BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

May 22, 2000

IN RE: PETITION FOR ARBITRATION BY ITC^DELTACOM COMMUNICATIONS, INC. WITH BELLSOUTH TELECOMMUNICATIONS, INC. PURSUANT TO THE TELECOMMUNICATIONS ACT OF 1996	)	Docket No. 99-00430

FINAL BEST OFFERS OF ITC^DELTACOM COMMUNICATIONS, INC.

I. INTRODUCTION

On April 4, 2000, the Tennessee Regulatory Authority ("TRA") directed ITC^DeltaCom Communications, Inc. ("ITC^DeltaCom") and BellSouth Telecommunications, Inc. ("BellSouth" or "BST") to submit their Final Best Offers on Issue 1(a).

The TRA has requested the Parties to provide Final Best Offers for a meaningful system of self-enforcing consequences, which is critically important to the protection of the public's interest and the rapid and sustainable development of a competitive local telecommunications market. Incumbent LECs have strong business incentives and means to maintain their current monopolies through the delivery of inadequate and unlawful levels of operations support for CLECs. Thus, an appropriate system of self-enforcing consequences is absolutely necessary to assure that the competitive local telecommunications markets envisioned by the 1996 Act will be able to develop and survive.

ITC^DeltaCom hereby submits this pleading to provide its rationale in support of its Final Best Offer for Issue 1(a).

II. DISCUSSION

Should BellSouth be required to comply with performance measures and guarantees for preordering, ordering, resale, and unbundled network elements, provisioning, maintenance, interim number portability, collocation, coordinated conversions, and the bona fide request processes as set forth fully in Attachment A to this petition - Issue 1(a).

A. TRA's Directives

The TRA ordered that the Parties develop Final Best Offer for a Performance Remedy Plan. The Performance Remedy Plan is attached hereto and contains four pieces: Exhibit 1, "Attachment 10- Performance Remedy Plan," is the proposed contract language for the interconnection agreement; Exhibit 2 is the "Service Quality Measurements and Benchmarks"; Exhibit 3 is the "Service Quality Measures Subject to Tier-1 and Tier-2 Enforcement Remedies"; and Exhibit 4 is the "Service Quality Measures Subject to Per Occurrence Remedies with a Cap and Service Quality Measures Subject to Per Measure Remedies." The TRA ordered that the Parties use BellSouth's SQMs with associated definitions and business rules for the purpose of measurement along with certain specified additions, deletions, and revisions from the "Texas Plan."[1] ITC^DeltaCom's proposal for the SQM's is attached as Exhibit 2. ITC^DeltaCom used the 9/15/99 version of BellSouth's SQMs from the record evidence attached to Mr. Coon's direct testimony dated October 15, 1999.

[1] *Investigation of Southwestern Bell Telephone Company's Entry Into The Texas InterLATA Telecommunications Market*, Project No. 16251, Public Utility of Texas, (Oct. 13, 1999).

In addition, the TRA ordered that the parties use the Texas plan definitions and business rules for the following thirty (30) items:

(a) Remove the SQM on firm order confirmation timeliness

(b) Add percent firm order confirmation returned within specified time frame (Texas Plan Measurement 5).

(c) Add percent mechanized rejects returned within one hour of receipt of reject in LASR (Texas Plan Measurement 10)

(d) Add percent of accurate and complete formatted mechanized bills (Texas Plan Measurement 15)

(e) Add billing completeness (Texas Plan Measurement 17)

(f) Add unbillable usage (Texas Plan Measurement 20)

(g) Add percent busy in the local service center (LSC) Texas Plan Measurement 23)

(h) Add percent busy in the local operations center (LOC) (Texas Plan Measurement 26)

(i) Add percent installations completed within industry guidelines for LNP with loop (Texas Plan Measurement 56)

(j) Add average response time for loop makeup information (Texas Plan Measurement 57)

(k) Add directory assistance average speed of answer (Texas Plan Measurement 80)

(l) Add operator services speed of answer (Texas plan Measurement 82)

(m) Add percentage of LNP only due dates within industry guidelines (Texas Plan Measurement 91)

(n) Add percentage of time the old service provider releases the subscription prior to the expiration of the second nine-hour (T2) timer (Texas Plan Measurement 92)

(o) Add percentage of customer account restructured prior to LNP due date (Texas Plan Measurement 93)

(p) Add percentage premature disconnect for LNP order (Texas Plan Measurement 96)

(q) Add average days required to process request (Texas Plan Measurement 106)

(r) Add cageless collocation to the level of disaggregation on BST's SQM "collocation/average arrangement time."

(s) Add cageless collocation to the level of disaggregation on BST's SQM collocation/percent of due dates missed

(t) Add percentage of updates completed into the DA database within 72 hours for facility based CLECs (Texas Plan Measurement 110)

(u) Add average update interval for DA database for facility based CLECs (Texas Plan Measurement 111)

(v) Add percentage DAT database accuracy for manual update (Texas Plan Measurement 112)

(w) Add percentage of premature disconnects (coordinated cutovers) (Texas Plan Measurement 114)

(x) Add percentage of missed Mechanized INP conversions (Texas Plan Measurement 116)

(y) Add percent NXXs loaded and tested prior to the LERG effective date (Texas Plan Measurement 117)

(z) Add average delay days for NXX loading and testing (Texas Plan Measurement 118)

(aa) Add mean time to repair (Texas Plan Measurement 119)

(bb) Add percentage of requests processed within 30 days (Texas Plan Measurement 120)

(cc) Add percentage of quotes provided for authorized BFRs/special requests within X days (10,30,90) days (Texas Plan Measurement 121)

In addition, all measurements should be at the state level for Tennessee.

While the TRA ordered the parties to use BellSouth's SQMs as the basis for their proposal, ITC^DeltaCom suggests the following modifications to BellSouth's SQMs for Tennessee:

- Ordering [4. Percent Flow Through Service Requests (Detail)]- ITC^DeltaCom recommends that UNE-P conversions exceeding 11 lines be added to the definitions.
- Provisioning [21. Total Service Order Cycle Time]- BellSouth's calculation is under development, so ITC^DeltaCom recommends that the calculation equal the (sum of

the differences between the elapsed time of the total # of orders measured by subtracting the order issue date from the order completion date)/total # of orders.

- Maintenance and Repair [36. Out of Service (OOS) > 24 hours]. ITC^DeltaCom recommends that the business rule be modified by deleting "created in LMOS and added" and replacing that language with "entered into TAFI, or called to the maintenance repair group."
- Maintenance and Repair [37. OSS Interface Availability]. ITC^DeltaCom recommends that the data retained relating to BellSouth's experience include CRIS, PREDICTOR, LNP, and OSPCM.
- Operator Services and Directory Assistance [51. Speed to Answer Performance/Percent Answered within "x" Seconds – Toll]. ITC^DeltaCom applied Tennessee Rule 1220-2-.36(2)(a) to change "x" to equal 10 and not 30.
- Operator Services and Directory Assistance [53. Speed to Answer Performance/Percent Answered within "x" seconds- Directory Assistance]. ITC^DeltaCom applied Tennessee Rule 1220-2-.36(2)(b) to change "x" to equal 10 and not 20.
- Collocation [64, 65, and 66 Collocation]. ITC^DeltaCom changed business days to calendar days and added adjacent collocation. Cageless collocation was ordered by the TRA.
- Bona Fide Requests [67 and 68] ITC^DeltaCom changed business days to calendar days and for measure 68 ITC^DeltaCom changed ninety days to sixty days.

B. Final Best Offer

The TRA directed each party to provide final best offers for (a) the electronic medium to be used in providing access to the performance report and underlying data (b) the process to be utilized to determine BellSouth's compliance or noncompliance with the standard and/or benchmark (c) standards and/or benchmarks for each measurement (d) enforcement mechanisms and (e) a description of circumstances which would warrant a waiver request from BellSouth and the time frame for submitting such a waiver request.

(a) ITC^DeltaCom recommends that the electronic medium to be used in providing access to the underlying data is a "delimited file." Delimited means that the fielded data can be easily manipulated. A data dictionary that defines the fields should also be provided. The delimited files and the performance report may be delivered to ITC^DeltaCom through magnetic media.

(b) ITC^DeltaCom recommends that the TRA adopt the same process to determine BellSouth's compliance or noncompliance with the standard or benchmark that the Texas Public Utility Commission ordered for Southwestern Bell Telephone. The z-test is a statistical analysis which is described in more detail in Exhibit 1. The determination of whether performance is compliant (i.e., equal to or better than the appropriate standard) is based on the calculation of the modified z-statistic.[2] The calculated modified z-statistic is then compared to the cumulative normal distribution

[2] See: Local Competition Users Group - Statistical Tests for Local Service Parity, February 6, 1998, Version 1.0 for documentation of the calculation and use of the modified z-statistic.

table to determine if parity exists.[3] For any such decision rule, the probability of an erroneous decision is known.

(c) ITC^DeltaCom developed standards and benchmarks by employing several different methods. The Texas SQMs and benchmarks are primarily from the Texas Plan while the BST benchmarks were developed by either (1) accepting BST's benchmark; (2) using the Florida Third Party Test benchmark; (3) using a benchmark agreed upon by the Parties in settlement negotiations (SQM 19); or (4) developing an ITC^DeltaCom benchmark where BST's benchmark was either under development or inadequate. Exhibit 2 provides both the SQM's and the standards and benchmarks.

(d) In order to be effective, prompt enforcement of appropriate consequences must be assured. Because of the extensive delays inherent in the adjudication and appeals process, CLECs cannot rely solely upon the legal/regulatory process to obtain appropriate remedies for discriminatory ILEC performance. Furthermore, the consequences must provide BST with incentives that exceed the benefits it may derive by inhibiting competition, and such consequences must be immediately imposed upon a demonstration of poor BST performance. The objective is to set the incentives in amounts that encourage BST to take proactive steps to prevent its performance from becoming non-compliant and, when it does reach that level, to correct its performance failures promptly. ITC^DeltaCom based its proposal for enforcement mechanisms and

[3] The modified z-statistic computation provides for the CLEC mean to be subtracted from the ILEC mean. Thus, a negative z-statistic critical value presumes that worse performance exists when the CLEC mean becomes larger than the ILEC mean. For example, worse performance exists when the order completion interval for the CLEC exceeds that for the ILEC. Thus a negative z-statistic critical value is appropriate. On the other hand, for a metric like "% completed within x days", worse performance for the CLEC occurs when the metric result is smaller for the CLEC vis-à-vis the ILEC. In this case a positive z-statistic critical value is appropriate.

the remedy cap on the Texas Plan. The Texas Public Utility Commission adopted the following formula: "The annual cap will be determined by SWBT, based on the formula of 36% of Net Return as set forth at 436 and footnote 1332 of the FCC's December 22, 1999 Memorandum Opinion and Order in CC Docket No. 99-295." Footnote 1332 states as follows:

> [1332] To arrive at a total "Net Return" figure that reflects both interstate and intrastate portions of revenue derived from local exchange service, we combined 1915 (the interstate "Net Return" line) with a computed net intrastate return number (total intrastate operating revenues and other operating income, less operating expenses, nonoperating items and all taxes). See ARMIS 43-01 Annual Summary Report, Table 1, Cost and Revenue Table (1998).

Thus, the annual cap for BellSouth using the above formula is $137 million dollars using 1999 ARMIS data. Exhibit 3 shows how Tier 1 and Tier 2 penalties apply to each measure.

(e) There may be some events demonstrably beyond the control of BST that may affect its service quality differently from the CLECs' and which warrant a waiver request from BST. For example, the cut of a single cable may result in higher trouble rates and longer mean times to repair over a short period of time. This is referred to as clustering. While clustering may in fact occur, there is no particular reason to believe that any such events would result in disproportionate impacts on BST or even the CLECs. This condition does not argue that automatic exclusion should be provided for an otherwise applicable consequence. Nevertheless, BST should not be denied protection from extraordinary impacts not anticipated in the construction of the consequence plan.[4]

[4] Root cause analysis should not defer payments of consequences. BST must be liable to pay any consequences for poor performance. Completion of root cause analysis must not

As a result, if such events occur, BST should be permitted to pursue relief according to the following:

(1) BST should notify the Commission, using written and verifiable means of notice, of the intent to pursue an exception. Such notification must be provided before the applicable consequence is payable; otherwise BST waives its rights.

(2) All consequences not at issue under the exception petition must be immediately payable as provided for elsewhere in the plan. Those that are subject of the potential exemption shall be paid into an interest bearing escrow account no later than the due date applicable to the consequences that are at issue.

(3) No later than 15 calendar days following the due date of the consequences for which an exemption is sought, the incumbent shall submit to the Commission and all other affected parties all factual evidence supporting the exemption. To the extent BST seeks proprietary protection of the information submitted, it shall employ a standard nondisclosure form, approved by the commission, before the plan is put into operation. BST may not rely upon the lack of the proprietary form as a basis to delay the submission to the Commission, nor may the incumbent delay access to information by any CLEC that agrees to sign the standard nondisclosure form.

