Percent Missed Due Dates does not use the small sample size table. Obtain all benchmarks from the SQM.	

90 Percent Sample Size		95 Percent Sample Size		85 Percent Sample Size		97 Percent Sample Size	
Size	**Benchmark**	**Size**	**Benchmark**	**Size**	**95 Percent Equivalent**	**Size**	**95 Percent Equivalent**
5	60.00Percent	5	80.00Percent	5	60.00Percent	5	80.00Percent
6	66.67Percent	6	83.33Percent	6	66.67Percent	6	83.33Percent
7	71.43Percent	7	85.71Percent	7	57.14Percent	7	85.71Percent
8	75.00Percent	8	75.00Percent	8	62.50Percent	8	87.50Percent
9	66.67Percent	9	77.78Percent	9	66.67Percent	9	88.89Percent
10	70.00Percent	10	80.00Percent	10	70.00Percent	10	90.00Percent
11	72.73Percent	11	81.82Percent	11	63.64Percent	11	90.91Percent
12	75.00Percent	12	83.33Percent	12	66.67Percent	12	91.67Percent
13	76.92Percent	13	84.62Percent	13	69.23Percent	13	84.62Percent
14	78.57Percent	14	85.71Percent	14	71.43Percent	14	85.71Percent
15	73.33Percent	15	86.67Percent	15	66.67Percent	15	86.67Percent
16	75.00Percent	16	87.50Percent	16	68.75Percent	16	87.50Percent
17	76.47Percent	17	82.35Percent	17	70.59Percent	17	88.24Percent
18	77.78Percent	18	83.33Percent	18	72.22Percent	18	88.89Percent
19	78.95Percent	19	84.21Percent	19	68.42Percent	19	89.47Percent
20	80.00Percent	20	85.00Percent	20	70.00Percent	20	90.00Percent
21	76.19Percent	21	85.71Percent	21	71.43Percent	21	90.48Percent
22	77.27Percent	22	86.36Percent	22	72.73Percent	22	90.91Percent
23	78.26Percent	23	86.96Percent	23	73.91Percent	23	91.30Percent
24	79.17Percent	24	87.50Percent	24	70.83Percent	24	91.67Percent
25	80.00Percent	25	88.00Percent	25	72.00Percent	25	92.00Percent
26	80.77Percent	26	88.46Percent	26	73.08Percent	26	92.31Percent
27	81.48Percent	27	88.89Percent	27	74.07Percent	27	92.59Percent
28	78.57Percent	28	89.29Percent	28	75.00Percent	28	89.29Percent
29	79.31Percent	29	86.21Percent	29	72.41Percent	29	89.66Percent
30	80.00Percent	30	86.67Percent	30	73.33Percent	30	90.00Percent

3. Determine whether the monthly performance percentage meets the benchmark standard (or equivalent percentage for small samples).

Monthly Performance and Benchmark Relationship	Action
Monthly performance ≥ benchmark	No payment is necessary; end procedure.
Monthly performance < benchmark	Failure; go to Step 4.

4. Determine the payment to CLEC-1 by obtaining the appropriate dollar amount from the Tier 1 fee schedule (Appendix A) for the measurement category containing the submetric being evaluated.

   CLEC-1 payment= $$ from Tier 1 Fee Schedule

Tier 1 Benchmark, Small Sample Size Example:

Reject Interval Fully Mechanized 2-Wire Analog Loop Non-Design; Benchmark = 97Percent; Month 1

Numerator	Denominator	CLEC Performance	Benchmark (small sample size of 9)	Pass/Fail
7	9	77.78Percent < 1 hour	88.89Percent < 1 hour (small sample size of 9)[A]	fail
[A] The comparison benchmark of 88.89Percent was obtained from the the small sample size table above for 97 Percent benchmarks.				

Payment to the CLEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

Tier 1 Benchmark Example:

Reject Interval - Partially Mechanized, Business; Benchmark is 95Percent; Month 1

Numerator	Denominator	CLEC Performance	Benchmark	Pass/Fail
36	40	90Percent < 10 hours	95Percent < 10 hours	fail

Payment to the CLEC would be $450, the fee obtained from Ordering measures in the Tier 1 fee schedule.