(4) By the later of 30 calendar days following notice by the incumbent or 15 calendar days following BST's compliance with (3) above, interested CLECs shall file comments regarding the requested exemption. By mutual agreement, this period may be extended up to 15 calendar days.

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be a prerequisite for the delivery of payments to either the CLEC(s) or to the designated Tier II fund. Root cause analyses tend to be time consuming to conduct. While root cause analysis is desirable for long range performance improvement purposes, it is antithetical to self-enforcing consequences. Finally, the provisions set forth in the immediately preceding section provide a procedural mechanism available to BST should after-the-fact root cause analysis indicate that a consequence was misapplied from BST's perspective.

(5) Following closure of the comment period provided in (4), if BST and CLEC(s) have not reached a mutually agreeable settlement, the Commission shall either

(a) render a decision regarding the requested exemption, or

(b) seek further comment. The Commission shall render its decision regarding the exemption, which shall be binding on all parties, within 90 calendar days of the payment due date of the consequences at issue.

(6) Payout of the consequences shall be according to Commission direction and liquidate the entire escrow account, including accrued interest. In addition, BST should be responsible for reimbursing reasonably incurred legal fees of the CLECs. Such amounts should be reimbursed in the following proportion:

[1-(amount returned to the incumbent)]/total escrow balance at liquidation

As discussed in Exhibit 1, there may be other circumstances, which would warrant a waiver request from BST.

III. ADDITIONAL CONSEQUENCES ENFORCE THE OPERATION OF THE PLAN

Additional consequences should be applicable for other BST failures related to performance reporting. At a minimum, consequences for the following areas of non-compliance are appropriate:

Late performance reports - If performance data and associated reports are not available to the CLECs by the due day, BST should be liable for payments of $5,000 to the Tennessee State Treasury for every day past the due date for delivery of the reports and data. BST's liability should be determined based on the latest report delivered to a CLEC.

Incomplete or revised reports - If performance data and reports are incomplete, or if previously reported data are revised, then BST should be liable for payments of $1,000 to the Tennessee State Treasury for every day past the due date for delivery of the original reports.

Inability to access detailed data - If a CLEC cannot access its detailed data underlying BST's performance reports due to failures under the control of BST, then BST should pay the affected CLEC $1000 per day (or portion thereof) until such data are made available.

Interest on late consequence payments - If BST fails to remit a consequence payment by the 15th business day following the due date of the data and the reports upon which the consequences are based, then it should be liable for accrued interest for every day that the payment is late. A per diem interest rate that is equivalent to BST's rate of return for its regulated services for the most recent reporting year should apply.

IV. CONCLUSION

For the foregoing reasons, the TRA should adopt ITC^DeltaCom's Final Best Offers on Issue 1(a) and order that ITC^DeltaCom's proposed language be incorporated into the interconnection agreement with BellSouth.

Respectfully submitted this 22nd day of May, 2000.

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CERTIFICATE OF SERVICE

The undersigned hereby certifies that on the 22nd day of May, 2000, a true and correct copy of the foregoing was served by hand delivery, facsimile transmission, overnight delivery or U. S. Mail, first class postage prepaid, to the following:

Guy Hicks, Esq.
BellSouth Telecommunications, Inc.
333 Commerce Street, Suite 2101
Nashville, TN 37201-3300

H. LaDon Baltimore

EXHIBIT 1

ATTACHMENT 10: Performance Remedy Plan

This Attachment 10 Performance Remedy Plan sets forth the terms and conditions under which BellSouth ("BST") will report performance to ITC^DeltaCom and compare that performance to BST's own performance or benchmark criteria, whichever is applicable. This Attachment further provides for enforcement through enforcement mechanisms.

1.0 BST agrees to provide ITC^DeltaCom a monthly report of performance for the service quality measures listed in Appendix 1. BST will collect, analyze, and report performance data for these measures in accordance with BST's Performance Measurement Business Rules, as approved by the Tennessee Regulatory Authority ("Authority"). BST and ITC^DeltaCom further agree to use this two-tiered enforcement structure for performance measurements provided for in this Attachment. The Authority approved performance measurements shown in Appendix 1 hereto identify the measurements that belong to Tier-1 or Tier-2 categories, which are further, identified as the High, Low and Medium groups as those terms are used below.

1.1 BST will not levy a separate charge for provision of the data to ITC^DeltaCom called for under this Attachment. BellSouth shall provide data files of ITC^DeltaCom's raw data, or any subset thereof, to ITC^DeltaCom. BST shall provide the data to ITC^DeltaCom on or before 20th day of the month pursuant to mutually acceptable format, protocol, and transmission media. Notwithstanding other provisions of this Agreement, the Parties agree that such records will be deemed Proprietary Information.

2.0 BST and ITC^DeltaCom agree to use a statistical test, namely the modified "Z-test," for evaluating the difference between two means (BST and ITC^DeltaCom) or percentages, or the difference in the two proportions for purposes of this Attachment. BST agrees to use the modified Z-tests as outlined below as the statistical tests for the determination of parity when the result for BST and ITC^DeltaCom are compared. The modified Z-tests are applicable if the number of data points are greater than 30 for a given measurement. In cases where benchmarks are established, the determination of compliance is through the comparison of the measured performance delivered to ITC^DeltaCom and the applicable benchmark. For testing compliance for measures for which the number of data points are 29 or less, the use of permutation tests as outlined below is an appropriate comparison of performance delivered to ITC^DeltaCom with BST's performance as described in Alternative-1 under the "Qualifications to use Z-Test."

3.0 BST and ITC^DeltaCom concur that, for purposes of this Attachment, performance for ITC^DeltaCom on a particular measure will be considered in

compliance with the parity requirement when the measured results in a single month (whether in the form of means, percents, or proportions) for the same measurement, at equivalent disaggregation, for both BST and ITC^DeltaCom are used to calculate a Z-test statistic and the resulting value is no greater than the critical Z-value as reflected in the Critical Z-statistic table shown below.

Z-Test:

BST agrees with the following formulae for determining parity using Z-Test:

For Measurement results that are expressed as Averages or Means: $z = (DIFF) / \delta_{DIFF}$

Where;
$DIFF = M_{ILEC} - M_{CLEC}$
M_{ILEC} = ILEC Average
M_{CLEC} = CLEC Average
$\delta_{DIFF} = SQRT [\delta^2_{ILEC} (1/n_{CLEC} + 1/n_{ILEC})]$
δ^2_{ILEC} = Calculated variance for ILEC.
n_{ILEC} = number of observations or samples used in ILEC measurement
n_{CLEC} = number of observations or samples used in CLEC measurement

For Measurement results that are expressed as Percentages or Proportions:

Step 1:

$$\rho = \frac{(n_{ILEC}P_{ILEC} + n_{CLEC}P_{CLEC})}{n_{ILEC} + n_{CLEC}}$$

Step 2:

$\sigma_{PILEC-PCLEC} = sqrt[[\rho (1-\rho)]/n_{ILEC} + [\rho(1-\rho)]/n_{CLEC}]$

Step 3:

$Z = (P_{ILEC} - P_{CLEC})/\sigma_{PILEC-PCLEC}$

Where: n = Number of Observations
P = Percentage or Proportion

For Measurement results that are expressed as Rates or Ratio:

$z = (DIFF) / \delta_{DIFF}$

Where;

$DIFF = R_{ILEC} - R_{CLEC}$
$R_{ILEC} = num_{ILEC}/denom_{ILEC}$
$R_{CLEC} = num_{CLEC}/denom_{CLEC}$
$\delta DIFF = SQRT\ [R_{ILEC}\ (1/denom_{CLEC} + 1/\ denom_{ILEC})]$

4.0 Qualifications to use Z-Test:

The proposed Z- tests are applicable to reported measurements that contain 30 or more data points.

In calculating the difference between the performances the formula proposed above applies when a larger CLEC value indicates a higher quality of performance. In cases where a smaller CLEC value indicates a higher quality of performance the order of subtraction should be reversed (i.e., $M_{CLEC} - M_{ILEC}$, $P_{CLEC} - P_{ILEC}$, $R_{CLEC} - R_{ILEC}$). For measurements where the applicable performance criterion is a benchmark rather than parity performance compliance will be determined by setting the denominator of the Z-test formula as one in calculating the Z-statistic.

For measurements where the performance delivered to ITC^DeltaCom is compared to BST performance and for which the number of data points are 29 or less, BST agrees to application of the following alternatives for compliance.

4.1 Alternative 1:

For measurements that are expressed as averages, performance delivered to ITC^DeltaCom for each observation shall not exceed the BST averages plus the applicable critical Z-value. If ITC^DeltaCom's performance is outside BST's average plus the critical Z-value and it is the second consecutive month, BST can utilize the Z-test as applicable for data sets of 30 or greater data points or the permutation test to provide evidence of parity. If BST uses the Z-test for data sets under 30, ITC^DeltaCom can independently perform the permutation test to validate BST's results. BST will supply all data required to perform the permutation test, including the complete ILEC and CLEC data sets for the measure, to ITC^DeltaCom upon request. The results of the permutation test will control over the results of the Z-test analysis as applicable for data sets 30 or greater. For measurements that are expressed as percentages, the percentage for ITC^DeltaCom shall not exceed the BST percentage plus the applicable critical Z-value. If ITC^DeltaCom's performance is outside the BST percentage plus the critical Z-value and it is the second consecutive month, BST can utilize the Z-test as applicable for data sets of 30 or greater data points or the permutation test to provide evidence of parity. If BST uses the Z-test for data sets under 30, ITC^DeltaCom can independently perform the permutation test to validate BST's results. BST will supply all data required to perform the permutation test, including the complete ILEC and CLEC data sets for the measure, to

ITC^DeltaCom upon request. The results of the permutation test will control over the results of the Z-test analysis as applicable for data sets 30 or greater.

4.2 Alternative 2:

Permutation analysis will be applied to calculate the z-statistic using the following logic:

Choose a sufficiently large number T.

Pool and mix the CLEC and ILEC data sets

Randomly subdivide the pooled data sets into two pools, one the same size as the original CLEC data set (n_{CLEC}) and one reflecting the remaining data points, (which is equal to the size of the original ILEC data set or n_{ILEC}).

Compute and store the Z-test score (Z_S) for this sample.

Repeat steps 3 and 4 for the remaining T-1 sample pairs to be analyzed. (If the number of possibilities is less than 1 million, include a programmatic check to prevent drawing the same pair of samples more than once).

Order the Z_S results computed and stored in step 4 from lowest to highest.

Compute the Z-test score for the original two data sets and find its rank in the ordering determined in step 6.

Repeat the steps 2-7 ten times and combine the results to determine P = (Summation of ranks in each of the 10 runs divided by 10T)

Using a cumulative standard normal distribution table, find the value Z_A such that the probability (or cumulative area under the standard normal curve) is equal to P calculated in step 8.

Compare Z_A with the desired critical value as determined from the critical Z table. If Z_A > the designated critical Z-value in the table, then the performance is non-compliant.

5.0 Overview of Enforcement Structure

5.1 BST agrees with the following methodology for developing the enforcement mechanism structures for tier-1 and tier-2 remedies:

5.2 BST will pay enforcement mechanisms to ITC^DeltaCom according to the terms set forth in this Attachment.

5.3 Enforcement mechanisms apply to Tier-1 measurements identified as High, Medium, or Low on Appendix -2.

5.4 Assessments are applicable to Tier-2 measures identified as High, Medium, or Low on Appendix -2 and are payable to the Tennessee State Treasury.

5.5 BST will not be liable for the payment of either Tier 1 or Tier 2 remedies until the Authority approves an Interconnection Agreement between ITC^DeltaCom and BST containing the terms of Attachment 10 of this Agreement.

6.0 Procedural Safeguards and Exclusions

6.1 BST agrees that the application of the enforcement mechanisms provided for herein is not intended to foreclose other legal and regulatory claims and remedies that may be available to ITC^DeltaCom. By incorporating these enforcement mechanisms into an interconnection agreement, BST and ITC^DeltaCom agree that proof of damages from any "noncompliant" performance measure would be difficult to ascertain and, therefore, enforcement mechanisms are a reasonable approximation of any contractual damage resulting from a non-compliant performance measure. BST and ITC^DeltaCom further agree that enforcement mechanisms payable under this provision are not intended to be a penalty.

6.2 Should the Authority Order new service quality measures or make changes to this Performance Remedy Plan, the parties agree to amend the interconnection agreement within 30 days of such Order.

6.3 ITC^DeltaCom and BST will consult with one another and attempt in good faith to resolve any issues regarding the accuracy or integrity of data collected, generated,and reported pursuant to this Attachment. In the event that ITC^DeltaCom requests such consultation and the issues raised by ITC^DeltaCom have not been resolved within 45 days after ITC^DeltaCom's request for consultation, then BST will allow ITC^DeltaCom to have an independent audit conducted, at ITC^DeltaCom's expense, of BST's performance measurement data collection, computing, and reporting processes. In the event the subsequent audit reinforces the problem identified during the 45 days of consultation period or if any new problem is identified, BST shall reimburse ITC^DeltaCom any expense incurred by ITC^DeltaCom for such audit. ITC^DeltaCom may not request more than one audit per twelve calendar months under this section. This section does not modify ITC^DeltaCom's audit rights under other provisions of this Agreement.

7.0 Exclusions Limited

7.1 BST shall not be obligated to pay enforcement mechanisms for noncompliance with a performance measurement if, but only to the extent that, such noncompliance was the result of any of the following: a Force Majeure

event; an act or omission by ITC^DeltaCom that is contrary to any of its obligations under its interconnection agreement with BST or under the Act or Tennessee law; or non-BST problems associated with third-party systems or equipment, which could not have been avoided by BST in the exercise of reasonable diligence. Provided, however, the third party exclusion will not be raised more than three times within a calendar year. BST will not be excused from payment of enforcement mechanisms on any other grounds, except by application of the procedural threshold provided for below. Any dispute regarding whether a BST performance failure is excused under this paragraph will be resolved with the Authority through a dispute resolution proceeding or, if the parties agree, through commercial arbitration with the American Arbitration Association. BST will have the burden in any such proceeding to demonstrate that its noncompliance with the Service quality measurement was excused on one of the grounds set forth in this paragraph. If a Force Majeure event or other excusing event recognized in the first sentence of this section 7.1 only suspends BST's ability to timely perform an activity subject to Service quality measurement, the applicable time frame in which BST's compliance with the parity or benchmark criterion is measured will be extended on an hour-for-hour or day-for-day basis, as applicable, equal to the duration of the excusing event.

7.2 In addition to the provisions set forth herein, BST shall not be obligated to pay enforcement mechanisms for noncompliance with a Service quality measure if the Authority finds such noncompliance was the result of an act or omission by ITC^DeltaCom that is in bad faith, for example, unreasonably holding orders and/or applications and "dumping" such orders or applications in unreasonably large batches, at or near the close of a business day, on a Friday evening or prior to a holiday, or unreasonably failing to timely provide forecasts to BST for services or facilities when such forecasts are required to reasonably provide such services or facilities.

7.3 ITC^DeltaCom agrees that a maximum annual cap of $137 million will apply to the aggregate total of any Tier-1 enforcement mechanisms (including any such damages paid pursuant to this Agreement or to any other BellSouth Tennessee interconnection agreement) and Tier-2 Assessments or voluntary payments made by BST pursuant to any Tennessee interconnection agreement with a performance remedy plan. The annual cap is based on the formula of 36% of Net Return as set forth at 436 and footnote 1332 of the FCC's December 22, 1999 Memorandum Opinion and Order in CC Docket No. 99-295. In no event will the annual cap be greater than $137 million per year. The monthly cap will be determined by dividing the amount of the annual cap by twelve. ITC^DeltaCom further acknowledges that a maximum monthly cap of $11.42 million ($137 million ÷ 12) for Tier-1 enforcement mechanisms will apply to all performance payments made by BST under all BST Tennessee interconnection agreements. To the extent in any given month the monthly cap is not reached, the subsequent month's cap will be increased by an amount equal to the unpaid portion of the previous month's cap. At the end of the year, if the aggregate total of Tier-1 and Tier-2 remedies

under all BST Tennessee interconnection agreements equals or exceeds the annual cap, but BST has paid less than that amount due to the monthly cap, BST shall be required to pay an amount equal to the annual cap. In such event, Tier-1 remedies shall be paid first on a pro rata basis to ITC^DeltaCom , and any remainder within the annual cap, shall be paid as a Tier-2 remedy. In the event the total calculated amount of remedies for the year is less than the annual cap, BST shall be obligated to pay ONLY the actual calculated amount of remedies. The annual cap shall be calculated on the first day of the month following the annual anniversary of Authority approval of the Parties Agreement, using the most recent publicly available ARMIS data. For purposes of applying the cap, the relevant calendar year shall begin on the first day of the month following the month in which the Authority approved the Parties Agreement.

7.3.1 Whenever BST Tier-1 payments to an individual CLEC in a given month exceed $3 million, or the Tier-1 payments to all CLECs in a given month exceed the monthly cap, then BST may commence a show cause proceeding as provided for below. Upon timely commencement of the show cause proceeding, BST must pay the balance of remedies owed in excess of the threshold amount into escrow, to be held by a third party pending the outcome of the show cause proceeding. To invoke these escrow provisions, BST must file with the Authority, not later than the due date of the affected remedies payments, an application to show cause why it should not be required to pay any amount in excess of the procedural threshold. BST's application will be processed in an expedited manner under the Authority's Procedural Rules. BST will have the burden of proof to demonstrate why, under the circumstances, it would be unjust to require it to pay enforcement mechanisms in excess of the applicable threshold amount. If BST reports non-compliant performance to ITC^DeltaCom for three consecutive months on 20% or more of the measures reported to ITC^DeltaCom, but BST has incurred no more than $ 1 million in enforcement mechanisms obligations to ITC^DeltaCom for that period under the enforcement terms set out here, then ITC^DeltaCom may commence an expedited dispute resolution under this paragraph pursuant to the Authority's Procedural Rules. In any such proceeding ITC^DeltaCom will have the burden of proof to demonstrate why, under the circumstances, justice requires BST to pay remedies in excess of the amount calculated under these enforcement terms.

7.3.2 BST shall post on its Internet website the aggregate payments of any enforcement mechanisms.

7.4 With respect to this interconnection agreement, BST and ITC^DeltaCom may request two expedited dispute resolution proceedings pursuant to the two preceding paragraphs before the Authority or, if the parties agree, through commercial arbitration with the American Arbitration Association (AAA), during the term of the contract without having to pay attorneys fees to the winning company. For the third proceeding and thereafter, the requesting party must pay attorneys fees, as determined by the Authority or AAA, if that party loses.

7.5 In the event the aggregate total of Tier-1 and Tier-2 remedies under all BST Tennessee interconnection agreements reaches the annual cap within a given year and BST continues to deliver non-compliant performance during the same year to any CLEC or all CLECs, the Authority may recommend to the FCC that BST should cease offering in-region interLATA services to new customers.

8.0 Tier-1 Enforcement Mechanisms:

Tier-1 enforcement mechanisms apply to measures designated in Appendix-3 as High, Medium, or Low when BST delivers "non-compliant" performance as defined above.

8.1 Under the remedies for Tier-1 measures, the number of measures that may be classified as "non-compliant" before a remedy is applicable is limited to the K values shown below. The applicable K value is determined based upon the total number of measures with a sample size of 10 or greater that are required to be reported to ITC^DeltaCom where a sufficient number of observations exist in the month to permit parity conclusions regarding a compliant or non-compliant condition. For any performance measurement, each disaggregated category for which there are a minimum of 10 data points constitutes one "measure" for purposes of calculating K value. The designated K value and the critical Z-value seek to balance random variation, Type-1 and Type-2 errors. Type-1 error is the mistake of charging BST with a violation when it may not be acting in a discriminatory manner (that is, providing non-compliant performance). Type-2 error is the mistake of not identifying a violation when BST is providing discriminatory or non-compliant performance.

8.2 Enforcement mechanisms in the amount specified in the table below apply to all "non-compliant" measures in excess of the applicable "K" number of exempt measures. Enforcement mechanisms apply on a per occurrence basis, using the amount per occurrence taken from the table below, based on the designation of the measure as High, Medium, or Low in Appendix-3 and the number of consecutive months for which BST has reported noncompliance for the measure. For those measures listed on Appendix-3 as "Measurements that are subject to per occurrence remedies with a cap," the amount of enforcement mechanisms in a single month shall not exceed the amount listed in the table below for the "Per measurement" category. For those measures listed on Appendix -2 as "Measurements that are subject to per measure Enforcement Mechanisms," remedies will apply on a per measure basis, at the amounts set forth in the table below. The methodology for determining the order of exclusion, and the number of occurrences is addressed in "Methods of calculating the enforcement mechanisms amounts," below.

ENFORCEMENT MECHANISM TABLE FOR TIER-1 MEASURES

Per occurrence						
Measurement Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6 And each Following Month
High	$150	$250	$500	$600	$700	$800
Medium	$75	$150	$300	$400	$500	$600
Low	$25	$50	$100	$200	$300	$400

Per Measure/Cap*						
Measurement Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6 And each Following Month
High	$25,000	$50,000	$75,000	$100,000	$125,000	$150,000
Medium	$10,000	$20,000	$30,000	$40,000	$50,000	$60,000
Low	$5,000	$10,000	$15,000	$20,000	$25,000	$30,000

ENFORCEMENT MECHANISM TABLE FOR TIER-2 MEASURES

Per occurrence

Measurement Group	
High	$500
Medium	$300
Low	$200

Per Measure/Cap*

Measurement Group	
High	$75,000
Medium	$30,000
Low	$20,000

* **For per occurrence with cap measures, the occurrence value is taken from the per occurrence table, subject to the per measure with cap amount.**

9.0 Tier-2 Enforcement Mechanism to the State:

9.1 Enforcement mechanisms payable to the Tennessee State Treasury apply to the Tier-2 measures designated on Appendix -3 as High, Medium, or Low when BST performance is out of parity or does not meet the benchmarks for the aggregate of all CLEC data. Specifically, if the Z-test value is greater than the Critical Z, the performance for the reporting category is out of parity or below standard.

9.2 For those Measurements where a per occurrence remedy applies, a remedy as specified in the Enforcement Mechanism Table for each occurrence is payable to the Tennessee State Treasury for each measure that exceeds the Critical Z-value, shown in the table below, for three consecutive months. For those Measurements listed in Appendix -3 as measurements subject to per occurrence with a cap, a remedy as shown in the Enforcement Mechanism Table above for each occurrence with the applicable cap is payable to the Tennessee State Treasury for each measure that exceeds the Critical Z-value, shown in the table below, for three consecutive months. For those Tier-2 Measurements listed in Appendix -2 as subject to a per measurement remedy a remedy amount as shown in the Enforcement Mechanism Table above is payable to the Tennessee State Treasury for each measure that exceeds the Critical Z-value, shown in the table below, for three consecutive months.

9.3 The following table will be used for determining the Critical Z-value for each measure, as well as the K values referred to below based on the total number of measures that are applicable to ITC^DeltaCom in a particular month. The Critical Z-value for Tier 2 will be calculated in the same manner as for Tier 1. 1

Critical Z - Statistic Table

# of Service quality measures	K Values	Critical Z-value
1	0	1.65
2	0	1.96
3	0	2.12
4	0	2.23
5	0	2.32
6	0	2.39
7	0	2.44
8	1	1.69
9	1	1.74
10-19	1	1.79
20-29	2	1.73

1 This sentence is added to clarify the manner in which Critical-Z value is calculated.

30-39	3	1.68
40-49	3	1.81
50-59	4	1.75
60-69	5	1.7
70-79	6	1.68
80-89	6	1.74
90-99	7	1.71
100-109	8	1.68
110-119	9	1.7
120-139	10	1.72
140-159	12	1.68
160-179	13	1.69
180-199	14	1.7
200-249	17	1.7
250-299	20	1.7
300-399	26	1.7
400-499	32	1.7
500-599	38	1.72
600-699	44	1.72
700-799	49	1.73
800-899	55	1.75
900-999	60	1.77
1000 and above	Calculated for Type-1 Error Probability of 5%	Calculated for Type-1 Error Probability of 5%

10.0 General Assessments:

10.1 If BST fails to submit performance reports by the 20th day of the month, the following assessments apply unless excused for good cause by the Authority:

If no reports are filed, $5,000 per day past due;
If incomplete reports are filed, $1,000 per day for each missing performance results.

10.2 If BST alters previously reported data to ITC^DeltaCom, and after discussions with BST ITC^DeltaCom disputes such alterations, then ITC^DeltaCom may ask the Authority to review the submissions and the Authority may take appropriate

action. This does not apply to the limitation stated under the section titled "Exclusions Limited."

10.3 When BST performance creates an obligation to pay enforcement mechanisms to ITC^DeltaCom or to the State under the terms set forth herein, BST shall make payment in the required amount on or before the 30th day following the due date of the performance measurement report for the month in which the obligation arose (e.g., if BST performance through March is such that BST owes enforcement mechanisms to ITC^DeltaCom for March performance, or to the State for January – March performance, then those payments will be due May 15, 30 days after the April 15 due date for reporting March data). For each day after the due date that BST fails to pay the required amount, BST will pay interest to ITC^DeltaCom at the maximum rate permitted by law for a past due enforcement mechanisms obligation and will pay an additional $3,000 per day to the Tennessee State Treasury for a past due assessment.