E.4 Tier 2 Calculations for Benchmarks

Tier 2 calculations for benchmark measures are the same as the Tier 1 benchmark calculations, except the CLEC aggregate data is evaluated over three consecutive months.

1. Accumulate the statewide monthly results for the measurement.
2. Determine whether the current month fails the statewide average.

Current Month Tier 2 Failure	Action
Yes	Go to Step 3.
No	No Tier 2 payment is necessary; end procedure.

3. Determine whether there is a Tier 2 failure.

Tier 2 Failure		Action
One Month Prior to Current Month	Two Months Prior to Current Month	
Failure	Failure	Go to Step 4.
Failure	Pass	No Tier 2 failure, no payment. End of procedure.
Pass	Failure	

4. Determine the payment to the state designated agency by obtaining the appropriate dollar amount from the Tier 2 Fee Schedule (Appendix A) for the fee measurement category containing the submetric being evaluated.

   State designated agency payment = Fee ($$) from Tier 2 Fee Schedule for the appropriate measurement category.

~~**Tier 2 Benchmark Example:**~~

~~Percent Missed Installation Appointments - LNP; Benchmark = 95Percent~~

~~Month~~	~~Numerator~~	~~Denominator~~	~~CLEC Performance (Percent)~~	~~Benchmark (Percent)~~	~~Pass/Fail~~
~~Current~~	~~1~~	~~8~~	~~87.5~~	~~95~~	~~fail~~
~~One month prior to Current~~	~~3~~	~~39~~	~~92.31~~	~~95~~	~~fail~~
~~Two months prior to current~~	~~4~~	~~75~~	~~94.6~~	~~95~~	~~fail~~

~~Payment to the state would be $5,700, the fee obtained from the LNP category in the Tier 2 Fee Schedule~~

Appendix E: BST SEEM Remedy Calculation Procedures

E.1 BST SEEM Remedy Procedure

E.1.1 Tier-1 Calculation For Retail Analogs

DETERMINE IF AN INDIVIDUAL CLEC FAILS A TIER 1 SUBMETRIC

1. Tier 1 is triggered by a monthly failure of any Tier 1 Remedy Plan submetric.
2. Calculate the overall test statistic for a CLEC (CLEC1); Example, z^{T}_{CLEC1} (Per Statistical Methodology).
3. Calculate the balancing critical value (Example, ${}^{c}B_{CLEC1}$) that is associated with the alternative hypothesis (for fixed parameters δ,Ψ, or ε) for that CLEC.
4. If the overall test statistic is equal to or above the balancing critical value, stop here. That is, if ${}^{c}B_{CLEC1} <= z^{T}_{CLEC1}$, stop here. Otherwise, go to step 5.

CALCULATE REMEDY PAYMENT FOR CORRECTION OF TEST STATISTIC TO THE BCV

5. Select the cell with the most negative z-value (let i=1,…,I with i=1 having the most negative z-value, i=2 having next most negative z-value, etc. and with i=I

when the criterion in step 7 is fulfilled.) and set its z-value to zero ($z_{CLEC1,i} = 0$).