10.4 BST may not withhold payment of enforcement mechanisms to ITC^DeltaCom, for any amount up to $3,000,000 a month, unless BST had commenced an expedited dispute resolution proceeding on or before the payment due date, asserting one of the three permitted grounds for excusing a remedies payment below the procedural threshold (Force Majeure, ITC^DeltaCom fault, and non-BST problems associated with third-party systems or equipment). In order to invoke the procedural threshold provisions allowing for escrow of enforcement mechanism obligations in excess of $ 3,000,000 to ITC^DeltaCom (or $10,000,000 to all CLECs), BST must pay the threshold amount to the CLEC(s), pay the balance into escrow, and commence the show cause proceeding on or before the payment due date.

10.5 ITC^DeltaCom will have electronic access to monthly reports on service quality measures and business rules that includes ITC^DeltaCom data, aggregate CLEC data, and BST's data.

10.6 The cap provided in Section 7.3 does not apply to assessments under Section 10 of this Attachment.

11.0 Methods of Calculating the Enforcement Mechanisms and Assessment Amounts

The following methods apply in calculating per occurrence enforcement mechanisms and assessments:

11.1 Tier-1 Enforcement mechanisms

11.1.1 *Application of K Value Exclusions*

Determine the number and type of measures with a sample size greater than 10 that are "non-compliant" for the individual CLEC for the month, applying the parity test and benchmark provisions provided for above. Sort all measures having non-compliant classification with a sample size greater than 10 in ascending order based on the number of data points or transactions used to develop the performance measurement result (e.g., service orders, collocation requests, installations, trouble reports). Exclude the first "K" measures designated Low on Appendix -2 starting with the measurement results having the fewest number of underlying data points greater than 10. If all Low measurement results with a non-compliant designation are excluded before "K" is exceeded, then the exclusion process proceeds with the Medium measurement results and thereafter the High measurement results. If all Low, Medium and High measurements are excluded, then those measurements with sample sizes less than 10 may be excluded until "K" measures are reached. In each category measurement results with non-compliant designation having the fewest underlying data point are then excluded until either all non-compliant measurement results are excluded or "K" measures are excluded, whichever occurs first. For the remaining non-compliant measures that are above the K number of measures, the enforcement mechanisms per occurrence are calculated as described further below. (Application of the K value may be illustrated by an example, if the K value is 6, and there are 7 Low measures and 1 Medium and 1 High which exceed the Critical Z-value,
the 6 Low measures with the lowest number of service orders used to develop
the performance measure are not used to calculate the enforcement mechanisms, while the remaining 1 Low measure, 1 Medium measure, and 1 High measure which exceed the critical Z-value are used.) In applying the K value, the following qualifications apply to the general rule for excluding measures by progression from measures with lower transaction volumes to higher. A measure for which enforcement mechanisms are calculated on a per measure basis will not be excluded in applying the K value unless the amount of enforcement mechanisms payable for that measure is less than the amount of enforcement mechanisms payable for each remaining measure. A measure for which enforcement mechanisms are calculated on a per occurrence basis subject to a cap will be excluded in applying the K value whenever the cap is reached and the enforcement mechanisms payable for the remaining non-compliant measures are greater than the amount of the cap.

11.1.2 Calculating Tier-1 Enforcement mechanisms

11.1.2.1 Measures for Which the Reporting Dimensions are Averages or Means.

Step 1: Calculate the average or the mean for the measure for ITC^DeltaCom that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the critical Z-value by adding or subtracting the critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the percentage difference between the actual average and the calculated average.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step and the per occurrence dollar amount taken from the Enforcement mechanisms Table to determine the applicable enforcement mechanisms for the given month for that measure.

11.1.2.2 Measures for Which the Reporting Dimensions are Percentages.

Step 1: Calculate the percentage for the measure for ITC^DeltaCom that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the critical Z-value by adding or subtracting the critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the difference between the actual percentage for ITC^DeltaCom and the calculated percentage.

Step 3: Multiply the total number of data points by the difference in percentage calculated in the previous step and the per occurrence dollar amount taken from the Enforcement mechanisms Table to determine the applicable enforcement mechanisms for the given month for that measure.

11.1.2.3 Measures for Which the Reporting Dimensions are Ratios or Proportions.

Step 1: Calculate the ratio for the measure for ITC^DeltaCom that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure.

Step 2: Calculate the percentage difference between the actual ratio for ITC^DeltaCom and the calculated ratio.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step and the per occurrence dollar amount taken from the Enforcement mechanisms Table to determine the applicable enforcement mechanisms for the given month for that measure.

12.1 Tier Two Enforcement Mechanisms

12.1.1 Determine the Tier-2 measurement results, such as High, Medium, or Low that are non-compliant for three consecutive months for all CLECs, or individual CLEC if the measure is not reported for all CLECs. If the non-compliant classification continues for three consecutive months, an additional assessment will apply in the third month and in each succeeding month as calculated below, until BST reports performance that meets the applicable criterion. That is, Tier-2 assessments will apply on a "rolling three month" basis, one assessment for the average number of occurrences for months 1-3, one assessment for the average number of occurrences for months 2-4, one assessment for the average number of occurrences for months 3-5, and so forth, until satisfactory performance is established.

12.1.2 Measures for Which the Reporting Dimensions are Averages or Means.

Step 1: Calculate the average or the mean for the measure for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the Critical Z-value by adding or subtracting the Critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the percentage difference between the actual average and the calculated average for the third consecutive month.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by $500, $300, and $200 for Measures that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the Tennessee State Treasury for that measure.

12.1.3 Measures for Which the Reporting Dimensions are Percentages.

Step 1: Calculate the percentage for the measure for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the critical Z-value by adding or subtracting the Critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage for each of the three non-compliant months.

Step 3: Multiply the total number of data points for each month by the difference in percentage calculated in the previous step. Calculate the average for three months and multiply the result by $500, $300, and $200 for measures that are designated as High, Medium, and Low respectively, to determine the applicable assessment for that measure.

12.1.4 Measures for Which the Reporting Dimensions are Ratios or Proportions.

Step 1: Calculate the ratio for the measure for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measures, calculate the value that would yield the Critical Z-value by adding or subtracting the Critical Z-value to the benchmark as appropriate, subject to 4.0 and the Business Rules.).

Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio for each month of the non-compliant three-month period.

Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by $500, $300, and $200 for measures that are designated as High, Medium, and Low respectively, to determine the applicable assessment for that measure.

12.1.5. Tier 2 assessment changes will be based on results considering data from all CLECs operating in Tennessee regardless of whether they have opted into this Attachment 10: Performance Remedy Plan.

13.0 **Remedial Plan**

13.1 Within 20 days after BellSouth provides its monthly report to ITC^DeltaCom, BellSouth will prepare and provide to ITC^DeltaCom and the Authority a remedial plan that specifies and schedules the steps BellSouth will take to determine and remedy any performance deficiency.

14.0 Attached hereto, and incorporated herein by reference, are the following Appendices:

Appendix 1: Service Quality Measurements

Appendix 2: Service quality measures Subject to Tier-1 and Tier-2 Enforcement Mechanisms Identified as High, Medium and Low

Appendix 3: Measurements Subject to Per Occurrence Remedies with a Cap and Measurements Subject to Per Measure Remedies

EXHIBIT 2

TABLE OF CONTENTS

PRE-ORDERING - OSS

Report/Measurement :	
1. Average OSS Response Time and Response Interval	
Definition:	
Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).	
Exclusions:	
None	
Business Rules:	
The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.	
Level of Disaggregation:	
• RSAG – Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses • RSAG – TN (Regional Street Address Guide- Telephone Number) - contains information about facilities available and telephone numbers working at a given address • ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. • COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability • DSAP (DOE Support Application) - provides due date information • HAL (Hands-Off Assignment Logic) - a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. • P/SIMS (Product/Services Inventory Management System) - provides information on capacity, tariffs, inventory and service availability. • OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability. • By Class of Service (Residential, Business)	
Calculation:	
(Date & Time of Legacy Response) – (Date & Time of Request to Legacy)] / (Number of Legacy Requests During the Reporting Period) X 100	
Report Structure:	
• CLEC Specific • Not product/service specific • State Level • Regional Level	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • State and Region	• Report Month • Legacy Contract (per reporting dimension) • Response Interval • State and Region
Retail Analog/Benchmark	
Standard: parity with Retail.	

LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	X	x
RSAG	RSAG-ADDR	Address	x	x	X	x
ATLAS	ATLAS-TN	TN	x	x	X	x
DSAP	DSAP-DDI	Schedule	x	x	X	x
CRIS	CRSACCTS	CSR	x	x	X	x
OASIS	OASISBSN	Feature/Service	x	x	X	x
OASIS	OASISCAR	Feature/Service	x	x	X	x
OASIS	OASISLPC	Feature/Service	x	x	X	x
OASIS	OASISMTN	Feature/Service	x	x	X	x
OASIS	OASISBIG	Feature/Service	x	x	X	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	X	x
RSAG	RSAG-ADDR	Address	x	x	X	x
ATLAS	ATLAS-TN	TN	x	x	X	x
DSAP	DSAPDDI	Schedule	x	x	X	x
HAL	HAL/CRIS	CSR	x	x	X	x
COFFI	COFFI/USOC	Feature/Service	x	x	X	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	X	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	X	x
RSAG	RSAG-ADDR	Address	x	x	X	x
ATLAS	ATLASTN	TN	x	x	X	x
DSAP	DSAPDDI	Schedule	x	x	X	x
HAL	HAL/CRIS	CSR	x	x	X	x
CRIS	CRSEINIT	CSR	x	x	X	x
CRIS	CRSECSR	CSR	x	x	X	x

Report/Measurement:	
2. OSS Interface Availability	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
• State Level • Regional Level	
Calculation:	
(Functional Availability) / (Scheduled Availability) X 100	
Report Structure:	
• Not CLEC Specific • Not product/service specific • State Level • Regional Level	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report Month • Legacy contract type (per reporting dimension) • State and Region	• Report Month • Legacy contract type (per reporting dimension) • State and Region
Retail Analog/Benchmark:	
Benchmark: 99.5%	

OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x
TAG	x
CRIS	x
CABS	x

ORDERING

Report/Measurement:

3. Percent Flow Through Service Requests (Summary)

Definition:

The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual intervention

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE), and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.

Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout.

1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS

* Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

Calculation:

Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS)] / (Total number of valid service requests delivered to SOCS) X 100

Description:

Percent Flow Through = (The total number of LSRs that flow through LESOG to SOCS) / the number of LSRs passed from LEO to LESOG) – (the number of LSRs that fall out for manual processing) + (the number of LSRs that are returned to the CLEC for clarification) + (the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- CLEC Aggregate
  - State and Region

Level of Disaggregation:

- Geography
  - State and Region
- Product
  - Residence
  - Business
  - UNE
  - Special

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report month • Total number of LSRs received, by interface, by CLEC: ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC: ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC caused system fallout • Total number of errors by error code • State and Region	• Report month • Total number of errors by type: ➢ BST system error • State and Region

Retail Analog/Benchmark:

Standard: 98%

Report/Measurement:

4. Percent Flow Through Service Requests (Detail)

Definition:

A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to SOCS without manual or human intervention.

Exclusions:

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Supplements (subsequent versions) to cancel LSRs that are not LESOG eligible

Business Rules:

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and three types of service; Resale, Unbundled Network Elements (UNE) and specials. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.

Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex services*
2. Expedites (requested by the CLEC)
3. Special pricing plans
4. Denials-restore and conversion, or disconnect and conversion orders
5. Partial migrations
6. Class of service invalid in certain states with some types of service
7. New telephone number not yet posted to BOCRIS
8. Low volume such as activity type "T" (move)
9. Pending order review required
10. More than 25 business lines
11. Restore or suspend for UNE combos
12. Transfer of calls option for the CLEC's end users
13. CSR inaccuracies such as invalid or missing CSR data in CRIS
14. UNE-P Conversions exceeding 11 lines

*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

Calculation:

Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to SOCS) / (Total number of valid service requests delivered to SOCS) X 100

Description:

Percent Flow Through = The total number of LSRs that flow through LESOG to SOCS / the number of LSRs passed from LEO to LESOG) – [(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.