6. Recalculate the overall test statistic for that CLEC with the adjusted data; Example, z^{T*}_{CLEC1} (Per Statistical Methodology).
7. If the new overall test statistic is equal to or above the balancing critical value, that is, if ${}^{c}B_{CLEC1} <= z^{T*}_{CLEC1}$, go to step 8. Otherwise, repeat steps 5 – 6 letting i = i + 1.
8. Calculate the Total Affected Volume (TAV) by summing the Total Impacted Volumes (TIV) of each cell whose z-value was reset to zero except the last cell changed. The affected volume for the last cell changed should be interpolated by $TIV_{CLEC1,I,INT} = ({}^{c}B_{CLEC1} - z^{T*}_{CLEC1,I-1}) / (z^{T*}_{CLEC1,I} - z^{T*}_{CLEC1,I-1}) * TIV_{CLEC1,I}$. The result should be rounded up to the next positive integer and added to TAV_{CLEC1}. That is, $TAV_{CLEC1} = TIV_{CLEC1,1} + TIV_{CLEC1,2} + \ldots + TIV_{CLEC1,I-1} + TIV_{CLEC1,I,INT}$. Note that if $TIV_{CLEC1,I} = 1$ then $TIV_{CLEC1,I,INT} = 1$ and the interpolation step can be omitted. Any transactions that cause the overall test statistic to be between the BCV and zero will be included in the TIV for transactions between the BCV and zero.
9. Calculate the below BCV portion of the payment to CLEC1 by multiplying the result of step 8 (TAV_{CLEC1}) by the appropriate dollar amount from the fee schedule. Thus, $CLEC1_{BCV}$ payment = TAV_{CLEC1} * $$from Fee Schedule. Here the fee should be derived from Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination (Appendix A) multiplied by the appropriate factor from section 4.3.1.4. This factor is 3/2 if the CLEC aggregate performance passes and 3 if the CLEC aggregate performance fails.

CALCULATE REMEDY PAYMENT FOR CORRECTION OF TEST STATISTIC TO ZERO

10. If the current overall adjusted test statistic (calculated in step 6) is equal to or above zero, that is, if $0 <= z^{T*}_{CLEC1}$ for i = I, then go to step 14. Otherwise, go to step 11.
11. Select the cell with the most negative remaining z-value (let i=I+1,…, J with i=1+1 having the most negative z-value, i=I+2 having next most negative z-value, etc. and with i=J when the criterion in step 13 is fulfilled.) and set its z-value to zero ($z_{CLEC1,i} = 0$).
12. Recalculate the overall test statistic for that CLEC with the adjusted data; Example, z^{T*}_{CLEC1} (Per Statistical Methodology).
13. If the new overall test statistic is equal to or above zero, that is, if ${}^{c}B_{CLEC1} <= z^{T*}_{CLEC1}$, go to step 14. Otherwise, repeat steps 11 – 12 letting i= i+1.
14. Calculate the Total Affected Volume (TAV0) by summing the Total Impacted Volumes (TIV0) of each cell whose z-value was reset to zero except the last cell changed. The affected volume for the last cell changed should be interpolated by $TIV0_{CLEC1,J,INT} = (0 - z^{T*}_{CLEC1,J-1}) / (z^{T*}_{CLEC1,J} - z^{T*}_{CLEC1,J-1}) * TIV0_{CLEC1,J} - TIV_{CLEC1,I,INT}$. The result should be rounded up to the next positive integer and added to $TAV0_{CLEC1}$. That is, $TAV0_{CLEC1} = (TIV_{CLEC1,I} - TIV_{CLEC1,I,INT}) + TIV0_{CLEC1,I+1} + TIV0_{CLEC1,I+2} + \ldots + TIV0_{CLEC1,J-1} + TIV0_{CLEC1,J,INT})$. Note that if $TIV0_{CLEC1,J} = 1$ then $TIV_{CLEC1,J,INT} = 1$ and the interpolation step can be omitted.

Also, $TIV_{CLEC1,I} - TIV_{CLEC1,I,INT}$ is the remaining transactions from $TIV_{CLEC1,I}$ that were not used in step 8 and if $TIV_{CLEC1,I} = TIV_{CLEC1,I,INT}$ then $TAV0_{CLEC1} = 0$.

15. Calculate the 0 to BCV portion of the payment to CLEC1 by multiplying the result of step 14 ($TAV0_{CLEC1}$) by the appropriate dollar amount from the fee schedule. Thus, $CLEC1_0$ payment = $TAV0_{CLEC1}$ * $$from Fee Schedule. Here the fee should be derived from Table 1: Fee Schedule for Tier 1 Per Transaction Fee Determination (Appendix A) multiplied by the appropriate factor from section 4.3.1.4. This factor is 1/3 if the CLEC aggregate performance passes and 2/3 if the CLEC aggregate performance fails.