Report Structure:

- Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:
  - CLEC (by alias designation)
  - Number of fatal rejects
  - Mechanized interface used
  - Total mechanized LSRs
  - Total manual fallout
  - Number of auto clarifications returned to CLEC
  - Number of validated LSRs
  - Number of BST caused fallout
  - Number of CLEC caused fallout
  - Number of Service Orders Issued
  - Base calculation
  - CLEC error excluded calculation

Level of Disaggregation:

- CLEC Specific (by alias designation to protect CLEC specific proprietary data)
- Geographic:
  - State and Region
- Product
  - Residence
  - Business
  - UNE
  - Special

Data Retained Relating to CLEC Experience:

- Report month
- Total number of LSRs received, by interface, by CLEC
  - TAG
  - EDI
  - LENS
- Total number of errors by type, by CLEC
  - Fatal rejects
  - Total fallout for manual processing
  - Auto clarification
  - CLEC errors
- Total number of errors by error code

Data Retained Relating to BST Experience:

- Report month
- Total number of errors by type:
  - BST system error

Retail Analog/Benchmark:

Standard: 98%

ORDERING

Report/Measurement:	
5. Flow Through Error Analysis	
Definition:	
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.	
Exclusions:	
Each Error Analysis is error code specific; therefore exclusions are not applicable.	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
Number of errors by type	
Report Structure:	
• Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: ➢ Error Type (by error code) ➢ Count of each error type ➢ Percent of each error type ➢ Cumulative percent ➢ Error Description ➢ CLEC Caused Count of each error code ➢ Percent of aggregate by CLEC caused count ➢ Percent of CLEC by CLEC caused count ➢ BST Caused Count of each error code ➢ Percent of aggregate by BST caused count ➢ Percent of BST by BST caused count	
Level of Disaggregation:	
State and Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Experience:**
• Report month • Total number of LSRs received • Total number of errors by type (by error code) ➢ CLEC caused error	• Report month • Total number of errors by type (by error code) ➢ BST system error
Retail Analog/Benchmark:	
Not Applicable	

Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding-Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touch-tone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types)	Yes	UNE	No	no	
32	Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	Yes-designed, no-non-designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	See note at bottom of matrix.
36	Basic Rate ISDN	No	Yes	Yes	yes	LSR electronically submitted; no flow through

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	* yes with OSS'99
38	Frame Relay	No	Yes	Yes	yes	
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	Yes	
55	WATS	No	Yes	Yes	yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes-designed, no-non-designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	* yes as of OSS'99
61	HDSL	No	UNE	Yes	yes	
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DSI digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings (simple)	Yes	UNE	Yes	no	

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* captions and indention
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials – restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS – e.g. gov't, or cannot be changed when changing main TN on C activity, low volume – e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user – fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one is unique to the CLEC environment.

ORDERING

Report/Measurement:

6. Percent Rejected Service Requests

Definition:

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.

Exclusions:

Service Requests canceled by the CLEC prior to being rejected/clarified.

Business Rules:

Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC. There are two types of "Rejects" in the Mechanized category:

- A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC before it is considered an LSR. Fatal Rejects are included in the calculation for regional reports only.
- An Auto Clarification is a valid LSR, which is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI or TAG), but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs.

Non Mechanized: An LSR which is faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative.

Calculation:

Percent Rejected Service Requests = (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100 during the month.

Report Structure:

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- State and Region
- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Resale Residence
- Resale Business
- Resale Specials
- UNE
- UNE Loop with NP
- Other
- Trunks

Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
• Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region	• Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region

Retail Analog/Benchmark:

Standard: No more than 2% BST caused rejections.

Report/Measurement
7. Percent Mechanized Rejects Returned Within one hour of receipt of rejected LSR
Definition:
Percent mechanized rejects returned within one hour of the receipt of the rejected LSR.
Exclusions:
None
Business Rules:
The start time used is the date and time the LSR is rejected, and the end time is the date and time the reject notice is provided to EDI, TAG or LENS and is
available to the CLEC. A mechanized reject is any reject returned electronically
(without manual intervention) to the CLEC via the electronic interface.
Levels of Disaggregation:
None
Calculation:
(# mechanized rejects returned within1 hour ÷ total rejects) * 100
Report Structure:
Reported for CLEC and all CLECs for the electronic interfaces (EDI, TAG and LENS).
Retail Analog/Benchmark
97% within 1 hour of the receipt of a rejected LSR

Report/Measurement:

8. Reject Interval

Definition:

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.

Exclusions:

Service Requests canceled by CLEC prior to being rejected/clarified

Business Rules:

- **Fully Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp in ED or TAG) until the LSR is rejected (date and time stamp of reject in LEO). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category.
- **Partially Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp in EDI or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LEO.
- **Total Mechanized**: Combination of Fully Mechanized and Partially Mechanized LSRs.
- **Non-Mechanized**: The elapsed time from receipt of a valid LSR (date and time stamp from FAX stamp) until notice of the reject is returned to the CLEC via LON.

Calculation:

Reject Interval = (Date and Time of Service Request Rejection) – (Date and Time of Service Request Receipt)] / (Number of Service Requests Rejected in Reporting Period)

Report Structure:

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks

Level of Disaggregation:

- Product Reporting Levels
  - Interconnection Trunks
  - Resale – Residence
  - Resale – Business
  - Resale – Design
  - UNE Design
  - UNE Non- Design
  - UNE Loop with and w/o NP
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order
- Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour 1-8 hours, 8-24 hours, >24 hours.
- Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours >24 hours
- Average Interval in Days
- Trunks

Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Reject Interval • Total Number of LSRs • Total number of Errors • State and Region	• Report Month • Reject Interval • Total number of LSRs • Total number of Errors • State and Region

Retail Analog/Benchmark:

Standard: Mechanized/Electronic: 15 seconds. Manual: 4 hours.

ORDERING

Report/Measurement:
9. Percent Firm Order Confirmations (FOCs) Returned
Definition:
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.
Exclusions:
• Rejected (manual and electronic) orders. • BST only Disconnect orders. • Orders involving major projects mutually agreed upon by CLECs and BST.
Business Rules:
FOC business rules are established to reflect the Local Carrier Service Center (LCSC) normal hours of operation, which include Monday through Friday, 8:00 a.m.-5:30p.m, excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 8:00 a.m. the next day, the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday, the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime), the valid start time will be the next business day at 8:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the TIRKS (design) or SOCS (non-design) reporting systems to accommodate situations when the LCSC works holidays, weekends, and when requests are received outside normal working hours. For UNE Loop and Port combinations, orders requiring N, C, and D orders, the FOC is sent back at the time the last order that establishes service is distributed. In the event of a post-FOC reject, the originally recorded duration to return the first FOC will not be included in the Percent Firm Order Confirmations (FOCs) Returned reported date.
EDI/TAG/LENS
For EDI, TAG and LENS originated LSRs, the start date and time is the receive date and time that is automatically populated by the interface (EDI, TAG or LENS) with the system date and time. The end date and time is recorded by EDI, TAG and LENS and reflects the actual date and time the FOC is available to the CLEC. This data is extracted daily from EDI, TAG and LENS and is passed to the TIRKS (design) or SOCS (non-design) system, where the end date and time are populated and are used to calculate the FOC measurements. For LSRs where FOC times are negotiated with the CLEC, the data field entry on the SOCS service order is used in the calculation. The request type from the LSR and the Class of Service tables are used to report the LSRs in the various levels of disaggregation. The Class of Service tables are based on the Universal Service Order practice.

VERBAL or MANUAL REQUESTS

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

Levels of Disaggregation:

Manually submitted:

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

Electronically submitted via EDI, TAG or LENS:

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

Calculation:

(# FOCs returned within "x" hours ÷total FOCs sent) * 100

Report Structure:

Reported for CLEC and all CLECs. This includes mechanized from EDI, TAG and LENS and manual (FAX or phone orders).

Retail Analog/Benchmark::

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

ORDERING

Report/Measurement:	
10. Speed of Answer in Ordering Center	
Definition:	
Measures the average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the appropriate option is selected (i.e. 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BSTs Local Carrier Service Center (LCSC) answers the CLEC call.	
Calculation:	
(Total time in seconds to reach the LCSC) / (Total Number of Calls) in the Reporting Period.	
Report Structure:	
• CLEC Aggregate • BST Aggregate (Combination of Residence Service Center and Business Service Center data)	
Level of Disaggregation:	
• CLEC Aggregate BST Aggregate (Combination of Residence Service Center and Business Service Center data)	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BST Retail center support systems
Retail Analog/Benchmark:	
Greater than 95% of calls, by center, are answered within 20 seconds. All calls are answered within 30 seconds.	

Report/Measurement
11. Percent Busy in the Local Carrier Service Center (LCSC)
Definition:
Percent of calls which are unable to reach the Local Carrier Service Center (LCSC) due to a busy condition in the ACD.
Exclusions:
Weekends and Holidays
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BST representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the BST call management system queue until the CLEC customer call is transferred to BST personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. Hours of operation are 8:00 a.m. to 5:30 p.m. Monday through Friday.
Levels of Disaggregation:
None
Calculation:
(Count of blocked calls ÷ total calls offered) * 100
Report Structure:
Reported for all CLECs and BST.
Retail Analog/Benchmark:
Parity with BST RSC / BSC

ORDERING

Report/Measurement
12. Percent Busy in the Repair Center
Definition:
Percent of calls which are unable to reach the Repair Center due to a busy condition in the ACD.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when the BST representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the BST call management system queue until the CLEC customer call is transferred to BST personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. The Measure includes calls to the LOC related to provisioning activities, e.g., coordinated conversions, as well as maintenance activities.
Levels of Disaggregation:
None
Calculation:
(Count of blocked calls ÷ total calls offered) * 100
Report Structure:
Reported for all CLECs and BST.
Retail Analog/Benchmark:
Parity with BST

ORDERING

Measurement
13. Average Response Time for Loop Make-Up Information
Definition:
The average time required to provide loop qualification for DSL.
Exclusions:
None
Business Rules:
The time starts when a request is received by the LCSC and ends when the information on the loop qualification has been made available to the CLEC.
Levels of Disaggregation:
Loop Composition (Copper/Fiber - length and wire guage of each) Bridge Taps (total kilofeet) Load Coils (Presence) Pair Gain Devices DAML (Presence) Digital Loop Carrier (DLC) (Presence) Cross Box Identifier
Calculation:
(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualifications
Report Structure:
CLEC, All CLECs and BST.
Retail Analog/Benchmark:
Parity

PROVISIONING

Report/Measurement:

14. Mean Held Order Interval & Distribution Intervals

Definition:

When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement.
- Order Activities of BST associated with internal or administrative use of local services.

Business Rules:

Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval.

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in >15 days).

Calculation:

Mean Held Order Interval:

Σ (Reporting Period Close Date – Committed Order Due Date) / (Number of Orders Pending and Past The Committed Due Date) for all orders pending and past the committed due date.

Held Order Distribution Interval:

(# of Orders Held for ≥ 90 days) / (Total # of Orders Pending But Not Completed) X 100

(# of Orders Held for ≥ 15 days) / (Total # of Orders Pending But Not Completed) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with NP (Design and Non-Design)
  - UNE 2 Wire Loop without NP (Design and Non-Design)
  - UNE Loop Other with NP (Design and Non-Design)
  - UNE Loop Other without NP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching
  - Local Transport
  - Combos
  - NP
  - Local Interconnection Trunks
- Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (Mean Held Order Interval & Distribution Intervals – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type(CLASS_SVC_DESC) • Hold Reason • Total line/circuit count • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Geographic Scope
Retail Analog/Benchmark:	
Standard: <2% of delayed orders held for 1-10 days <1% held for 11-30 days <0.5% held for 31-60 days No orders held for 61 days or longer	

PROVISIONING

Report/Measurement:

15. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice

Definition:

When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement
- Orders held for CLEC end user reasons
- Orders submitted to BST through non-mechanized methods

Business Rules:

When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.

Calculation:

Average Jeopardy Interval =Σ [(Date and Time of Scheduled Due Date on Service Order) - (Date and Time of Jeopardy Notice)]/[Number of Orders Notified of Jeopardy in Reporting Period).
Percent of Orders Given Jeopardy Notice = Σ [(Number of Orders Given Jeopardy Notices in Reporting Period) / (Number of Orders Confirmed (due) in Reporting Period)

Report Structure:

- CLEC Specific and CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Product Reporting Levels
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with NP (Design and Non-Design)
  - UNE 2 Wire Loop without NP (Design and Non-Design)
  - UNE Loop Other with NP (Design and Non-Design)
  - UNE Loop Other without NP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching
  - Local Transport
  - Combos
  - NP
  - Local Interconnection Trunks
  - Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

Retail Analog/Benchmark:

% Jeopardies Standard: 98% advanced notice of missed due dates.
Jeopardy Interval Standard: Facility issues – 48 hours, Workload issues – 24 hours.

PROVISIONING

Report/Measurement:
16. Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • Disconnect (D) & From (F) orders
Business Rules:
Percent Missed Installation Appointments is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments = Σ (Number of Orders Not Complete by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate **Report explanation:** The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user

PROVISIONING- Percent Missed Installation Appointments Continued

Level of Disaggregation:

- Reported in categories of <10 line/circuits; > 10 line/circuits
- Dispatch / No Dispatch
- Product Reporting Levels
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with NP (Design and Non-Design)
  - UNE 2 Wire Loop without NP (Design and Non-Design)
  - UNE Loop Other with NP (Design and Non-Design)
  - UNE Loop Other without NP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching
  - Local Transport
  - Combos
  - NP
  - Local Interconnection Trunks
  - Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Committed Due Date • Completion Date • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

Retail Analog/Benchmark:

Standard: 2% missed

Report/Measurement :

17. Average Completion Interval (OCI) & Order Completion Interval Distribution

Definition:

The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods.

Exclusions:

- Canceled Service Orders
- Order Activities of BST or the CLEC associated with internal or administrative use of local services
- (Record Orders, Test Orders, etc.)
- D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)

Business Rules:

The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when the order is electronically entered into SOCS after the FOC on a CLEC order, or the date time stamp receipt into SOCS by BST on retail orders to the order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed

Calculation:

Average Completion Interval:

Σ [(Completion Date & Time) - (Order Issue Date & Time)] / Σ (Count of Orders Completed in Reporting Period)

Order Completion Interval Distribution:

Σ (Service Orders Completed in "X" days) / (Total Service Orders Completed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

- Dispatch/No Dispatch categories applicable to all levels except trunks.
- Residence & Business reported in day intervals = 0,1,2,3,4, 5, 5+
- UNE and Design reported in day intervals = 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, 30+
- All Levels are reported <10 line/circuits; >10 line/circuits
- Product Reporting Levels
  - POTS – Residence
  - POTS – Business
  - DESIGN
  - PBX
  - CENTREX
  - ISDN
  - UNE 2 Wire Loop with NP (Design and Non-Design)
  - UNE 2 Wire Loop without NP (Design and Non-Design)
  - UNE Loop Other with NP (Design and Non-Design)
  - UNE Loop Other without NP (Design and Non-Design)
  - UNE Other (Design and Non-Design)
  - Switching
  - Local Transport
  - Combos
  - NP
  - Local Interconnection Trunks
  - Geographic Scope
  - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope
Retail Analog/Benchmark	
Parity with Retail.	

PROVISIONING

Report/Measurement:
18. Average Completion Notice Interval
Definition:
The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.
Exclusions:
• Non-mechanized Orders • Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • D & F orders
Business Rules:
Measurement of interval of completion date and time by a field technician on dispatched orders, and 5PM on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. On all orders (mechanized and non-mechanized) the field technician notifies the CLEC by telephone the work was complete and then he enters the work order completion information and completion time in his computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically.
Calculation:
Σ (Date and Time of Notice of Completion) – (Date and Time of Work Completion) / (Number of Orders Completed in Reporting Period)
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Reporting intervals in Hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval • Reported in categories of <10 line/circuits; > 10 line/circuits • Product Reporting Levels ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with NP (Design and Non-Design) ➢ UNE 2 Wire Loop without NP (Design and Non-Design) ➢ UNE Loop Other with NP (Design and Non-Design) ➢ UNE Loop Other without NP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching ➢ Local Transport ➢ Combos ➢ NP ➢ Local Interconnection Trunks ➢ Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (Average Completion Notice Interval – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Service Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.
Retail Analog/Benchmark:	
Standard: Manual – 24 hours, Mechanized/Electronic – 1 hour	

Report/Measurement:

19. Coordinated Customer Conversions

Definition:

This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without NP, and where the CLEC has requested BST to provide a coordinated cutover.

Exclusions:

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop

Business Rules:

Where the service order includes NP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.

Calculation:

Σ [(Completion Date and Time for Cross Connection of an Unbundled Loop)- (Disconnection Date and Time of an Unbundled Loop)] / Total Number of Unbundled Loop Items for the reporting period.

Report Structure:

- CLEC Specific
- CLEC Aggregate

Level of Disaggregation:

- Reported in intervals <=5 minutes; >5,<15 minutes; >15 minutes, plus Overall Average interval
- Product Reporting Levels
  - UNE Loops without NP
  - UNE Loops with NP
  - Geographic Scope
  - State, Region, and further geographic disaggregation as required by State Commission Order

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (NP orders) • Total Items **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• No BST Analog Exists

Retail Analog/Benchmark:

Standard: 100% within 15 minutes for single loop conversions per location where facilities exist. 100% within 60 minutes for up to 10 loop conversions per location where facilities exist. 100% within 120 minutes for 11 – 30 loop conversions per location where facilities exist. All loops above a 30 loop quantity, or 10 loop quantity and determined as complex, will be negotiated between the parties prior to the due date.

PROVISIONING

Report/Measurement:
20. % Provisioning Troubles within 30 days of Service Order Activity
Definition:
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders
Business Rules:
Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion for a trouble report. D & F orders are excluded as there is no subsequent activity following a disconnect.
Calculation:
% Provisioning Troubles within 30 days of Service Order Activity = Σ (Trouble reports on all completed orders ≤ 30 days following service order(s) completion) / (All Service Orders completed in the calendar month) X 100
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• Reported in categories of <10 line/circuits; > 10 line/circuits • Dispatch / No Dispatch • Product Reporting Levels ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with NP (Design and Non-Design) ➢ UNE 2 Wire Loop without NP (Design and Non-Design) ➢ UNE Loop Other with NP (Design and Non-Design) ➢ UNE Loop Other without NP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching ➢ Local Transport ➢ Combos ➢ NP ➢ Local Interconnection Trunks ➢ Geographic Scope ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

PROVISIONING – (% Provisioning Troubles within 30 days of Service Order Activity – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
Standard: 1.5% failed circuits installed in the report period.	

PROVISIONING

Report/Measurement :
21. Total Service Order Cycle Time (TSOCT)
Definition:
The total service order cycle time from receipt of a valid service order request to the completion of the service order.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services • (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval) • Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.
Business Rules:
The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation :
(sum of the differences between the elapsed time of the total # of orders measured by subtracting the order issue date from the order completion date)/total # of orders.
Report Structure:
• CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
• ISDN Orders included in Non Design • Dispatch/No Dispatch categories applicable to all levels except trunks. • Intervals under development • Product Reporting Levels ➢ Interconnection Trunks ➢ POTS – Residence ➢ POTS – Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with NP (Design and Non-Design) ➢ UNE 2 Wire Loop without NP (Design and Non-Design) ➢ UNE Loop Other with NP (Design and Non-Design) ➢ UNE Loop Other without NP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching ➢ Local Transport ➢ Combos ➢ NP ➢ Local Interconnection Trunks • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order

PROVISIONING – (Total Service Order Cycle Time (TSOCT) – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Interval for FOC • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope -
Retail Analog/Benchmark	
Parity with Retail.	

PROVISIONING

Report/Measurement
22. Percent Installations Completed Within Industry Guidelines for LNP With Loop
Definition:
Percent installations completed within "X" business days excluding customer caused misses and customer requested due date greater than "X" business days.
Exclusions:
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than "X" business days as set out below. • Excludes customer caused misses. • CLEC or Customer caused or requested delays. • NPAC caused delays unless caused by BST.
Business Rules:
The FOC return date is the day that BST returns the FOC to the CLEC. The Completion Date is the day that BST personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3 day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4 day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order. Industry guidelines for due dates for LNP are as follows: For Offices in which NXXs are previously opened – 3 Business Days. • New NXX – 5 Business days on LNP capable NXX. The above-noted due dates are from the date of the FOC receipt. For partial LNP conversions that require restructuring of customer account: • 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • >30 TNs, including entire NXX: The due dates are negotiated.
Levels of Disaggregation:
UNEs contained in the UNE price schedule, and/or agreed to by parties.
Calculation:
Count of N, T, C orders installed within business "x" business days ÷ total N, T, C orders) * 100
Report Structure:
Reported for CLEC and all CLECs
Retail Analog/Benchmark:
95% within "X" days • 2 Wire Analog and Digital and INP (1-10) – 3 Days from receipt of FOC • DS1 loop(includes PRI) – 3 Days from receipt of FOC

PROVISIONING

Report/Measurement:
23. Percentage of LNP Only Due Dates within Industry Guidelines
Definition:
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).
Exclusions:
• CLEC or Customer caused or requested delays. • NPAC caused delays unless caused by BST.
Business Rules:
Industry guidelines for due dates for LNP are as follows: • For Offices in which NXXs are previously opened – 3 Business Days. • New NXX – 5 Business days on LNP capable NXX. The above-noted due dates are from the date of the FOC receipt. For partial LNP conversions that require restructuring of customer account: • 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • >30 TNs, including entire NXX: The due dates are negotiated.
Levels of Disaggregation:
NXXs previously opened and NXX new (1-30 TNs and greater than 30 TNs)
Calculation:
(Count of LNP TNs implemented within Industry guidelines ÷ total number of LNP TNs) *100
Report Structure:
Reported for CLEC and all CLECs.
Retail Analog/Benchmark:
96.5%.

Report/Measurement:
24. Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour Timer
Definition:
Percentage of time the old service provider releases subscription(s) to NPAC within the first or the second 9-hour timers.
Exclusions:
• Customer caused or requested delays. • NPAC caused delays unless caused by BST. • Cases where BST did the release but the New Service Provider did not respond prior to the expiration of the second timer. This sequence of events causes the NPAC to send a cancel of BST's release request. In these cases, BST may have to re-work to release the TN so it can be ported to meet the due date.
Business Rules:
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour timer.
Levels of Disaggregation:
None
Calculation:
(Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour timer ÷ total number of LNP TNs for which the subscription was released) *100
Report Structure:
Reported for CLEC and all CLECs.
Retail Analog/Benchmark:
96.5%.

Report/Measurement:
25. Percentage of Customer Account Restructured Prior to LNP Due Date
Definition:
Percentage of accounts restructured within the LNP order due date established by the industry standard guidelines, and/or negotiated due date for orders that contain more than 30 TNs.
Exclusions:
None
Business Rules:
Industry guidelines for due dates for LNP are as follows: • For Offices in which NXXs are previously opened – 3 Business Days. • New NXX – 5 Business days on LNP capable NXX. The above-noted due dates are from the date of the FOC receipt. For partial LNP conversions that require restructuring of customer account: • 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • >30 TNs, including entire NXX: The due dates are negotiated.
Levels of Disaggregation:
None
Calculation:
(Number of LNP orders for which customer accounts were restructured prior to LNP due date) ÷ (total number of LNP orders that require customer accounts to be restructured) *100
Report Structure:
Reported for CLEC and all CLECs.
Retail Analog/Benchmark:
96.5%

PROVISIONING:

Report/Measurement:
26. Percentage Pre-mature Disconnects for LNP Orders
Definition:
Percentage of LNP cutovers BST prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.
Exclusions:
Coordinated Conversions
Business Rules:
The count of incidents, on a TN basis, where the translations are removed prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (10 minutes before scheduled conversion time).
Levels of Disaggregation:
LNP only and LNP with Loop.
Calculation:
Count of premature disconnects ÷ total LNP conversions * 100
Report Structure:
Reported by CLEC and all CLECs disaggregated by LNP and LNP with UNE loop.
Retail Analog/Benchmark:
2% or Less premature disconnects starting 10 minutes before scheduled due time.

PROVISIONING

Report/Measurement:
27. Average Days Required to Process a Request
Definition:
The average time it takes to process a request for access to poles, conduits, and right-of-ways.
Exclusions:
None
Business Rules:
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.
Levels of Disaggregation:
None
Calculation:
Σ (Date request returned to CLEC – date request received from CLEC) ÷ total number of requests
Report Structure:
Reported for individual CLEC and all CLECs
Retail Analog/Benchmark:
90% within 35 days.

PROVISIONING:

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

Report/Measurement:
29. Percentage of Missed Mechanized INP Conversions
Definition:
Percentage of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after the scheduled due time.
Exclusions:
None
Business Rules:
The clock starts on the Due Date and Frame Due Time and the clock stops on the Switch Date and Time.
Levels of Disaggregation:
None
Calculation:
(Count of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after scheduled due time (Frame Due Time)) ÷ total mechanized INP conversions) * 100
Report Structure:
Reported by CLEC and all CLECs.
Retail Analog/Benchmark:
2% or less premature disconnects starting 10 minutes before scheduled time, 8% or less of BST coordinated conversions beyond 30 minutes, 2% beyond 1 hour from scheduled time or 1% beyond 2 hours.

PROVISIONING:

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

PROVISIONING:

Report/Measurement:
31. Average Delay Days for NXX Loading and Testing
Definition:
Average calendar days from due date to completion date on company missed NXX orders.
Exclusions:
None
Business Rules:
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.
Levels of Disaggregation:
State and Region
Calculation:
Σ (Completion Date - LERG date) ÷ (number of BST caused late orders)
Report Structure:
Reported for CLEC, all CLECs and BST.
Retail Analog/Benchmark:
Parity

Report/Measurement:

32. Missed Repair Appointments

Definition:

The percent of trouble reports not cleared by the committed date and time.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules:

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.