CALCULATE TOTAL REMEDY PAYMENT FOR CLEC1

16. The total remedy payment for CLEC1 is found by adding the results from step 9 to the results from step 15. That is $CLEC1_{TOTAL}$ payment = $CLEC1_{BCV}$ payment + $CLEC1_0$ payment.

E.1.2 Example: CLEC1 Percent Repeat Customer Troubles Within 30 Days (PRT) for Resale (DSGN).

Submeasure Category = Provisioning - Resale
Failure Month = Month 1
CLEC Aggregate Result = Failed

	n_I	n_C	I_c	z^T_{CLEC1}	$^cB_{CLEC1}$		Order Zeroed Out (I/J)	TAV (< BCV)	TAV0 (0 to BCV)
State	312	27	18	-4.10	-1.22				
Cell				$z_{CLEC1,i}$	RANK	z^{T*}_{CLEC1}			
1		1	0	0.75					
2		4	2	-0.69	8				
3		3	3	-1.76	3	-0.65^{Δ}	3	2^{o}	1
4		1	0	0.67					
5		4	3	-1.45	5	$0.80^{\Delta\Delta}$	5		1^{oo}
6		3	3	-3.45	1	-2.46	1	3	
7		2	2	-1.81	2	-1.60	2	2	
8		3	2	-1.09	6				
9		1	1	-1.65	4	-0.13	4		1
10		2	1	-0.84	7				
11		1	0	0.62					
12		2	1	-0.40	9				

	n_I	n_C	I_c	z^T_{CLEC1}	$^cB_{CLEC1}$		Order Zeroed Out (I/J)	TAV (< BCV)	TAV0 (0 to BCV)
Total			**18**					**7**	**3**

$^{\Delta}$Note that after making $z_{CLEC1,J} = 0$, the overall $z^T_{CLEC1}* = -0.65$ is greater than the balancing critical value $^cB_{CLEC1} = -1.22$.

$^{\Delta\Delta}$Note that after making $z_{CLEC1,J} = 0$, the overall $z^T_{CLEC1}* = 0.80$ is greater than zero.

^{o}For cell#3 the TAV would be calculated with ((-1.22) - (-1.60))/((-0.65) - (-1.60)) × 3 = 1.2 which is rounded up to 2 transactions.

^{oo}For cell#5 the TAV0 would be calculated with ((0) - (-0.13))/((0.80) - (-0.13)) × 4 = 0.56 which is rounded up to 1 transaction.

Remedy payment for $CLEC1_{BCV}$ payment is (7 units) * ($40/unit) * (3 factor) = **$840** when the CLEC aggregate performance fails. Remedy payment for $CLEC1_0$ payment is (3 units) * ($40/unit) * (2/3 factor) = **$80** when the CLEC aggregate performance fails. The total remedy payment is $CLEC_{TOTAL}$ payment = $840 + $80 = **$920**.

E.2 Tier-2 Calculation For Retail Analogs

1. Tier 2 is triggered by three consecutive monthly failures of any Tier 2 Remedy Plan sub-metric. Determine failure by performing steps 2 – 4 in section E.1.1 for each of the three consecutive months for the aggregate of all CLEC data. If any month passes, no remedies are required.
2. If remedies are required, calculate monthly statistical results and affected volumes for the CLEC aggregate performance for each of the three consecutive months as outlined in steps 5 - 8 and 10 - 14 of section E.1.1. Determine average monthly affected volumes for the rolling 3-month period for both the TAV (remedies required for correcting the test statistic back to the BCV) and the TAV0 (remedies required for correcting the test statistic back to zero).
3. Calculate the payment to State Designated Agency by multiplying average monthly volumes by the appropriate dollar amount from the Tier-2 fee schedule (Appendix A, Table 2: Tier 2 Per Transaction Fee Determination).
4. Therefore, State Designated Agency payment = (average monthly volume TAV * $$ from Fee Schedule) + (average monthly volume TAV0 * $$ from Fee Schedule).