Calculation:

Percentage of Missed Repair Appointments =Σ (Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time) / Σ (Total Trouble reports closed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

ISDN Troubles included in Non-Design

- Product Reporting Levels
  - POTS – Residence, Business
  - Design
  - PBX, CENTREX and ISDN
  - UNE 2 Wire Loop (Design and Non – Design)
  - UNE Loop Other (Design and Non Design)
  - UNE Other (Design and Non – Design)
  - Switching, Local Transport and Combos
  - Local Interconnection Trunks
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope

State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

Retail Analog/Benchmark
Standard: 1% missed

Report/Measurement:

33. Customer Trouble Report Rate

Definition:

Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.

Exclusions:

- Trouble tickets canceled at the CLEC request.
- BST trouble reports associated with administrative service.
- Customer provided Equipment (CPE) troubles or CLEC equipment troubles.

Business Rules:

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.

Calculation:

Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

ISDN Troubles included in Non Design

- Product Reporting Levels
  - POTS Residence and Business
  - Design
  - PBX, CENTREX, and ISDN
  - UNE 2 Wire Loop (Design and Non – Design)
  - UNE Loop Other (Design and Non – Design)
  - UNE Other (Design and Non – Design)
  - Switching , Local Transport, and Combos
  - Local Interconnection Trunks
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

MAINTENANCE & REPAIR – (Customer Trouble Report Rate – Continued)

Retail Analog/Benchmark:
Standard: 1 per 100 lines.

Report/Measurement:
34. Maintenance Average Duration
Definition:
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.
Exclusions:
• Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service • Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles. • Trouble reports greater than 10 days
Business Rules:
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).
Calculation:
Maintenance Average Duration = (Date and Time of Service Restoration) – (Date and Time Trouble Ticket was Opened) / (Total Closed Troubles in the reporting period)
Report Structure:
• CLEC Specific • BST Aggregate • CLEC Aggregate
Level of Disaggregation:
ISDN Troubles included in Non Design • Product Reporting Levels ➢ POTS– Residence and Business ➢ Design ➢ PBX, CENTREX, and ISDN ➢ UNE 2 Wire Loop (Design Non – Design) ➢ UNE Loop Other (Design Non – Design) ➢ UNE Other (Design Non – Design) ➢ Switching, Local Transport and Combos ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TIME_ID) • Ticket Completion Date (CMPLTN_DT • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non – Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
Retail Analog/Benchmark:	
Standard: Parity but no more than 24 hours for repair of network elements, including combinations of network elements. Benchmark 95%	

Report/Measurement:

35. Percent Repeat Troubles within 30 Days

Definition:

Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.

Exclusions:

- Trouble Reports canceled at the CLEC request
- BST Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

Business Rules:

Includes Customer trouble reports received within 30 days of an original Customer trouble report.

Calculation:

Percent repeat troubles within 30 days = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100

Report Structure:

- CLEC Specific
- CLEC Aggregate
- BST Aggregate

Level of Disaggregation:

ISDN Troubles included in Non Design

- Product Reporting Levels
  - POTS Residence and Business
  - Design
  - PBX, CENTREX and ISDN
  - UNE 2 Wire Loop (Design and Non – Design)
  - UNE Loop Other (Design and Non – Design)
  - UNE Other (Design Non – Design)
  - Switching, Local Transport and Combos
  - Local Interconnection Trunks
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **NOTE:** Code parentheses is the corresponding header format found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MAINTENANCE & REPAIR – (Percent Repeat Troubles within 30 Days - Continued)

Retail Analog/Benchmark:
Standard: Parity with Retail, but no more than 1% BST caused repeat troubles.

Report/Measurement:

36. Out of Service (OOS) > 24 Hours

Definition:

For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Exclusions:

- Trouble Reports canceled at the CLEC request
- BST Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

Business Rules:

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is entered into TAFI or called to the maintenance repair group and the trouble is counted if the time exceeds 24 hours.

Calculation:

Out of Service (OOS) > 24 hours = (Total Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100

Report Structure:

- CLEC Specific
- BST Aggregate
- CLEC Aggregate

Level of Disaggregation:

ISDN Troubles included in Non Design

- Product Reporting Levels
  - POTS Residence and Business
  - Design
  - PBX and CENTREX and ISDN
  - UNE 2 Wire Loop (Design and Non – Design)
  - UNE Loop Other (Design and Non – Design)
  - UNE Other (Design and Non – Design)
  - Switching, Local Transport and Combos
  - Local Interconnection Trunks
  - ISDN PRI and BRI
- Dispatch/No Dispatch categories applicable to all product levels
- Geographic Scope
  - State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non – Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

MANTENANCE & REPAIR – (Out of Service (OOS) > 24 Hours – Continued)

Retail Analog/Benchmark:
(1) Out of service conditions where a dispatch is required: 90% resolved within 4 hours 95% resolved within 8 hours 99% resolved within 16 hours. (2) Out of service conditions where no dispatch is required: 85% resolved within 2 hours 95% resolved within 3 hours 99% resolved within 4 hours. (3) All other troubles resolved within 24 hours.

Report/Measurement:	
37. OSS Interface Availability	
Definition:	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.	
Calculation:	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
Report Structure:	
• CLEC Aggregate • BST Aggregate • BST/CLEC	
Level of Disaggregation:	
• State and Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH and SOCS • CRIS, PREDICTOR, LNP, and OSPCM	• Availability of BST TAFI • Availability of LMOS HOST, MARCH and SOCS • CRIS, PREDICTOR, LNP, and OSPCM
Retail Analog/Benchmark:	
For all interfaces except ECTA, parity with retail. For ECTA, 99.5%.	

Report/Measurement:	
38. OSS Response Interval and Percentages	
Definition:	
The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.	
Exclusions:	
Queries received during scheduled system maintenance time.	
Business Rules:	
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.	
Calculation:	
OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, $\geq$ 4 to 10, $\geq$ 10, $\geq$ 30 seconds.	
Report Structure:	
• CLEC • BST Residence • BST Business by interface for each legacy system and function as appropriate.	
Level of Disaggregation:	
• State and Region	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• CLEC Transaction Intervals	• BST Business and Residence transaction Intervals
Retail Analog/Benchmark:	
Parity with retail.	

Report/Measurement:	
39. Average Answer Time – Repair Centers	
Definition:	
This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.	
Exclusions:	
None	
Business Rules:	
This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.	
Level of Disaggregation:	
• State and Region.	
Calculation:	
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)	
Report Structure:	
• CLEC Aggregate • BST Aggregate • CLEC Aggregate	
Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• CLEC Average Answer Time	• BST Average Answer Time
Retail Analog/Benchmark:	
Greater than 95% of calls are answered within 20 seconds. All calls are answered within 30 seconds.	

Report/Measurement:
40. Mean Time to Repair
Definition:
Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.
Exclusions:
None
Business Rules:
The start time is when the report is received. The stop time is when the report is cleared.
Levels of Disaggregation:
State and Region.
Calculation:
(Date and time trouble report is cleared with the customer – Date and time trouble report is received) ÷ (number of NXX trouble reports)
Report Structure:
Reported for CLEC, all CLECs and BST.
Retail Analog/Benchmark:
Parity

BILLING

Report/Measurement:	
41. Invoice Accuracy	
Definition:	
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.	
Exclusions:	
• Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)	
Business Rules:	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
Calculation:	
Invoice Accuracy = (Total Billed Revenues during current month) – (Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation :	
• Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope ➢ State and Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Invoice Type • Total Billed Revenue • Billing Related Adjustments	• Report Month • Retail Type ➢ CRIS ➢ CABS • Total Billed Revenue • Billing Related Adjustments
Retail Analog/Benchmark	
Standard: 99.99%	

Report/Measurement:	
42. Mean Time to Deliver Invoices	
Definition:	
This measure provides the mean interval for billing invoices	
Exclusions:	
Any invoices rejected due to formatting or content errors.	
Business Rules:	
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	
Calculation:	
Mean Time To Deliver Invoices = (Invoice Transmission Date)– (Close Date of Scheduled Bill Cycle)] / (Count of Invoices Transmitted in Reporting Period)	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Product / Invoice Type ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope ➢ State and Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Invoice Type • Invoice Transmission Count • Date of Scheduled Bill Close	• Report Month • Retail Type ➢ CRIS ➢ CABS • Invoice Transmission Count • Date of Scheduled Bill Close
Retail Analog/Benchmark:	
Standard: 99% in 48 hours.	

BILLING

Report/Measurement:	
43. Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculations:	
Usage Data Delivery Accuracy = (Total number of usage data packs sent during current month) – (Total number of usage data packs requiring retransmission during current month)] / (Total number of usage data packs sent during current month) X 100	
Report Structure:	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ State and Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Month • Record Type
Retail Analog/Benchmark:	
Standard 99.99%	

BILLING

Report/Measurement:	
44. Usage Data Delivery Completeness	
Definition:	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Completeness = (Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date) / (Total number of Recorded usage records delivered during the current month) X 100	
Report Structure	
• CLEC Specific • CLEC Aggregate • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ State and Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
CLEC Usage Delivery Completeness is comparable to BST Usage Delivery Completeness	

BILLING

Report/Measurement:	
45. Usage Data Delivery Timeliness	
Definition:	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness = (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / (Total number of usage records sent) X 100	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ State and Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Standard: 99% available in 24 hours. 100% available in 48 hours.	

Report/Measurement:	
46. Mean Time to Deliver Usage	
Definition:	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
Calculation:	
Mean Time to Deliver Usage = (Record volume X estimated number of days to deliver the Usage Record) / total record volume	
Report Structure:	
• CLEC Aggregate • CLEC Specific • BST Aggregate	
Level of Disaggregation:	
• Geographic Scope ➢ State and Region	
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Record Type ➢ BellSouth Recorded ➢ Non-BellSouth Recorded	• Report Monthly • Record Type
Retail Analog/Benchmark:	
Standard: 99% in 24 hours. 100% in 48 hours.	

BILLING

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

BILLING

Report/Measurement:
48. Billing Completeness
Definition:
Percent of service orders completed within the billing cycle that post in the CRIS or CABS billing systems prior to the customer's bill period.
Exclusions:
None.
Business Rules:
The Billing Completeness Measure includes all orders which have been completed for the bill period. It should detail orders for which billing has been delayed due to errors which did not allow billing to occur. Exclusions should include effective billing dates requested by customers. Billing should be executed for service with a bill date minus one. The billing completeness measure calculation is for each CLEC, for all CLECs and for all retail/wholesale service orders. Calculation should be based on completion date, post to billing system date, and bill period.
Levels of Disaggregation:
CLEC and non-CLEC
Calculation:
(Count of on-time service orders included in current applicable bill period ÷ total service orders in current applicable billing period) *100
Report Structure:
Reported for CLEC, all CLECs and BST.
Retail Analog/Benchmark:
Parity with BST Retail.

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

Report/Measurement:
50. Speed to Answer Performance/Average Speed to Answer – Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Report/Measurement:
51. Speed to Answer Performance/Percent Answered within "X" Seconds – Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is ten (10).
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
90% answered within 10 seconds. 95% answered within 20 seconds.

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
52. Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
53. Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is ten (10).
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
85% answered within ten seconds. 95% answered within twenty seconds.

Report/Measurement:
54. Directory Assistance Average Speed Of Answer
Definition:
The average time a customer is in queue.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BST representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the BST call management system queue until the CLEC customer call is transferred to BST personnel assigned to handling CLEC calls for assistance during hours of operation.
Levels of Disaggregation:
None
Calculation:
Total queue time ÷ total calls answered
Report Structure:
Reported for the aggregate of BST and CLECs.
Retail Analog/Benchmark:
85% answered within 10 seconds. 95% answered within 20 seconds.

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
55.Operator Services Speed Of Answer
Definition:
The average time a customer is in queue.
Exclusions:
None
Business Rules:
The clock starts when the customer enters the queue and the clock stops when a BST representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the BST call management system queue until the CLEC customer call is transferred to BST personnel assigned to handling CLEC calls for assistance during hours of operation.
Levels of Disaggregation:
None
Calculation:
Total queue time ÷ total calls answered.
Report Structure:
Reported for the aggregate of BST and CLECs.
Retail Analog/Benchmark:
90% answered within 10 seconds. 95% answered within 20 seconds.

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

Report/Measurement:
57. Average Update Interval for DA Database for Facility Based CLECs
Definition:
The average update interval for DA database changes for facility based CLECs.
Exclusions:
None
Business Rules:
The date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For directory changes that also have a provisioning order, the clock starts when the provisioning order completes and ends when the listing is updated. The update clerks work hours are 6:30 a.m. to 3:00 p.m. Monday through Friday. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day.
Levels of Disaggregation:
None
Calculation:
(8:00 a.m. of the day following the input into the DA database – Time update received from CLEC) ÷ total updates
Report Structure:
Reported by CLEC and all CLECs for facility based providers.
Retail Analog/Benchmark:
48 Hours.