E.2.1 Example:STATE-A Percent Provisioning Troubles within X Days - UNE Loops Design

Submeasure Category = Provisioning - UNE
Failure Month = Month 1
CLEC Aggregate Result = Failed all three months

Month 1	n_I	n_C	I_c	z^T_{CLEC1}	$^cB_{CLEC1}$		Order Zeroed Out (I/J)	TAV (< BCV)	TAV0 (0–BCV)
State	155	37	8	-5.11	-0.35				
Cell				$z_{CLEC1,i}$	RANK	z^{T*}_{CLEC1}			
1		3	1	-1.53	5	$0.91^{\Delta\Delta}$	5		1^{oo}
2		1	0	0.31					
3		2	1	-2.18	3	-1.21	3	1	
4		1	1	-4.52	2	-2.39	2	1	
5		1	0	0.28					
6		18	1	-0.24	8				
7		5	1	-0.45	7				
8		1	1	-5.39	1	-3.74	1	1	
9		4	1	-0.50	6				
10		1	1	-2.14	4	-0.04^{Δ}	4	1^{o}	0
Total			**8**					**4**	**1**

$^{\Delta}$Note that after making $z_{CLEC1,I} = 0$, the overall $z^T_{CLEC1}* = -0.04$ is greater than the balancing critical value $^cB_{CLEC1} = -0.35$.

$^{\Delta\Delta}$Note that after making $z_{CLEC1,J} = 0$, the overall $z^T_{CLEC1}* = 0.80$ is greater than zero.

^{o}For cell#10 the TAV_4 would not be interpolated given that the impacted volume for that cell is only 1.

^{oo}For cell#1 the TAV_5 would not be interpolated given that the impacted volume for that cell is only 1.

TAV for month 1 is 4 units, TAV0 for month 1 is 1 unit.

Submeasure Category = Provisioning - UNE
Failure Month = Month 2
CLEC Aggregate Result = Failed all three months

Month 2	n_I	n_C	I_c	z^T_{CLEC1}	${}^cB_{CLEC1}$		Order Zeroed Out (I/J)	TAV (< BCV)	TAV0 (0–BCV)
State	175	13	3	-0.94	-0.39				
Cell				$z_{CLEC1,i}$	RANK	z^{T*}_{CLEC1}			
1		2	1	-1.58	2				
2		1	0	1.00					
3		1	0	0.25					
4		1	0	0.26					
5		2	0	0.46					
6		1	0	0.20					
7		2	1	-0.71	3				
8		1	1	-4.12	1	0.28^{Δ}	1	1^{o}	
9		1	0	0.35					
10		1	0	0.50					
Total			**3**					**1**	**0**

$^{\Delta}$Note that after making $z_{CLEC1,I} = 0$, the overall $z^T_{CLEC1}* = 0.28$ is greater than the balancing critical value ${}^cB_{CLEC1} = -0.39$. Note that it is also greater than zero. Therefore the total affected volume has been identified.

^{o}For cell#8 the TAV_I would not be interpolated given that the impacted volume for that cell is only 1.

TAV for month 2 is 1 unit, TAV0 for month 2 is 0 units.

Submeasure Category = Provisioning - UNE
Failure Month = Month 3
CLEC Aggregate Result = Failed all three months

Month 3	n_I	n_C	I_c	z^T_{CLEC1}	${}^cB_{CLEC1}$		Order Zeroed Out (I/J)	TAV (< BCV)	TAV0 (0–BCV)
State	196	33	8	-4.76	-0.49				
Cell				$z_{CLEC1,i}$	RANK	z^{T*}_{CLEC1}			
1		2	0	0.48					
2		4	1	-2.55	**6**				
3		2	0	0.57					

Month 3	n_I	n_C	I_c	z^T_{CLEC1}	${}^cB_{CLEC1}$		Order Zeroed Out (I/J)	TAV (< BCV)	TAV0 (0–BCV)
4		1	1	-3.00	**4**	-0.81	4	1	
5		1	1	-3.16	**2**	-2.78	2	1	
6		1	0	0.20					
7		1	1	-3.32	**1**	-3.76	1	1	
8		2	1	-3.00	**3**	-1.78	3	1	
9		1	1	-2.92	**5**	0.18$^{\Delta}$	5	1^{o}	
10		6	1	-0.41	**7**				
11		10	1	-0.32	**8**				
12		1	0	0.24					
13		1	0	0.28					
Total			**8**					**5**	**0**

$^{\Delta}$Note that after making $z_{CLEC1,I} = 0$, the overall $z^T_{CLEC1}* = 0.18$ is greater than the balancing critical value ${}^cB_{CLEC1}$ = -0.49. Note that it is also greater than zero. Therefore the total affected volume has been identified.

oFor cell#9 the TAV_5 would not be interpolated given that the impacted volume for that cell is only 1.

TAV for month 3 is 5 units, TAV0 for month 3 is 0 units.

If the above examples represent performance for each of months 1 through 3, then

E.2.2 Example: STATE-A Percent Provisioning Troubles within 30 Days - UNE Loops Design

State	TAV	TAV0
Month 1	4	1
Month 2	1	0
Month 3	5	0
Average TAV(0) for rolling 3 month period	3.33	0.33
Remedy amount per unit (Appendix A Table 2	$345	$76
Remedy Dollars	$1148.85	$25.08

The total remedy paid for this Tier 2 submetric is $1148.85 + $25.08 = $1,173.93 which rounds up to **$1174**.

E.3 Tier-1 Calculation For Benchmarks

1. For each CLEC with five or more observations, calculate monthly performance results for the State.
2. CLECs having observations (sample sizes) between 5 and 30 will use Table I below. The only exception will be for Collocation Percent Missed Due Dates.

Small Sample Size Table (95% Confidence)

Sample Size	Equivalent 90% Benchmark	Equivalent 95% Benchmark
5	60.00%	80.00%
6	66.67%	83.33%
7	71.43%	85.71%
8	75.00%	75.00%
9	66.67%	77.78%
10	70.00%	80.00%
11	72.73%	81.82%
12	75.00%	83.33%
13	76.92%	84.62%
14	78.57%	85.71%
15	73.33%	86.67%
16	75.00%	87.50%
17	76.47%	82.35%

Sample Size	Equivalent 90% Benchmark	Equivalent 95% Benchmark
18	77.78%	83.33%
19	78.95%	84.21%
20	80.00%	85.00%
21	76.19%	85.71%
22	77.27%	86.36%
23	78.26%	86.96%
24	79.17%	87.50%
25	80.00%	88.00%
26	80.77%	88.46%
27	81.48%	88.89%
28	78.57%	89.29%
29	79.31%	86.21%
30	80.00%	86.67%

3. If the percentage (or equivalent percentage for small samples) meets the benchmark standard, no remedies are required. Otherwise, go to step 4.
4. Determine the Volume Proportion by taking the difference between the benchmark and the actual performance result.
5. Calculate the Total Affected Volume (TAV) by multiplying the Volume Proportion from step 4 by the Total Impacted CLEC1 Volume.

6. Calculate the payment to CLEC1 by multiplying the result of step 5 by the appropriate dollar amount from the fee schedule (Appendix A, Table 1) times the appropriate multiplier (section 4.3.1.5). That is, CLEC1 payment = (Affected $Volume_{CLEC1}$ * $$from Fee Schedule * multiplier). For the example that follows, fee amounts are based on an aggregate failure.

E.3.1 Example: CLEC1 Percent Missed Due Dates for Collocations

Submeasure Category = Collocation
Failure Month = Month 1
CLEC Aggregate Result = Failed

	n_C	Benchmark	$PMDD_C$	Volume Proportion	Affected Volume
State	600	>=95% On Time	92%	.03	18

Payout for CLEC1 is (18 units) * ($3165/unit) * (3 factor) = $170,910

E.4 Tier 1 Calculation For Benchmarks (In The Form Of A Target)

1. For each CLEC with five or more observations calculate monthly performance results for the State.
2. CLECs having observations (sample sizes) between 5 and 30 will use small sample size table above.
3. Calculate the interval distribution based on the same data set used in step 1.
4. If the 'percent within' (or equivalent percentage for small samples) meets the benchmark standard, no remedies are required. Otherwise, go to step 5.
5. Determine the Volume Proportion by taking the difference between benchmark and the actual performance result.
6. Calculate the Total Affected Volume by multiplying the Volume Proportion from step 5 by the Total CLEC1 Volume.
7. Calculate the payment to CLEC1 by multiplying the result of step 6 by the appropriate dollar amount from the fee schedule. CLEC1 payment = Affected $Volume_{CLEC1}$ * $$ from Fee Schedule * multiplier. For the example that follows assume CLEC aggregate failure.