Report/Measurement:
58. Percentage DA Database Accuracy For Manual Updates
Definition:
The percentage of DA records that were updated by BST in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. BST will verify the records determined to be in error to validate that the records were input by BST incorrectly.
Exclusions:
None
Business Rules:
The date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For directory changes that also have a provisioning order, the clock starts when the provisioning order completes and ends when the listing is updated. The update clerks work hours are 6:30 a.m. to 3:00 p.m. Monday through Friday. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day.
Levels of Disaggregation:
None
Calculation:
(Number of BST caused update errors ÷ Total number of updates) *100
Report Structure:
Reported by CLEC and all CLECs for facility based providers.
Retail Analog/Benchmark:
97%

E911

Report/Measurement:
59. E911/Timeliness
Definition:
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Timeliness = Σ (Number of batch orders processed within 24 hours ÷ Total number of batch orders submitted) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Levels of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

E911

Report/Measurement:
60. E911/Accuracy
Definition:
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Accuracy = Σ(Number of record individual updates processed with no errors ÷ Total number of individual record updates) X 100
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
Data Retained
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

E911

Report/Measurement:
61. E911/Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
• Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
E911 Mean Interval = Σ (Date and time of batch order completion – Date and time of batch order submission) ÷ (Number of batch orders completed)
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates • State • Region
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
• Report month • Aggregate data
Retail Analog/Benchmark
Parity by Design

TRUNK GROUP PERFORMANCE

Report/Measurement:

62. Trunk Group Service Report

Definition:

A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.

Exclusions:

- Trunk groups for which valid traffic data is not available
- High use trunk groups

Business Rules:

Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.

Calculation:

Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

- BST Aggregate
  - CTTG
  - Local
- CLEC Aggregate
  - BST Administered CLEC Trunk
  - CLEC Administered CLEC Trunk
- CLEC Specific
  - BST Administered CLEC Trunk
  - CLEC Administered CLEC Trunk

Level of Disaggregation:

State

Data Retained Relating to CLEC Experience	**Data Retained Relating to BST Experience**
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT

Retail Analog/Benchmark:

BST to CLEC Trunk Blockage at parity with BST to BST Trunk Blockage

TRUNK GROUP PERFORMANCE

Report/Measurement:

63. Trunk Group Service Detail

Definition:

A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.

Exclusions:

- Trunk groups for which valid traffic data is not available
- High use trunk groups

Business Rules:

Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.

Calculation:

Measured Blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100

Report Structure:

• BST Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ End Office ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks	• CLEC Specific ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ CLEC POT ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks

Level of Disaggregation:

State

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports	• Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports

Retail Analog/Benchmark:

BST to CLEC Trunk Blockage at parity with BST to BST Trunk Blockage

COLLOCATION

Report/Measurement:
64. Collocation/Average Response Time
Definition:
Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
• Requests to augment previously completed arrangements • Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time = Σ(Request Response Date) – (Request Submission Date) / Count of Responses Returned within Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Cageless • Physical (caged and adjacent)
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
90% of requests answered within 30 calendar days.

COLLOCATION

Report/Measurement:
65. Collocation/Average Arrangement Time
Definition:
Measures the average time (counted in calendar days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and Restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
Average Arrangement Time = Σ(Date Collocation Arrangement is Complete) – (Date Order for Collocation Arrangement Submitted) / Total Number of Collocation Arrangements Completed during Reporting Period.
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Cageless • Physical (caged and adjacent)
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
Standard: (1) 90 calendar days Caged Physical Collocation (2) 30 calendar days Adjacent Physical Collocation (3) 30 calendar days Cageless Physical Collocation (4) 30 calendar days Virtual Collocation

COLLOCATION

Report/Measurement:
66. Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
• Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
% of Due Dates Missed = Σ (Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period) / Number of Orders Completed in Reporting Period) X 100
Report Structure:
• Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
• State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Cageless • Physical (caged and adjacent)
Data Retained:
• Report period • Aggregate data
Retail Analog/Benchmark:
No less than 95% of commitments must be met for Physical caged, Physical Adjacent, Physical Cageless and Virtual collocation.

BONA FIDE REQUESTS

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

BONA FIDE REQUESTS

Report/Measurement:
68. Percentage of Quotes Provided for Authorized BFRs/Special Requests Within X (10,30,60) Days
Definition:
Percentage of quotes provided in response to bona fide/Special requests for within X (10,30,60) days.
Exclusions:
None.
Business Rules:
The clock starts when BST receives a complete and accurate application. The clock stops when BST responds back to the application request with a quote.
Levels of Disaggregation:
• BFRs/Special Requests that are operational at the time of the request. • BFRs/Special Requests that are ordered by the FCC. • BFRs/Special Requests that are not operational at the time of the Request.
Calculation:
(Count of number of requests processed within X (10, 30, 60) days ÷ total number (10, 30, 60 Days) of requests) * 100
Report Structure:
Reported by CLEC and all CLECs.
Retail Analog/Benchmark:
90% within 10, 30, 60 calendar days. • BFRs/Special Requests that are operational at the time of the request – 10 days • BFRs/Special Requests that are Ordered by the FCC– 30 days • BFRs/Special Requests not operational at the time of the request - 60 days

Appendix A: Reporting Scope*

Standard Service Groupings	*Pre-Order, Ordering* • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP *Provisioning* • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail *Maintenance and Repair* • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail Local Interconnection Trunk Group Blockage • BST CTTG Trunk Groups • CLEC Trunk Groups

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types: **Maintenance Query Types:**	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
Report Levels	• CLEC RESH • CLEC MSA • CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

Appendix B: Glossary of Acronyms and Terms

A	**ACD**	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	**BILLING**	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center – The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	**CKTID**	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

C	**COFIUSOC**	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	**DESIGN**	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	**E911**	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	**FATAL REJECT**	The number of LSRs that were electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

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H	**HAL**	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	**ISDN**	Integrated Services Digital Network
K		
L	**LCSC**	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request – A request for local resale service or unbundled network elements from a CLEC.
M	**MAINTENANCE & REPAIR**	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

N	NC	"No Circuits" - All circuits busy announcement
O	**OASIS**	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	**POTS**	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service

Q		
R	**RNS**	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	**SOCS**	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	**TAFI**	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	TAG	Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	**UNE**	Unbundled Network Element
V		
W	**WTN**	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

EXHIBIT 3

SERVICE QUALITY MEASURES SUBJECT TO TIER-1 AND TIER-2 ENFORCEMENT REMEDIES IDENTIFIED AS HIGH, MEDIUM AND LOW

Service Quality Measures	Measurement Groups Subject to Tier-1 Remedies			Measurement Groups Subject to Tier-2 Remedies		
	Low	Med	High	Low	Med	High
Pre-Ordering - OSS						
1. Average OSS Response Time and Response Interval		✓			X	
2. OSS Interface Availability			✓			X
Ordering						
3. Percent Flow-through Service Requests (Summary)	✓			X		
4. Percent Flow through Service Requests (Detail)			✓			X
5. Flow-through Error Analysis	✓			X		
6. Percent Rejected Service Requests	✓			X		
7. Percent Mechanized Rejects Returned Within one hour of receipt of rejected LSR	✓					
8. Reject Interval	✓					
9. Percent Firm Order Confirmation Returned		✓			X	
10. Speed of Answer in Ordering Center				X		
11. Percent Busy in the Local Carrier Service Center (LCSC)				X		
12. Percent Busy in the Repair Center				X		
13. Average Response Time for Loop MakeUp Information		✓			X	
Provisioning						
14. Mean Held Order Interval & Distribution Intervals		✓				X
15. Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices		✓				X
16. Percent Missed Installation Appointments		✓				X
17. Average Completion Interval & Order Completion Interval Distribution		✓				
18. Average Completion Notice Interval		✓			X	

SERVICE QUALITY MEASURES SUBJECT TO TIER-1 AND TIER-2 ENFORCEMENT REMEDIES IDENTIFIED AS HIGH, MEDIUM AND LOW

Service Quality Measures	Measurement Groups Subject to Tier-1 Remedies			Measurement Groups Subject to Tier-2 Remedies		
	Low	Med	High	Low	Med	High
19. Coordinated Customer Conversions			✓			X
20. Percent Provisioning Troubles w/i 30 days			✓			X
21. Total Service Order Cycle Time			✓			X
22. Percent Installations Completed Within Industry Guidelines for LNP			✓			X
23. Percentage of LNP Only Due Dates within Industry Guidelines			✓			X
24. Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour Timer		✓			X	
25. Percentage of Customer Accounts Restructured Prior to the LNP Due Date	✓					
26. Percentage of Pre-mature Disconnects for LNP Orders		✓			X	
27. Average Days Required to Process a Request	✓					
28. Percentage of Premature Disconnects (Coordinated Cutovers)			✓			X
29. Percentage of Missed Mechanized INP Conversions		✓				
30. Percent NXXs loaded and tested prior to the LERG effective date			✓			X
31. Average Delay Days for NXX Loading and Testing		✓				
Maintenance & Repair						
32. Missed Repair Appointments			✓			X
33. Customer Trouble Report Rate	✓					
34. Maintenance Average Duration			✓			X
35. Percent Repeat Troubles w/i 30 days			✓			X
36. Out of Service > 24 Hours			✓			X
37. OSS Interface Availability			✓			X
38. OSS Response Interval and Percentages					X	
39. Average Answer Time - Repair Centers				X		

SERVICE QUALITY MEASURES SUBJECT TO TIER-1 AND TIER-2 ENFORCEMENT REMEDIES IDENTIFIED AS HIGH, MEDIUM AND LOW

Service Quality Measures	Measurement Groups Subject to Tier-1 Remedies			Measurement Groups Subject to Tier-2 Remedies		
	Low	Med	High	Low	Med	High
40. Mean Time to Repair			✓			X
Billing						
41. Invoice Accuracy			✓			
42. Mean Time to Deliver Invoices	✓					
43. Usage Data Delivery Accuracy	✓					
44. Usage Data Delivery Completeness	✓				X	
45. Usage Data Delivery Timeliness	✓					X
46. Mean Time to Deliver Usage	✓					
47. Percent of Accurate and Complete Formatted Mechanized Bills	✓					X
48. Billing Completeness	✓					X
49. Unbillable Usage						
Operator Services (Toll) and Directory Assistance						
50. Average Speed to Answer (Toll)				X		
51. Percent Answered within "X" Seconds (Toll)				X		
52. Average Speed to Answer (DA)				X		
53. Percent Answered within "X" Seconds (DA)				X		
54. Directory Assistance Average Speed of Answer						
55. Operator Services Speed of Answer						
56. Percentage of Updates Completed into the DA Database within 72 hours for Facility Based CLECs	✓					
57. Average Update Interval for DA Database for Facility Based CLECs	✓					
58. Percentage DA Database Accuracy for Manual Updates	✓					
E911						

SERVICE QUALITY MEASURES SUBJECT TO TIER-1 AND TIER-2 ENFORCEMENT REMEDIES IDENTIFIED AS HIGH, MEDIUM AND LOW

Service Quality Measures	Measurement Groups Subject to Tier-1 Remedies			Measurement Groups Subject to Tier-2 Remedies		
	Low	Med	High	Low	Med	High
59. Timeliness	✓					
60. Accuracy	✓					
61. Mean Interval	✓					
Trunk Group Performance						
62. Trunk Group Service Report			✓			X
63. Trunk Group Service Detail			✓			X
Collocation						
64. Average Response Time			✓			X
65. Average Arrangement Time			✓			X
66. % of Due Dates Missed			✓			X
Bona Fide Request						
67. Percentage of Requests Processed Within 30 Calendar Days						
68. Percentage of Quotes Provided for Authorized BFRs/Special Requests Within X (10, 30, 60) Days			✓			X

EXHIBIT 4

SERVICE QUALITY MEASUREMENTS SUBJECT TO PER OCCURRENCE REMEDIES WITH A CAP

AND

SERVICE QUALITY MEASUREMENTS SUBJECT TO PER MEASURE REMEDIES

Measurements That Are Subject To Per Occurrence Remedies With A Cap

1. Average OSS Response time and response interval (1) (Tier-1 – Med., Tier-2- Med.)
2. Percent Flow-Through Service Requests (3) (Tier-1-Low, Tier-2-Low)
3. Percent Mechanized Rejects Returned Within 1 Hour (7) (Tier-1-Low)
4. Percent of Accurate And Complete Formatted Mechanized Bills (47) (Tier-1-Low, Tier-2-High)
5. Billing Completeness (48) (Tier-1-Low, Tier-2- High)
6. Trunk Group Service Reports (62) (Tier-1-High, Tier-2-High)

Measurements That Are Subject To Per Measure Remedies

1. % NXXs loaded and tested prior to the LERG effective date (30) (Tier-1-High, Tier-2-High)
2. % Quotes Provided for Authorized BFRs/Special Requests within 'x' calendar days (68) (Tier-1-High, Tier-2-High)
3. Percent Busy in the Local Carrier Service Center(11) (Tier-2-Low)
4. Percent Busy in the Repair Center (12) (Tier-2-Low)
5. OSS Interface Availability (2) (Tier-1- High, Tier-2-High)