E.4.1 Example: CLEC-1 Reject Interval – Fully Mechanized

Submeasure Category = Ordering
Failure Month = Month 1
CLEC Aggregate Result = Failed

	n_C	Benchmark	Reject Interval	Volume Proportion	Affected Volume
State	600	97% <= 1 hour	95% <= 1 hour	.02	12

Payout for CLEC1 is (12 units) * ($20/unit) * (2.5 factor) = $600

E.5 Tier 2 Calculations For Benchmarks

Tier 2 calculations for benchmark measures are the same as the Tier 1 benchmark calculations, except they are based on the CLEC aggregate performance and the CLEC aggregate data will have failed for three (3) consecutive months.

E.6 Regional and State Coefficients

This section describes the method of calculating regional and state coefficients.

E.6.1 AKC

- Acknowledgement Completeness (AKC_EDI & AKC-TAG)

Regional Coefficient Formula (Tier 1)

Coefficient = (A+B) / (C+D) where:

- A= number of valid FOC transactions of the CLEC in the state (fully & partially mechanized)
- B = number of valid RI transactions of the CLEC in the state (fully & partially mechanized)
- C = total valid FOC transactions of the CLEC in the region (fully & partially mechanized)
- D = total valid RI transactions of the CLEC in the region (fully & partially mechanized)

State Coefficient Formula (Tier 2)

State Coefficient = (A+B) / (C+D) where:

- A= number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)
- D = total valid RI transactions in the region (fully & partially mechanized)

E.6.2 PFT

- Percent Flow Through CLEC Aggregate - Residence (PFT-RES)
- Percent Flow Through CLEC Aggregate - Business (PFT- BUS)
- Percent Flow Through CLEC Aggregate - UNE Other (PFT-UOTH)
- Percent Flow Through CLEC Aggregate - UNE Loop & Port Combo (PFT-UNEPC)
- Percent Flow Through CLEC Aggregate - LNP (PFT-LNP)

Regional Coefficient Formula (Tier 1)

Coefficient = A / B where:

- A= number of valid FOC transactions of the CLEC in the state (fully mechanized)
- B = total valid FOC transactions of the CLEC in the region (fully mechanized)

State Coefficient Formula (Tier 2)

State Coefficient = A / B where:

- A= number of valid FOC transactions for all CLECs in the state (fully-mechanized)
- B = total valid FOC transactions in the region (fully-mechanized)

E.6.3 CMN, PSEC, PCRAR, PCRIP

- Timeliness of Change Management (CMN)
- Percent of Software Errors Corrected in X (10, 30, 45) Business Days - Region (PSEC)
- Percent Change Requests Accepted or Rejected in 10 Days - Region (PCRAR)
- Percent of Change Request Implemented Within 60 Weeks of Prioritization - Region (PCRIP)

State Coefficient Formula (Tier 2)

Coefficient = (A+B) / (C+D) where:

- A= number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)
- D = total valid RI transactions in the region (fully & partially mechanized)

E.6.4 IA

- Interface Availability (IA)

State Coefficient Formula (Tier 2)

Coefficient = (A+B) / (C+D) where:

- A= number of valid FOC transactions for all CLECs in the state (fully & partially mechanized)
- B = number of valid RI transactions for all CLECs in the state (fully & partially mechanized)
- C = total valid FOC transactions in the region (fully & partially mechanized)
- D = total valid RI transactions in the region (fully & partially mechanized)

Appendix F: BellSouth's Policy on Reposting of Performance Data and Recalculation of SEEM Payments

BellSouth will make available reposted performance data as reflected in the Service Quality Measurement (SQM) reports and recalculate Self-Effectuating Enforcement Mechanism (SEEM) payments using the Parity Analysis and Remedy Information System (PARIS), to the extent technically feasible, under the following circumstances:

1. Those SQM measures included in a state's specific SQM plan with corresponding sub-metrics are subject to reposting. A notice will be placed on the PMAP website advising CLECs when reposted data is available.

2. SQM Performance sub-metric calculations that result in a shift in the statewide aggregate performance from an "in parity" condition to an "out of parity" condition will be available for reposting.

3. SQM Performance sub-metric calculations with benchmarks where statewide aggregate performance is in an "out of parity" condition will be available for reposting whenever there is a >= 2% decline in BellSouth's performance at the sub-metric level.

4. SQM Performance sub-metric calculations with retail analogues that are in an "out of parity" condition will be available for reposting whenever there is a degradation in performance as shown by an adverse change of <= .5 in the z-score at the sub-metric level.

5. Any data recalculations that reflect an improvement in BellSouth's performance will be reposted at BellSouth's discretion. However, statewide performance must improve by at least 2% for benchmark measures and the z-score must improve by at least 0.5 for retail analogs at the sub-metric level to qualify for reposting.

6. SQM Performance data will be reposted for a maximum of three months in arrears from date of detection. As an example, should an error be discovered during the analysis of the May data month, and this error triggers a reposting, BellSouth will correct the data beginning with the month of detection (May) and the three months preceding – April, March and February.

7. When updated SQM performance data has been reposted or when a payment error in PARIS has been discovered, BellSouth will recalculate applicable SEEM payments where technically feasible, for a maximum of three months in arrears from date of detection. Recalculated SEEM payments due to reposted SQM data will be made for the same months that the applicable data was reposted. The three month period for recalculating SEEM payments due to an error in PARIS will be determined in the same manner previously described for the SQM. For example, should an error in PARIS be discovered for the data month of May, BellSouth will correct data for May and the three preceding months – April, March and February.

8. Any adjustments for underpayment of Tier 1 and Tier 2 calculated remedies resulting from the application of this policy will be made consistent with the terms of the state-specific SEEM plan, including the payment of interest. Any adjustments for overpayment of Tier 1 and Tier 2 remedies will be made at BellSouth's discretion.

9. Any adjustments for underpayments resulting from application of this policy will be made in the next month's payment cycle after the recalculation is made. The final current month PARIS reports will reflect the transmitted dollars, including adjustments for prior months where applicable. Questions regarding the adjustments should be made in accordance with the normal process used to address CLEC questions related to SEEM payments.

When a CLEC believes that an error in its specific data requires reposting where the above statewide thresholds have not been met, the CLEC is responsible for identifying such issues and requesting BellSouth to repost the data. Any failure to repost inaccurate data should be brought to the attention of the Authority for resolution if it is estimated that the thresholds described in items 3, 4, or 5 have been met at the CLEC-specific level.

Determination of when Reposting Policy Applies

As part of the Change Notification Process, BellSouth performs an analysis of impacts that are proposed to be made to Performance Measurement Application Platform (PMAP) code. These impacts are used to identify changes to its reported SQM results.

To determine this impact, BellSouth performs a query of the data warehouse to identify those records that would be impacted by the proposed change. Once the number of records are identified, the measurement is recalculated to determine the impact. This is the general framework for analysis - the specific steps used to evaluate the impact will vary with the issue being analyzed. However, the following example may assist in understanding:

Assume that service orders with an activity code of T were erroneously being included in a UNE-P disaggregation for Percent Missed Installation Appointments. They should have been in another product disaggregation. Further, assume that the number of records erroneously included as UNEP is 110 records out of a total of 86,000. In this example, the numerator and denominator would both be reduced by 110 records and the zscore would be recalculated. If the amount of the change was sufficient to meet criteria 2, 4 or 5 above, the Reposting policy will be invoked**.**